Indian River State College

- Established as IRJC in 1960, IRCC in 1970 | IRSC in 2008 (4-yr.)
- Serve approx. 29,000 students annually
- Comprehensive offerings: 150+ programs leading to Technical Certificates and Diplomas, Associate Degrees, and 17 Baccalaureates.
Enrollment and Student Services
Re-structured / Re-designed & Re-purposed

Focus: continuous improvement in our service to Students!
Continuous Evaluation

Looking with new eyes at what we do and how we do it.

Front-line employees know what needs to change...

ASK THEM!
What unlocks potential?

The Culture

IRSC
STUDENT SUCCESS:

...is the realization of each *individual* student’s educational and career goal, *learning* the skills and knowledge needed to earn a marketable *credential* in order to secure *high-wage* employment.
The Student’s Journey...

Service

Student Performance Path

Credit Hours
Gateway & Course Success

FIRST YEAR

FTIC Flag

Guided Pathways
SLS1101, NSO, Mentoring

Checkpoint Advising

Graduation Rates / Time to Degree

SECOND YEAR

Scholarships

Graduation Rates

Completion!

Enrollment – New & Returning

Unmet Financial Need – Scholarship Offers

Early Registration

Prospect; Applicant; Financial Aid Processing;

Advisor Reporting & Retention

ABNE

EM Call Projects

Job Placement or Cont. Ed

Wages

Unmet Financial Need – Scholarship Offers

Wages
Most new students don’t know what questions to ask!
Share with the person next to you one of the ways your college provides students with a STRONG START....
How do we provide a STRONG START?

1) Look closely at students’ initial experience of your college
2) Where / when / how do you provide guidance & information
3) LISTEN – Focus Group feedback
4) Keep it simple.
Onboarding – “starting strong” with career exploration, revised NSO, required Student Success Course, Guided Pathway & Growth Mindset.
Begin by seeing the **FINISH LINE** & beyond!
GRIT

in this room, we don’t do easy; we make easy happen through hard work & learning.

A river cuts through a rock not because of its power, but its persistence.

I can. I will. End of story.

“Do not judge me by my successes, judge me by how many times I fell down and got back up again.”

-Nelson Mandela

Growth Mindset
GRIT

smart is something you become, not something you are.

Don't put in 1/2 of the effort unless you're okay with 1/2 of the results.

SUCCESS

What people think it looks like

What it really looks like

YES YOU CAN!
WHY ARE YOU HERE?

College Grads get good jobs and earn Livable wages

A "Living Wage" is considered a decent wage because it provides for the possibility of upward mobility.

What does it cost to live on your own?

- Food
- Housing
- Medical
- Transportation
- Child Care
- Income Tax
- Other
Message to Students:

Our Mission is to improve your net worth...

Connecting resources to change lives...
AVG. EARNINGS BY EDUCATIONAL ATTAINMENT ON THE TREASURE COAST

- <H.S. DIPLOMA: $16,400
- H.S. DIPLOMA: $25,500
- ASSOCIATE'S: $34,500
- BACHELOR'S: $49,500
- MASTER'S: $59,700
- DOCTORATE: $85,820
Detailed information on target career and transfer outcomes.
Q4 What is your primary reason for enrolling in college at this time?

Answered: 1,014  Skipped: 0

- To prepare for my first...
- To advance in my current job or careers
- To change jobs or careers
- To improve my job or career...
- I was advised by...
- I'm exploring my options...
- Other (please specify)
Q5 What is the highest level of education that you plan to eventually complete?

Answered: 1,014    Skipped: 0

- Take some college classes: 1%
- Technical Certificate: 1%
- Associate of Science or Arts Degree: 2%
- Bachelor's Degree (usually): 32%
- Graduate Degree (MA, PhD, etc.): 27%
- I'm not really sure how all: 0%
- I haven't decided yet: 1)

66% Baccalaureate or Graduate degree!
Q13 About how many classes do you expect to take at IRSC each term?

Answered: 1,014   Skipped: 0

- **Full-time, 4 or more classes**: 67% PT (61%*)
- **Part-time, 3 or fewer...**: 33% FT (39%*)
- **I don’t know yet**: FT/C
Financial Aid

An Important Financial Aid Update—October 5, 2018

Scholarships are being processed by the finance office starting Monday, October 8th. If your tuition was paid with your Financial Aid and you also have a scholarship award, you will receive a refund only if there are funds after the scholarship award is disbursed.

If you’ve applied for a Student Loan and have not yet received any funds, please make sure you’ve completed your Master Promissory Note and Entrance Counseling. Also, double check your Workday account and view your loan information. If your loan information is different, or is not showing disbursed (and it’s been longer than two weeks), notify the Financial Aid office at financialaid-info@irsc.edu. Please allow 24 hours for a response due to the volume of calls, emails and in person visits. The Financial Aid department is working very hard to assist every student and every concern.

An Important Message from the Director of Financial Aid

Financial assistance that covers educational expenses including tuition and fees, room and board, books and supplies.

3 Types of Federal Student Aid

1. Grants
   - Free money.
   - Grants are usually based on financial need and don’t have to be repaid.

2. Loans
   - Borrowed money.
   - Loans are an investment in your future. But remember, they must be repaid with interest.

3. Work-Study
   - Earned money.
   - A work-study job lets you earn money while you’re in school.
PAYMENT METHODS

• Credit Card
• Electronic Check
• Tuition Payment Plan
• Florida Pre-Paid
• Financial Aid
Students must attend classes at least 60% of the semester to keep the financial aid they have received.

A TOTAL withdrawal prior to a specific date, will require a student to repay funds.

If you are put on financial aid warning, check with the FA Office on your nearest campus to see what you need to achieve to remain eligible. Failure to do so may cause you to lose eligibility.
Financial Aid Workshops - Four Questions:

• Where does your money go?
• How do you get out of and stay out of debt?
• What insurance should you buy and when?
• What should you do with extra money?
Where does your money go?

• Budgeting is planning how to spend your money before you get it

• Tuition and books
• Housing – rent or mortgage, utilities, internet, etc...
• Food – groceries, meals out, other food expenses
• Transportation – car payment, gas, parking, car maintenance, car insurance, etc...
• Other categories – health insurance, medicine, child care, laundry, clothing, etc..
• Savings (regular and emergency fund)

• Income minus expenses = hopefully, funds for other things 😊
**NET-PRICE CALCULATOR**

**MY COLLEGE BUDGET**

**Academic Year: 2016-17**

- Estimated tuition and fees: $2,760
- Estimated room and board charges: $5,700
  (Includes rooming accommodations and meals)
- Estimated cost of books and supplies: $1,000
- Estimated other expenses: $4,870
  (Personal expenses, transportation, etc.)

**Estimated total cost of attendance:** $14,330

**Estimated total grant aid:** $5,815
  (Includes both merit and need based grant and scholarship aid from Federal, State, or Local Governments, or the Institution)

**Estimated Net Price After Grants and Scholarships:** $8,515

Grants and scholarships do not have to be repaid. Some students also qualify for student loans to assist in paying this net price; however, student loans do have to be repaid.
Advising - Services + Checkpoints

- Restructured Advising Services
- Advising Excellence Academy
- 25-50%/50-75% & Potential Graduate (PG)
- Off-Plan Alerts
- Monitoring - Dashboards - ReachOuts

Customized Guided Pathways

Course sequences, critical courses, embedded credentials, and progress milestone checks with Assigned Advisor.
Guided Pathways Practice Areas

- Clarifying curricular paths
- Helping students get on a path
- Keeping students on a path
- Ensuring learning

IRSC Logo
Guided Pathways: Planning, Implementation, Evaluation

Creating guided pathways requires managing and sustaining large-scale transformational change. The work begins with thorough planning, continues through consistent implementation, and depends on ongoing evaluation. Colleges should assess their readiness for intensive, broad-based change before beginning this work.

**PLANNING**

**ESSENTIAL CONDITIONS**
- Strong leadership throughout the institution
- Faculty, staff, and student engagement
- Commitment to using data
- Capacity to use data

**PLANNING/PREPARATION**
- Engaging stakeholders and making the case for change
- Establishing a baseline for key performance indicators

**SUSTAINABILITY**
- Commit to pathways for the long term and make sure they are implemented for all students by:
  - Determining barriers to sustainability (state, system, and institutional levels)
  - Redefining the roles of faculty, staff, and administrators as needed
  - Identifying needs for professional development and technical assistance
  - Revamping technology to support the redesigned student experience
  - Reallocation of resources as needed
  - Continuing to engage key stakeholders, especially students
  - Integrating pathways into hiring and evaluation practices

**IMPLEMENTATION**

**CLARIFY THE PATHS**
- Map all programs and include these features:
  - Detailed information on target career and transfer outcomes
  - Course sequences, critical courses, embedded credentials, and progress milestones
  - Math and other core coursework aligned to each program of study

**HELP STUDENTS GET ON A PATH**
- Require these supports to make sure students get the best start:
  - First-year experiences to help students explore the field and choose a major
  - Full program plans based on required career/college exploration
  - Contextualized, integrated academic support to help students pass program gateway courses
  - K–12 partnerships focused on career/college program exploration

**HELP STUDENTS STAY ON THEIR PATH**
- Keep students on track with these supports:
  - Ongoing, intrusive advising
  - Systems for students to easily track their progress
  - Systems/procedures to identify students at risk and provide needed supports
  - A structure to redirect students who are not progressing in a program to a more viable path

**ENSURE STUDENTS ARE LEARNING**
- Use these practices to assess and enrich student learning:
  - Program-specific learning outcomes
  - Project-based, collaborative learning
  - Applied learning experiences
  - Faculty-led improvement of teaching practices
  - Systems/procedures for the college and students to track mastery of learning outcomes

**EARLY OUTCOMES**
- Measure key performance indicators, including:
  - Number of college credits earned in first term
  - Number of college credits earned in first year
  - Completion of gateway math and English courses in the student’s first year
  - Persistence from term 1 to term 2
  - Rates of college-level course completion in students’ first academic year

**EVALUATION**
- Revisit conditions, sustainability, and implementation. Continuously improve pathways by building on elements that work and adjusting or discarding elements that are not serving all students well.

The Pathways Project is led by the American Association of Community Colleges in partnership with Achieving the Dream (ATD), The Aspen Institute, Center for Community College Student Engagement (CCCSE), Community College Research Center (CCRC), Jobs for the Future (JFF), The National Center for Inquiry and Improvement (NCII), and Public Agenda. It is funded with support from the Bill & Melinda Gates Foundation.
Leading vs. Lagging Indicators

**LEADING (actionable)**
- All students on a Pathway
- Complete gateway Math & English first year
- Course completion
- Credit accumulation
- Term to Term retention
- Enroll FT & Summer

**LAGGING (results)**
- Fall to Fall Retention
- Graduation
- Job Placement
- Transfer

TRACKING RESULTS...
Completed Math First Year

Fall 2015
53.2%

Fall 2017
60.4%

Reflects FTIC / FTBA cohorts – 11/1/18
Completed English First Year

Fall 2015: 68.4%
Fall 2017: 69.9%

Reflects FTIC / FTBA cohorts – 11/1/18
Credit Accumulation - 30 credits first year

Fall 2015  25%  Fall 2017  29.6%

Reflects FTIC / FTBA cohorts – 11/1/18
Academic Support

- Academic Support Centers - Tutoring
  - On every campus
  - Extended Hours
- Embedded Tutors in some classes
- Peer Tutoring & Peer Mentors
- Reach Outs – Triage between Faculty and Advisor
- Use of analytics & dashboards to monitor progress!
Retention Strategies

- **MANY** Scholarships!
- Emergency Aid
- Retention by Advisor
- Milestone Advising (25%, 50%, 75%)
- Co-curricular activities
- Blackboard Predict
- River Support Services

- Exposure to employers, careers & salaries
- PG & 75% student tracking
- Transfer fairs & university advising
- Call projects
- Completion Coaches focus on stop-outs
150% Graduation Rates

Fall 2012: 34.4%  
Fall 2015: 48.7%

Reflects FTIC / FTBA (FT) cohorts – 11/6/18
200% Graduation Rates

Fall 2012: 42.3%
Fall 2014: 50.3%

Reflects FTIC / FTBA (FT) cohorts – 11/6/18
Write down and then share with the person on the other side of you one thing you’ll change/look into/do differently when you return to campus....
Questions?

Thank you!

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