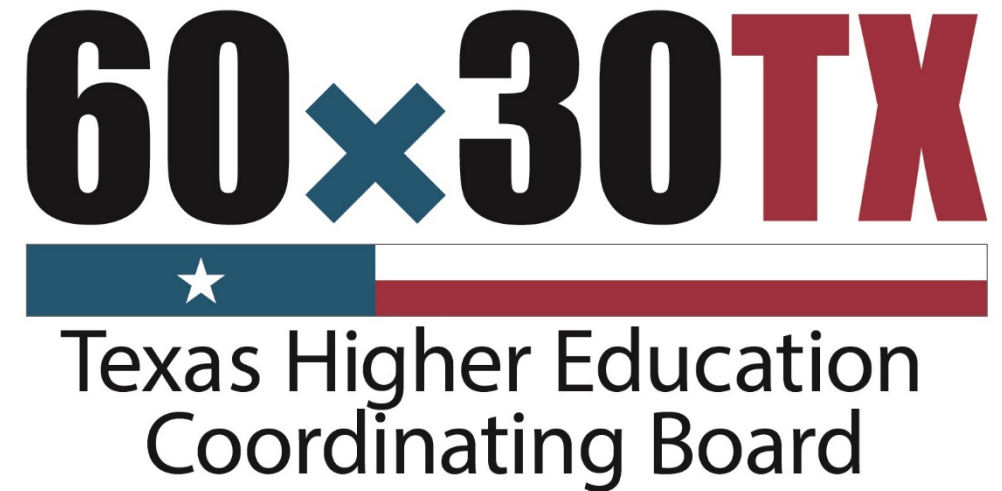# Stop Out Recovery

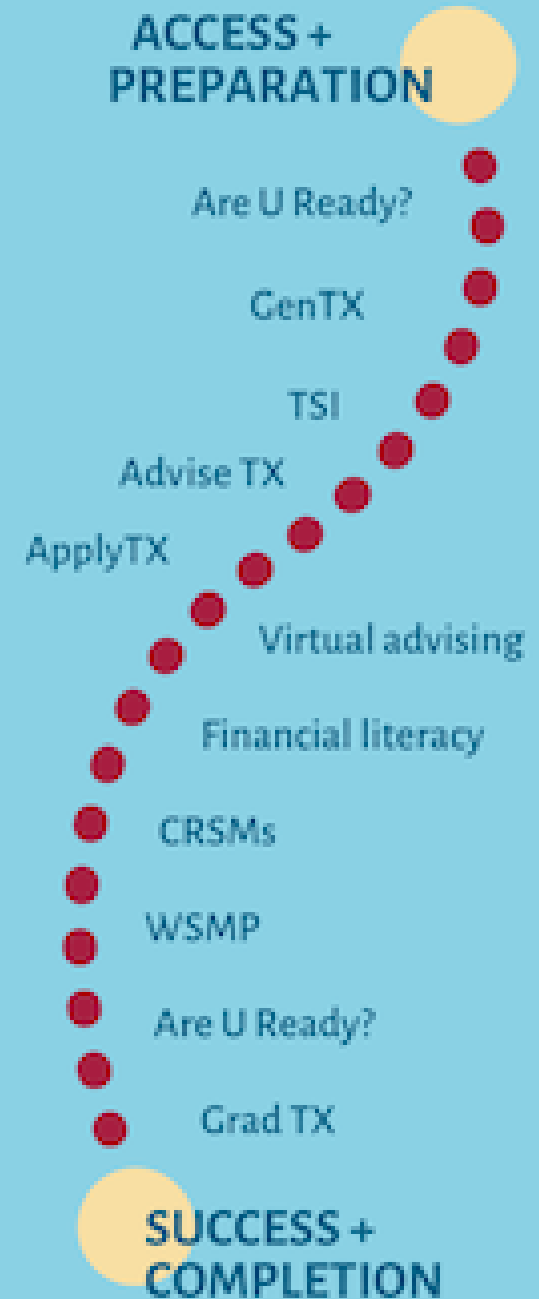Regional Target Advisory Forum

June 25, 2019

Today's Agenda

- Introductions
- Presentation Objectives
- Stop Out Landscape Analysis
- Best Practices for Support
- Virtual Advising
- Discussion
  - Small Group Time
  - Tool Completion

Who We Are

- College Readiness and Success works to ensure access to, preparation for, and completion of a higher education credential of value for all Texans.

ACCESS + PREPARATION

Are U Ready?

GenTX

TSI

Advise TX

ApplyTX

Virtual advising

Financial literacy

CRSMs

WSMP

Are U Ready?

Grad TX

SUCCESS + COMPLETION

60×30TX

Presentation Objectives

- Provide general overview of stop out population and enrollment patterns.

- Develop an understanding of best practices to support returning stop out students.

- Identify potential activities, tactics, and milestones that can be incorporated within an intraregional approach to assist stop out recovery.

60×30TX

Patterns in Near Completer Stop Out

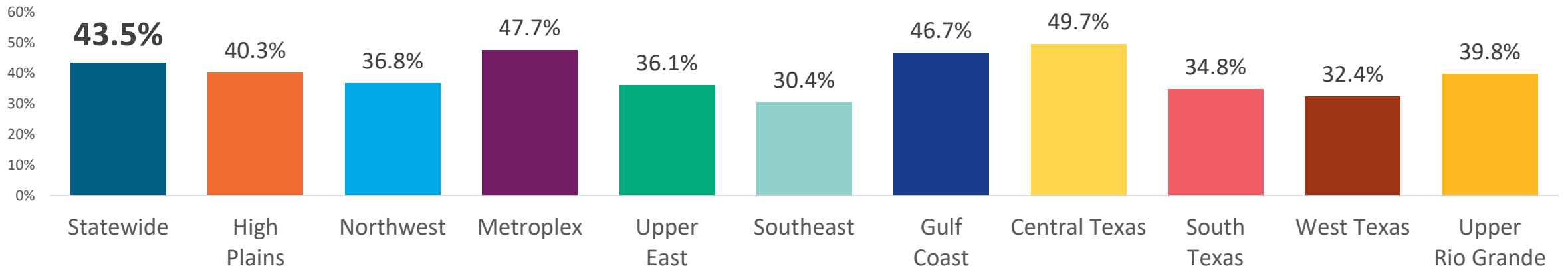Josie Brunner, Senior Program Evaluator | Strategic Planning and Funding

60×30TX

By 2030, at least 60 percent of Texans ages 25-34 will have a certificate or degree

60x30 Educated Population Targets

	Recent	Targets		
	2017	**2020**	**2025**	**2030**
	43.5%	48%	54%	65%

Educated Population (Percent of 25 - 34 year-old population with certificate or higher postsecondary credential) 2017

| Statewide	High Plains	Northwest	Metroplex	Upper East	Southeast	Gulf Coast	Central Texas	South Texas	West Texas	Upper Rio Grande
43.5%	40.3%	36.8%	47.7%	36.1%	30.4%	46.7%	49.7%	34.8%	32.4%	39.8%

60x30TX

Completing students with some college and no post-secondary credential will get us closer to the 60 percent goal.

Educated Population, Age 25-34 (2017)

■ Certificate or higher　　■ Some College, No certificate　　■ No College
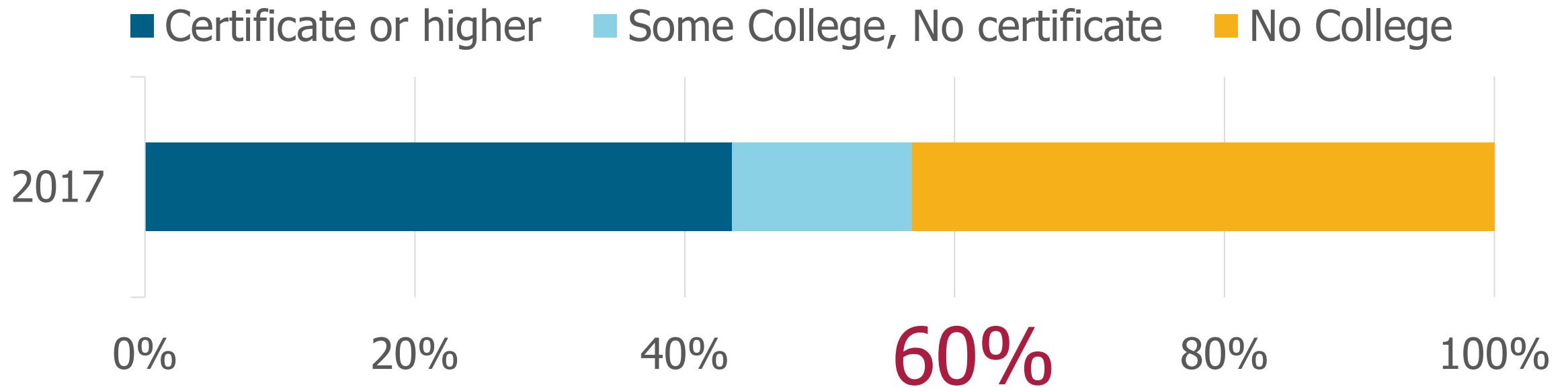
Recent Near-Completer* Stopouts (Last Enrollment FY2013-2017)

219,084 students were last enrolled in college in FY 2013 – 2017 and did not complete a certificate or higher.

51,396

167,688

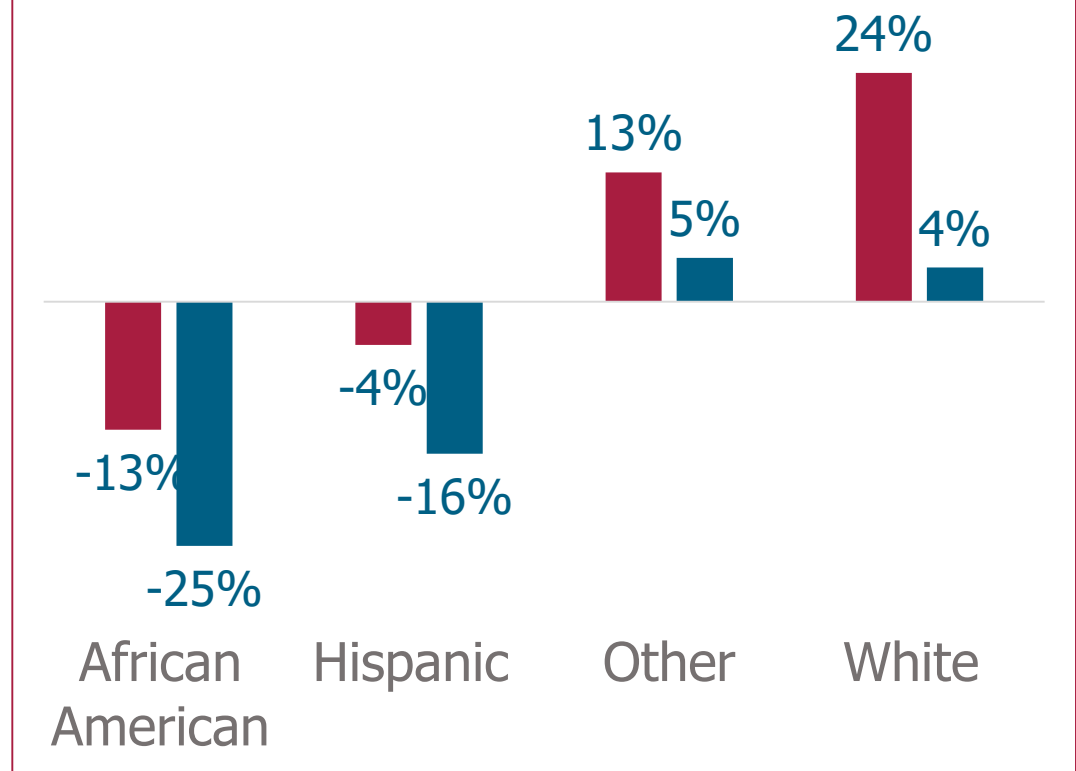Public 4-Year

Public 2-Year
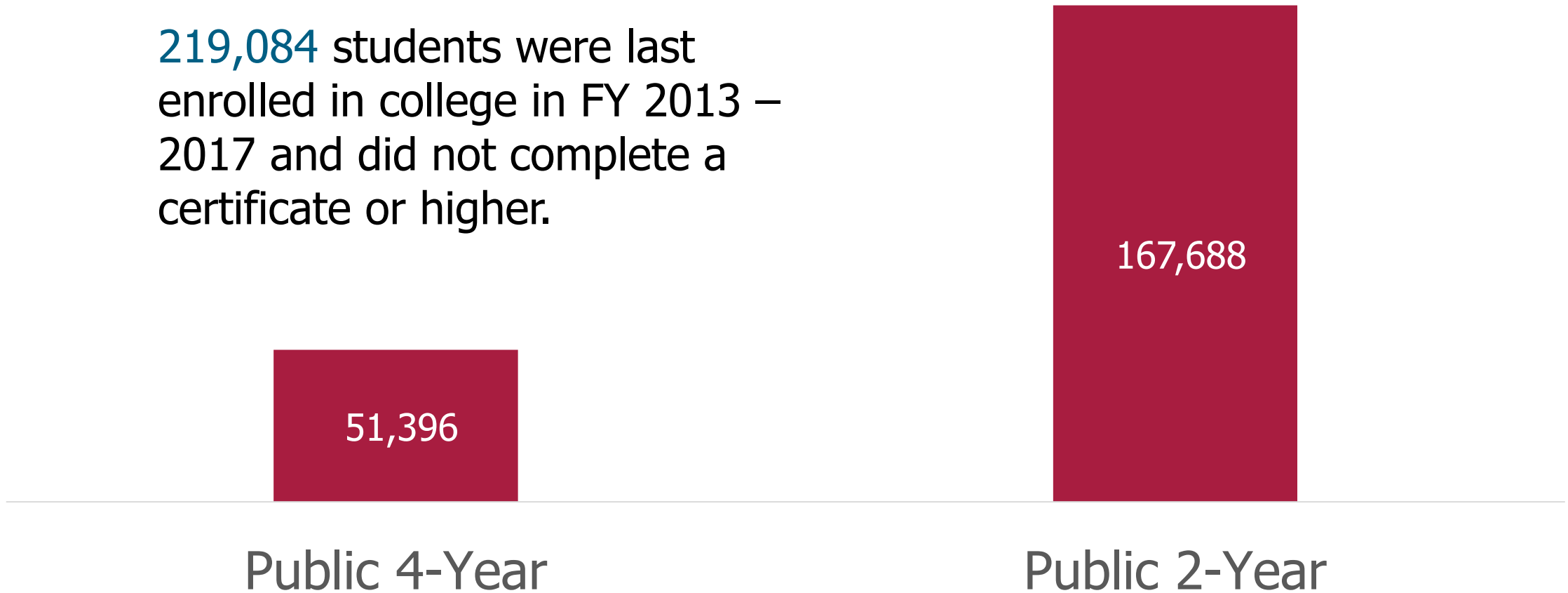
*75% of credits toward a degree attempted and no credential

African Americans are disproportionately represented among near-completers who stopout.

Number of Near Completers, by Race/Ethnicity and Gender

- African American: Female 22,281; Male 16,060
- Hispanic: Female 42,392; Male 37,755
- Other: Female 4,605; Male 8,931
- White: Female 42,219; Male 41,841

■ Female ■ Male
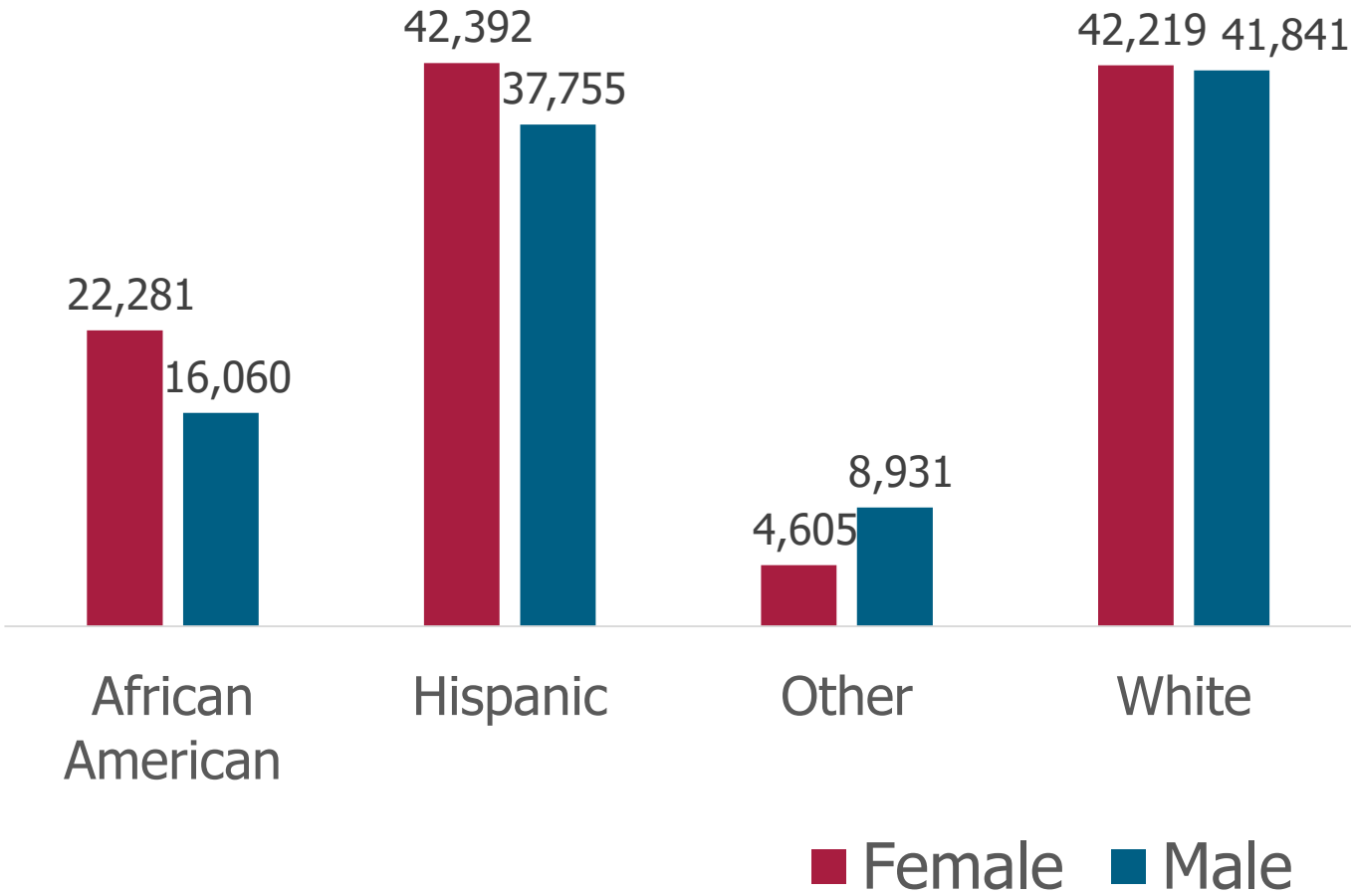
Completion within 6 Years, by Race/Ethnicity and Gender

- African American: Female -13%; Male -25%
- Hispanic: Female -4%; Male -16%
- Other: Female 13%; Male 5%
- White: Female 24%; Male 4%

Values represent percentage-point differences from state rate (60%).

60x30TX

Approximately 4 in 5 near-completers* who stopped out were under the age of 35 as of January 2019. The median age was 30.

Age	Under 25	25-34	35-64	65 +
	35,609	140,346	42,460	669
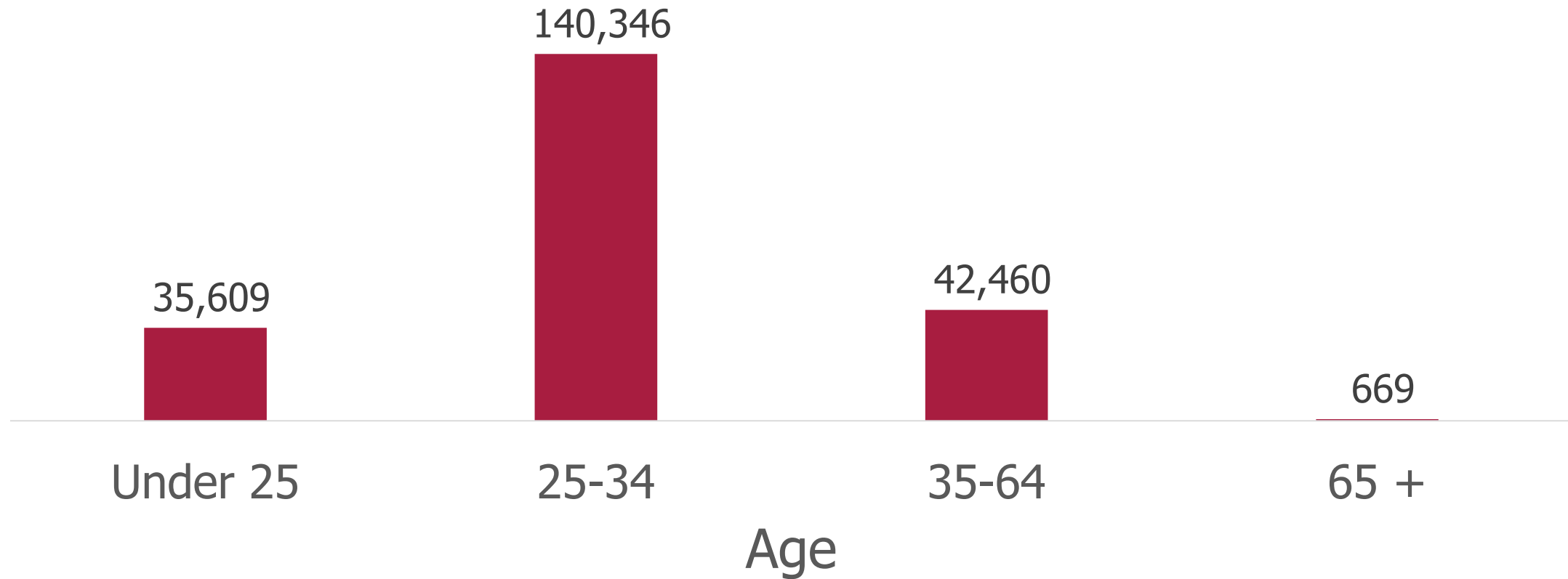
*75% of credits toward a degree attempted and no credential

Stopouts by Last Residency Reported
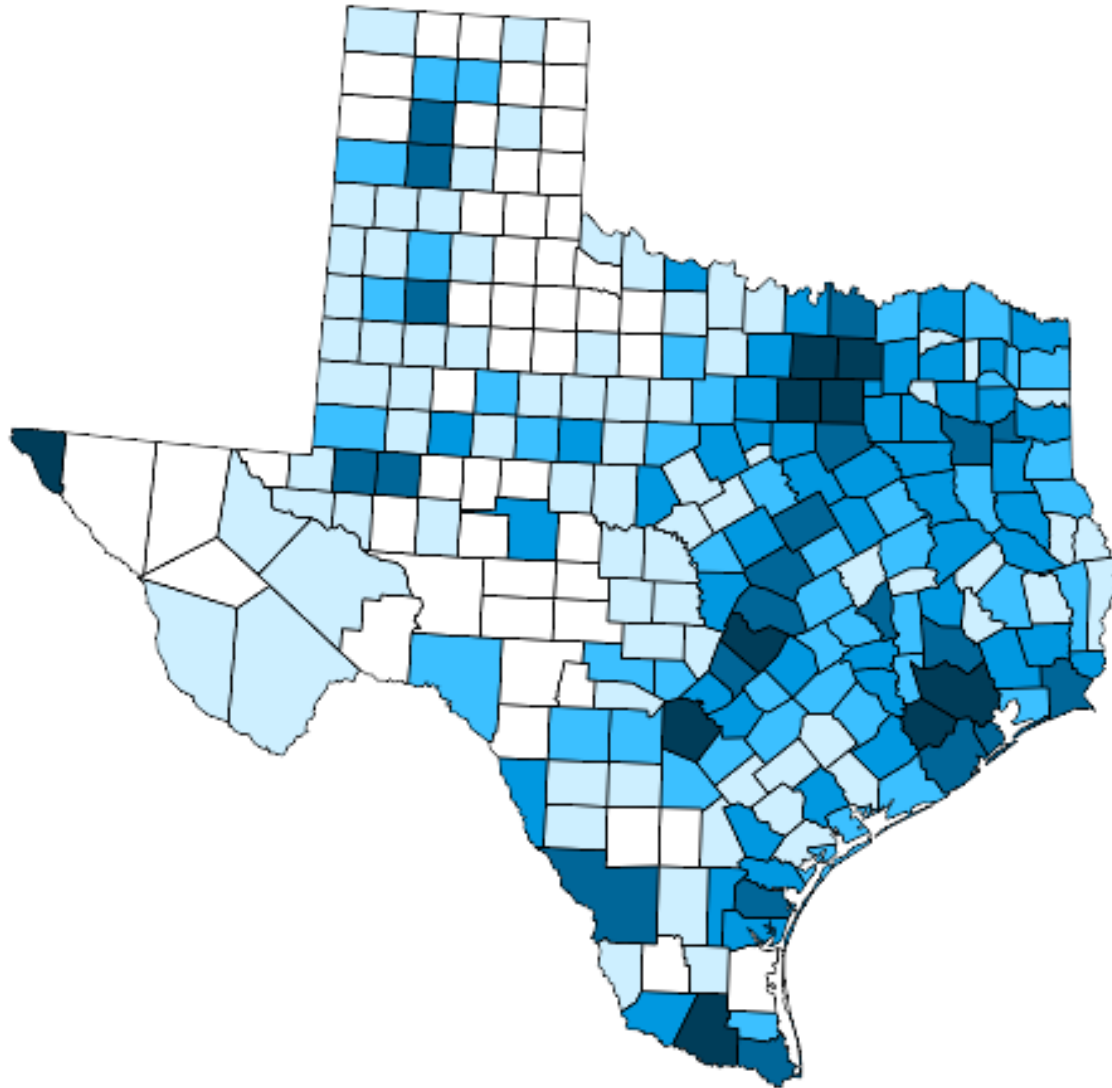
Region	N	%
Region 1 - High Plains	5,525	3%
Region 2 - Northwest	3,441	2%
Region 3 - Metroplex	40,234	18%
Region 4 - Upper East	10,132	5%
Region 5 - Southeast	5,530	3%
Region 6 - Gulf Coast	62,306	28%
Region 7 - Central	27,804	13%
Region 8 - South	43,875	20%
Region 9 - West Texas	4,287	2%
Region 10 - Upper Rio Grande	10,182	5%
Residency Outside Texas	5,768	3%

Number of Students: Below 25 | 25-100 | 101-250 | 251-1000 | 1001-5000 | 5000+

Requesting Stop Out Data through THECB

- What data are available?
  - Students with 90 or more attempted SCH from last enrolled university who did not earn a degree
  - Students with 45 or more attempted SCH from last community or technical college enrolled who did not earn a credential
- How to make a request?
  - If you are interested, complete a request through our CRAFT system: https://www1.thecb.state.tx.us/Apps/CRAFT/Home/Create
  - More information about process will be available fall 2019.

Scroll to bottom: www.thecb.state.tx.us

Address

Texas Higher Education Coordinating Board
 1200 E. Anderson Lane, Austin, TX 78752
PO Box 12788, Austin, TX 78711-2788
Main: 512-427-6101 || Fax: 512-427-6127
Student Loans: 800-242-3062 or 512-427-6340

Links

Inquiries
Student Complaints
Site Map Index
Staff Directory
Career Opportunities
Website Policies

Submit a Request through CRAFT

You must be staff from a public institution. Use your institutional contact information.

Contact Reason – Data Analysis

Description – Request Information on Process to Obtain Institutional Stop Out Data Files

Best Practices for Supporting Stop Out Students

Dakota Doman, Ph.D. | Director, College Completion

Waylon Metoyer, M.Ed. | Program Specialist, College Completion

Addressing the Completion Challenge: The Need for Degree Reclamation

- Degree reclamation can decrease the number of students with some college and no degree.

- Degree reclamation can support underrepresented student populations and reduce inequity in college completion.

- Degree reclamation can provide a pathway to completion for students with mobile and non-continuous enrollment patterns.

- Degree reclamation can support students with personal barriers to completion.

- Degree reclamation can expand re-enrollment and reengagement policies and practices.

Principles of Degree Reclamation

- Recognize that students deserve these degrees.
- Communicate and elevate the value of college degrees.
- Address inequities in degree completion.
- Maintain progress on degree pathways.
- Leverage technology and data systems.

Barriers Stop Out Students Face

- Financial Aid Concerns
- Complexity of the Reenrollment Process
- Class Scheduling and Alternative Delivery Modes
- Transcript Issues
- Anxiety and Fear
- Prior Learning Assessment

What is a Ready Adult Concierge?

- A single point of contact at a college or university who helps returning adult students navigate the application, enrollment, and registration processes and overcome barriers to college success.

60x30TX

Framework for Implementing a Concierge Model

- Conduct "secret shopper" activities at your institution.
- Hold a meeting of the key decision makers.
- Develop an internal communications effort to ensure everyone knows about concierge.
- Track student success.
- Establish a process to allow concierges to influence institutional policy.
- Hold biannual meetings of the concierges.

Degree Reclamation as an Equity and Completion Strategy

- Students of color are more prone to stop out, specifically for non academic reasons.
- Many students of color and low-income students at public community colleges do not graduate within 150 percent of "normal time".
- Students of color are more likely to face economic hardships that result in unpaid fees that prevent institutions from awarding their degrees (or transferring).
- Students of color are harder to locate, and therefore, to reengage.
- Stop Out profile: first-generation, low socioeconomic status, 24 years old or older, communities of color, highly mobile, working full-time, enrolled part-time, and serving as caretakers or head of household.

Implementing Institutional Best Practices

- Designate an accountability lead at the institution.
- Form an institutional team with representatives from: Registrar's Office, Institutional Research, Information Technology, Communications, Student Affairs, and Academic Affairs.
- Share data necessary to implement degree reclamation strategies and report on student outcomes.
- Explore Web-based platform providing instruction, tools, and other resources.
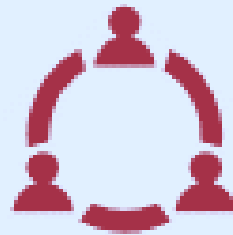- Award mini-grants to near completers.

How Community Partnerships Can Support Degree Reclamation

- Degree reclamation increases community postsecondary degree attainment rates and benefits society at large.

Institutional practitioners can audit their databases to identify eligible students;

Community organizations can help locate students to encourage reenrollment

Employers can financially support employees returning to school.

Successful Regional Campaigns and Marketing Strategies

- Project Win-Win
- Credit When It's Due
- Degrees When Due
- TAMU System
- Grad TX Consortium

Virtual Advising Project

Erin Willig, LMSW | Program Specialist, Outreach and Student Success

THECB is developing a **virtual advising system** to reach students via text and online chat.

ask
ANDi

- Partnership with the University of Texas at Austin via Advise TX.
- Launched in May 2019.

60×30TX

Phase 1: Targeted Launch

Closed Bot

- Targeted launch with stop-out population in Rio Grande Valley
- First campaign segments audience by level of interest and challenge areas, making it possible to send increasingly targeted, personalized messages

Open Bot (limited)

- Targeted High school launch in Advise TX high schools
- This will provide us with valuable data regarding the types of questions students ask and the type of language they use

60×30TX

How ANDi Works

Can I drop a class?

You can visit the online registration system or visit the registrar's office at your college to drop courses. Remember: dropping a course could impact your financial aid status.

Will I get a refund if I drop?

You may get a refund, depending on when you drop and your college's policies. Check with the financial aid office or your adviser.

Can you help me get into UT?

Thanks, your message has been sent. I'll let you know as soon as I hear back.

Someone from ANDi's team is responding to your earlier question: "Hello Erin, My name is Tiffany and I am an ANDi adviser. I am happy to chat with you about how you can learn more about admissions at UT. Which UT campus are you interested in?"

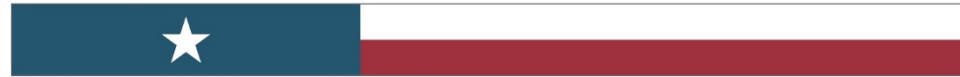Would you like to respond? (Please answer yes or no)

60x30TX

The Role of Virtual Advising

- **ANDi is <u>not</u> a replacement for in-person advising.**
- ANDi is a **triage tool** and an opportunity to catch students **at the moment** they are interested and connect them with resources and the next level of support.
- Virtual advising should be viewed as **one tool among many** to support students/prospective students.

ANDi will continue to grow in scope and accuracy over time. ANDi will:

- Provide basic information about college in Texas
- Be accessible to all students and prospective students
- Provide proactive nudges to important information and deadlines
- Address students' specific concerns
- Later phases will provide more detailed campus-specific information and connect to existing THECB programs and initiatives.

Thank you!