

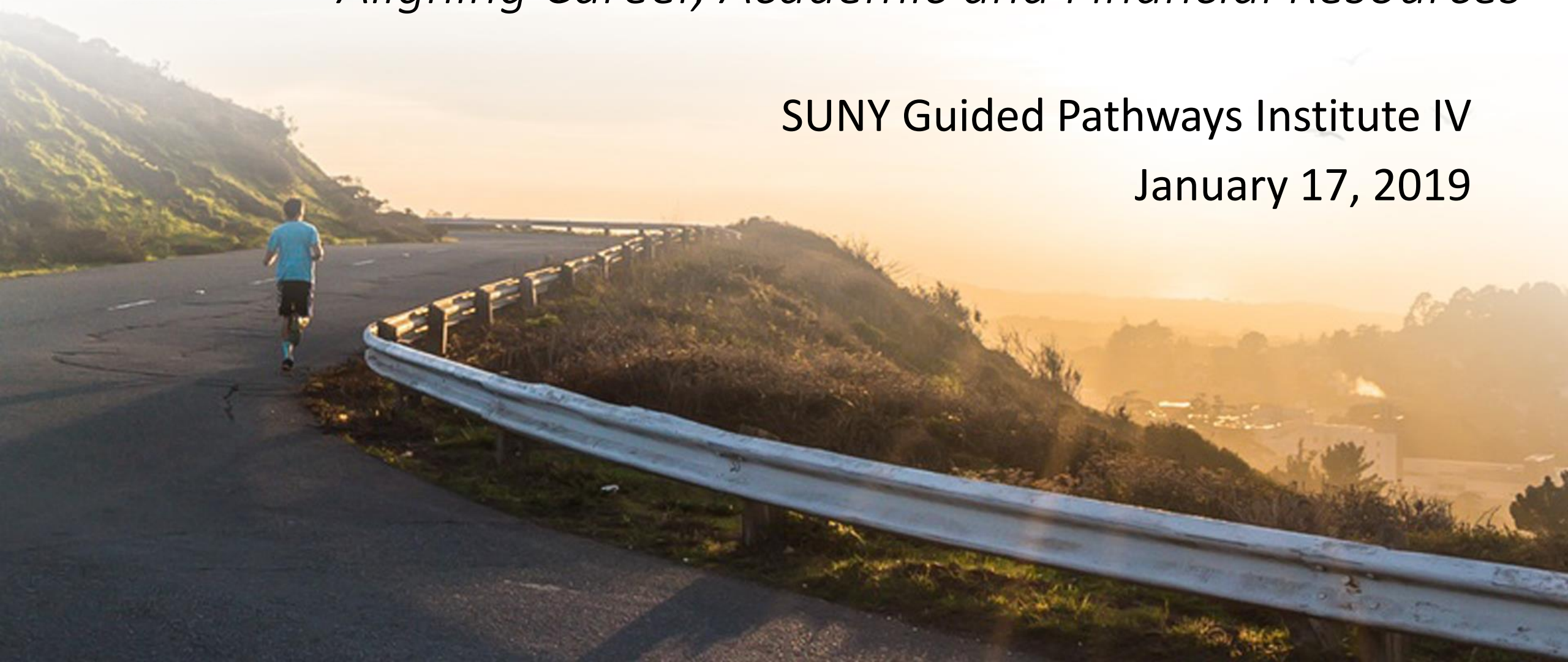


# Starting with the End in Mind

*Aligning Career, Academic and Financial Resources*

SUNY Guided Pathways Institute IV

January 17, 2019





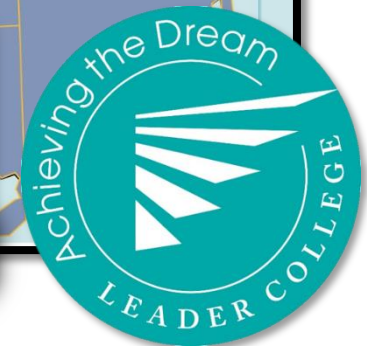
# Indian River State College



- 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.



**5 Campuses in Fort Pierce,  
Vero Beach, Stuart, Okeechobee,  
and Port St. Lucie, FL.**



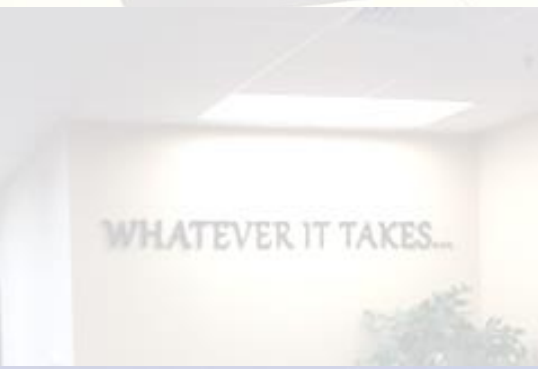


IRSC WELCOME TO YOUR FUTURE! IRSC

# 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



# 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...



**FIRST YEAR**

**SECOND YEAR**

FTIC Flag

**Credit Hours  
Gateway &  
Course Success**

Checkpoint Advising

**Milestones**

Scholarships

**Grad. Rates /  
Time to Degree**

**Graduation  
Rates**

**COMPLETION!**

**SERVICE**

**Student Performance Path**

**Enrollment –  
New &  
Returning**

Early Registration

Unmet Financial Need – Scholarship Offers

**Job  
Placement  
or Cont. Ed**

**Wages**

**Advisor  
Reporting &  
Retention**

Guided Pathways

SLS1101, NSO, Mentoring

**Prospect;  
Applicant;  
Financial Aid  
Processing;**

ABNE

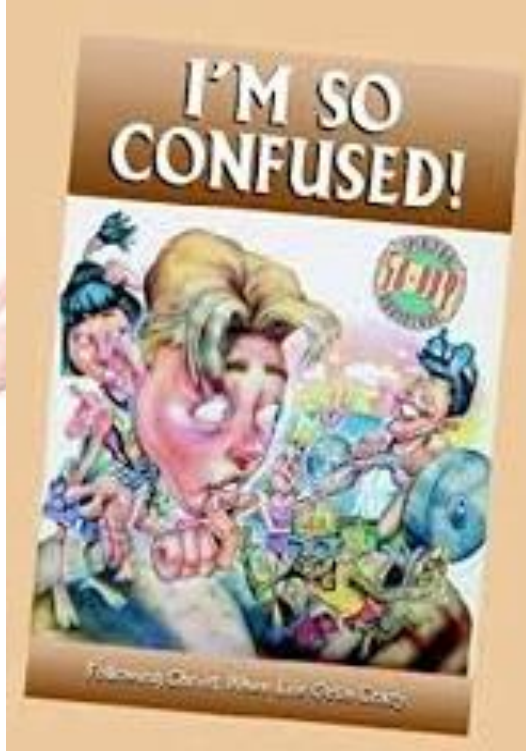
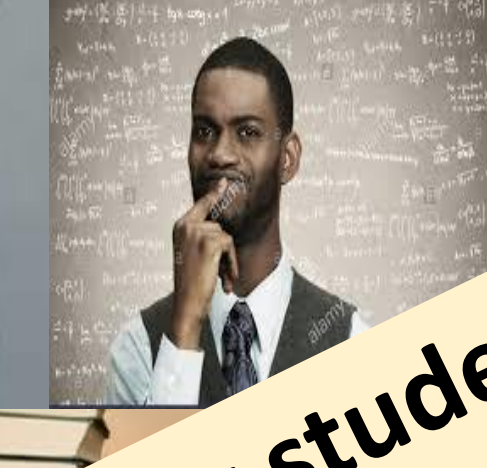
EM Call Projects



River Support

ASC



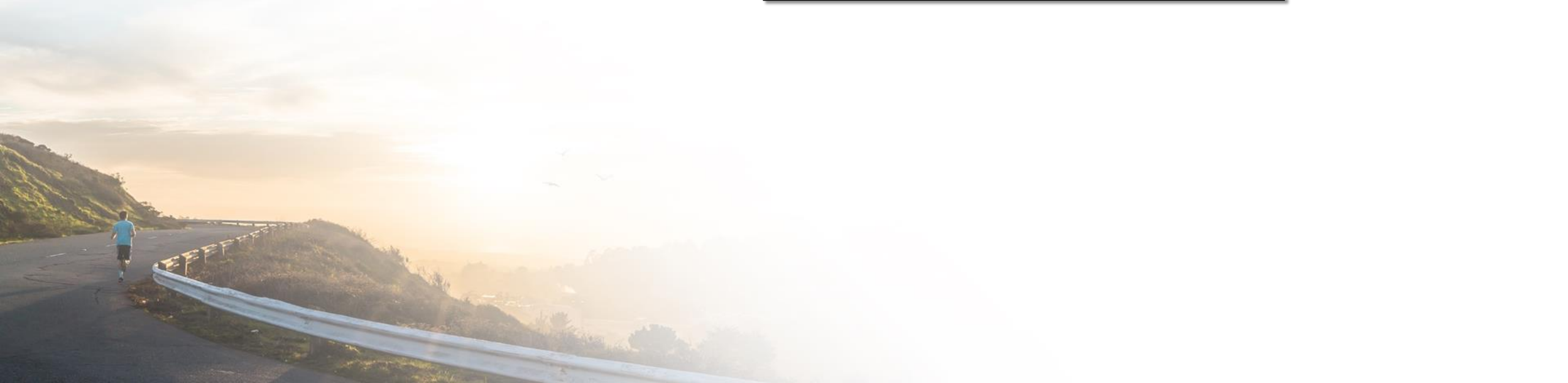


**Most new students  
don't know what  
questions to ask!**



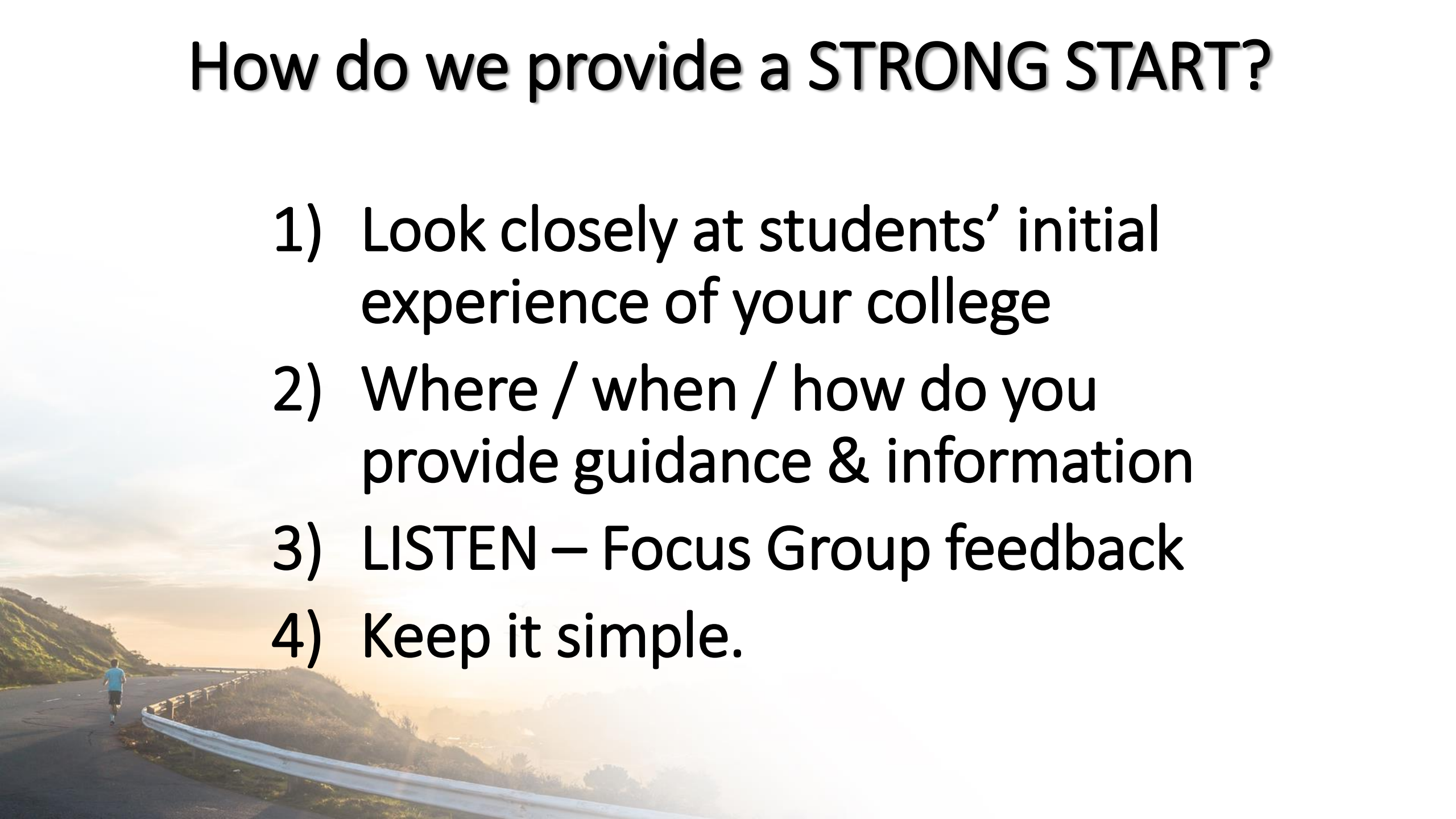


Share with the person next to you one of the ways your college provides students with a STRONG START....



# 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.



# The IRSC Enrollment Center



## New Student Orientation

- Revised
- Face-to-Face
- Online (BlackBoard)

***Onboarding – “starting strong” with career exploration, revised NSO, required Student Success Course, Guided Pathway & Growth Mindset.***



Welcome Desk



Career + Transfer Assessment



Financial Aid Veterans' Center



Assigned Advisor



# Begin by seeing the **FINISH LINE** & beyond!



in this room,  
we don't do  
**easy**  
we make  
easy happen  
through  
**hard  
work**  
& learning

[venspired.com](http://venspired.com)

# GRIT

Growth Mindset

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



# 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**



# YES YOU CAN!

# WHY ARE YOU HERE?

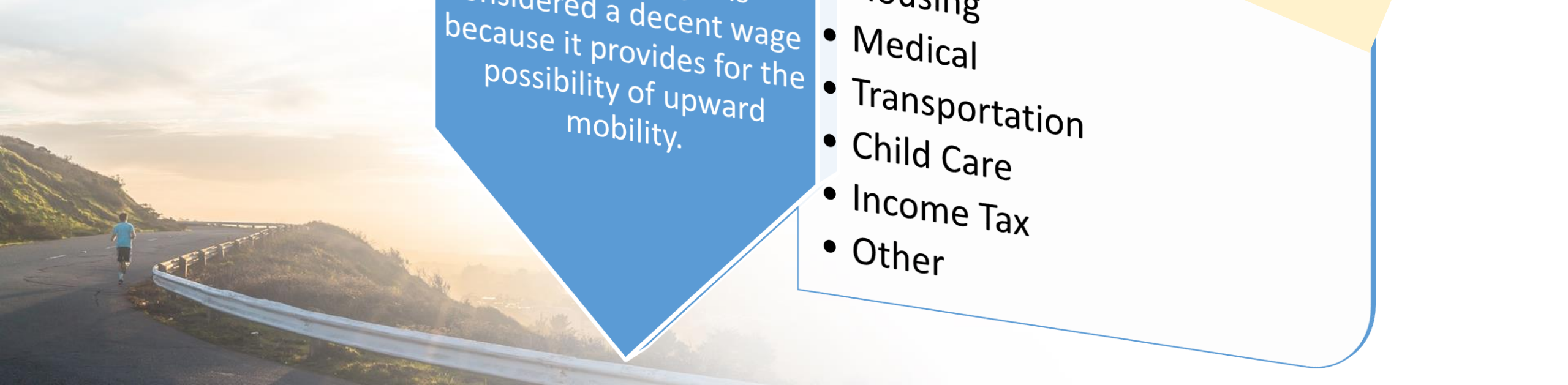
*College Grads get good jobs and earn Livable wages*



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

- Food
- Housing
- Medical
- Transportation
- Child Care
- Income Tax
- Other

**What does it cost to live on your own?**





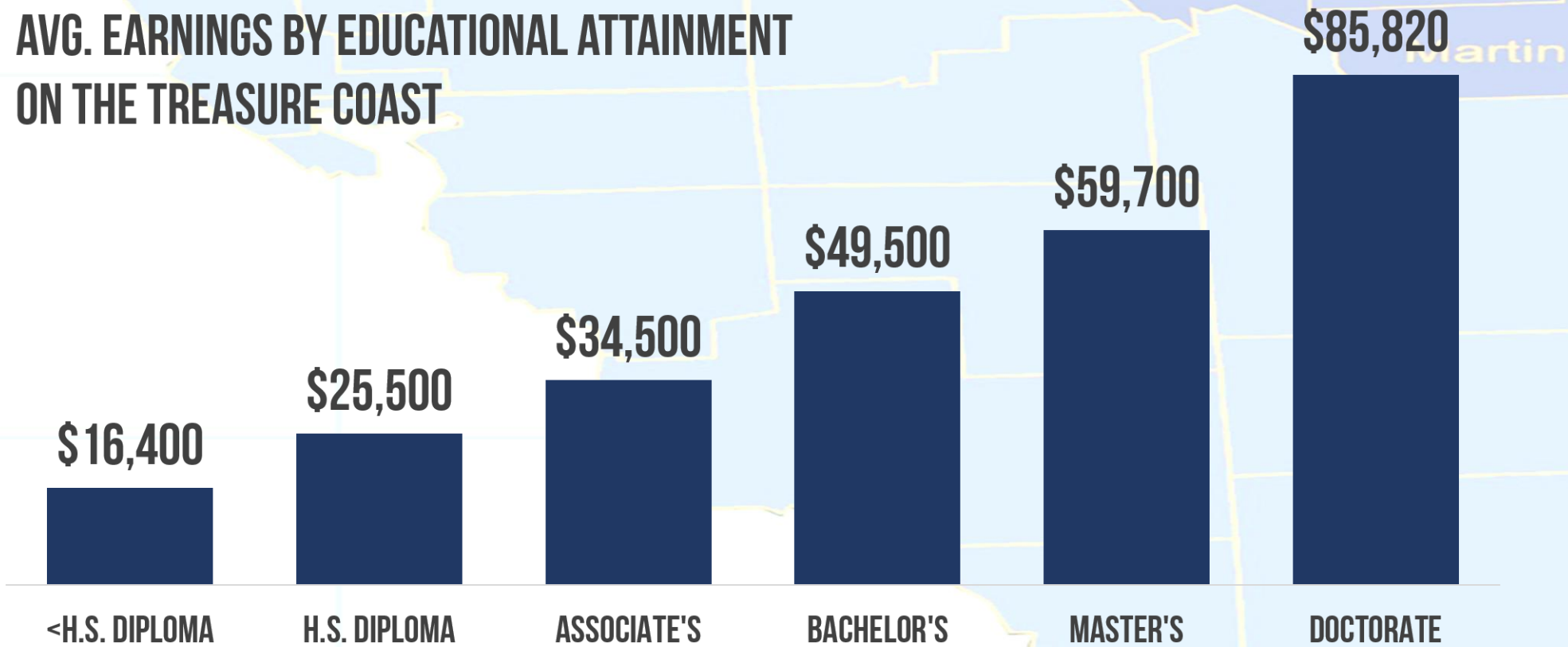
*Message to Students:*

**Our Mission  
is to improve your net worth...**

*Connecting resources to change lives...*



## AVG. EARNINGS BY EDUCATIONAL ATTAINMENT ON THE TREASURE COAST



# Career Coach

Helping Students Make Data-Based Career Decisions



Back to <http://www.irsc.edu/> Log in

**IRSC INDIAN RIVER STATE COLLEGE**

Home Careers Programs Career Assessment

## Welcome to Career Coach!

Tutorial Video ▶

Career Coach is designed to help you find a good career by providing the most current local data on employment, job postings, and associated education and training.

Q Search careers or [browse all careers](#)

Search for a career or job title and Career Coach will give you relevant data on wages, employment, and training.

What kind of job do you want?

Enter your program or [browse all programs](#)

Enter a program you're interested in and Career Coach will show you careers that you are well suited for.

What program interests you?

Search

Have a military background?

You can enter your MOC (military occupation code) and Career Coach will match it to similar civilian careers.

What is your MOC?

### How well does it pay?

Normal pay for Accountants is \$60,205 per year. That is about \$5,017 per month, or \$28.94 per hour. New workers generally start around \$40,032, while highly experienced workers can earn as much as \$105,251.

Level of Experience and Education	Pay (\$)
Entry Level	\$40k
Intermediate	\$49k
Advanced	\$60k
Highly Experienced	\$79k
Expert	\$105k

PAY BASED ON LEVEL OF EXPERIENCE AND EDUCATION

Pay data is for Accountants and Auditors

REGION: UP TO 100 MILES AWAY FROM 34981

NEXT STEPS: Request Information

Meta-Majors

## Transfer Services Center

Provides resources for a smooth transition between lower and upper level degree programs:

- Research careers, majors, and colleges
- Transfer Planning & Application Assistance
- University Articulation Agreements
- Bachelor's Degree Day
- Graduate School Fairs (Fall/Spring)



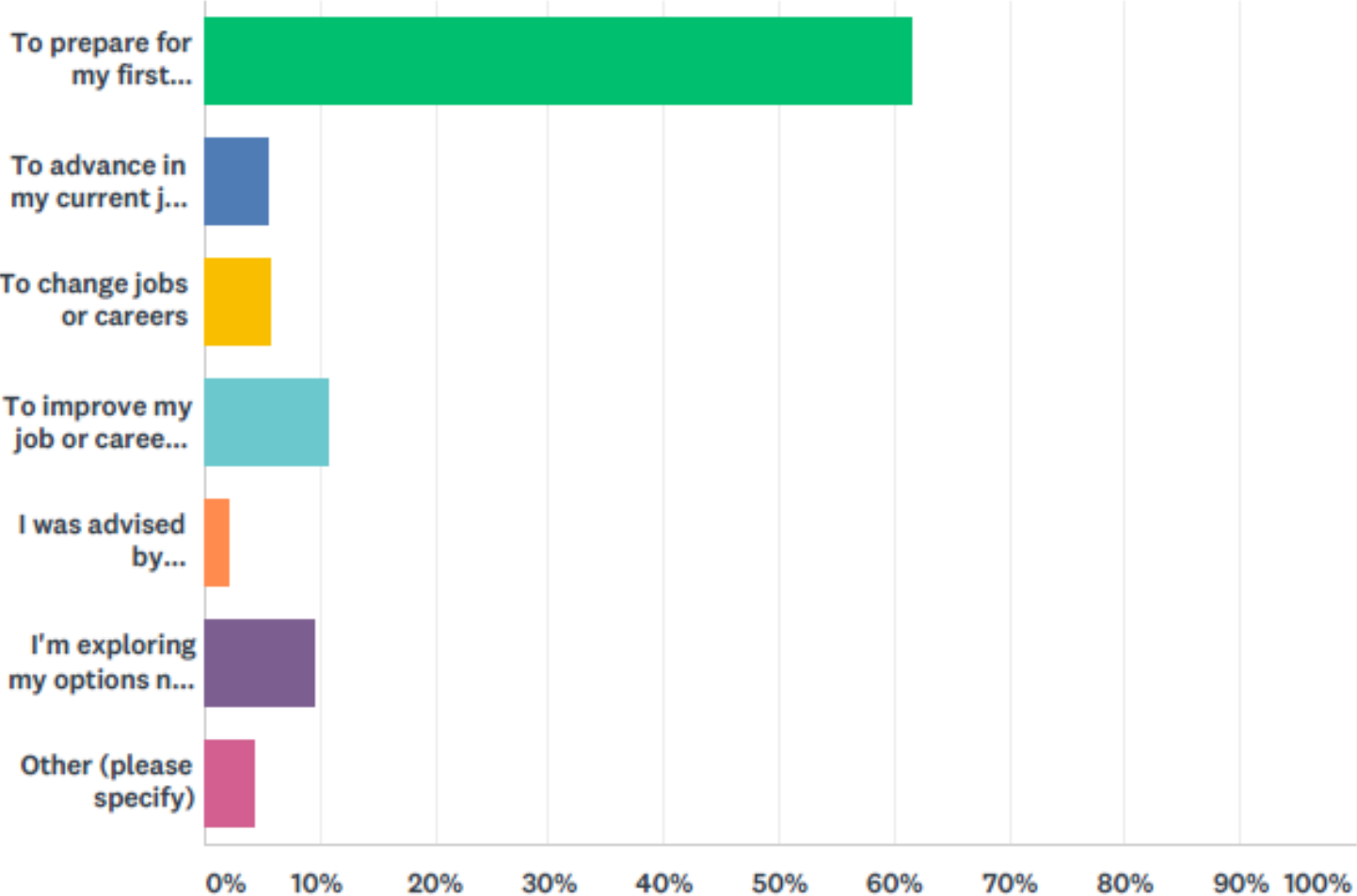
- Plan advisor to advisor interactions between IRSC and University Advisors
- Track students transferring to universities

**Detailed information on target career and transfer outcomes.**

Incoming Student Survey

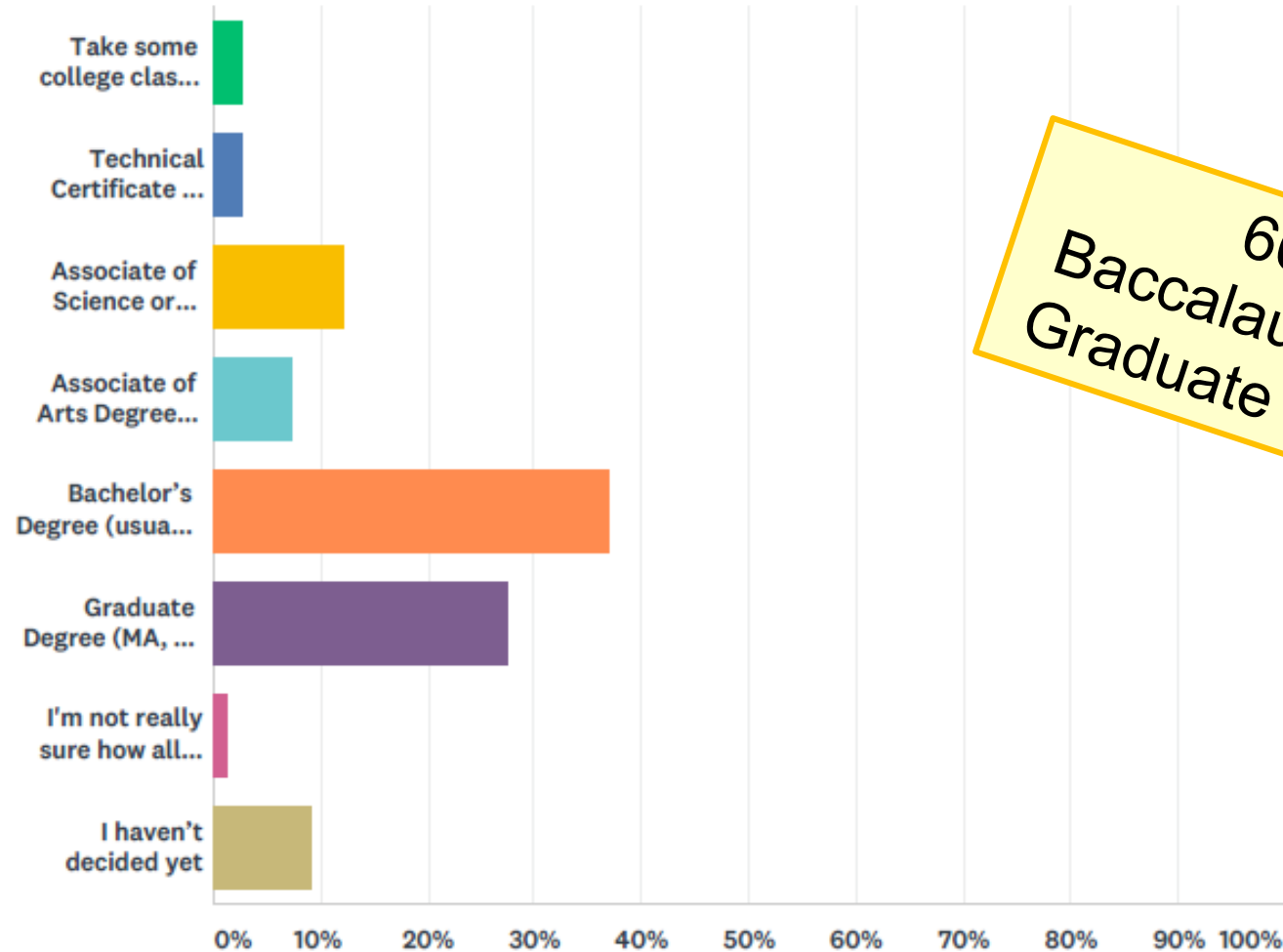
Q4 What is your primary reason for enrolling in college at this time?

Answered: 1,014 Skipped: 0



## Q5 What is the highest level of education that you plan to eventually complete?

Answered: 1,014 Skipped: 0

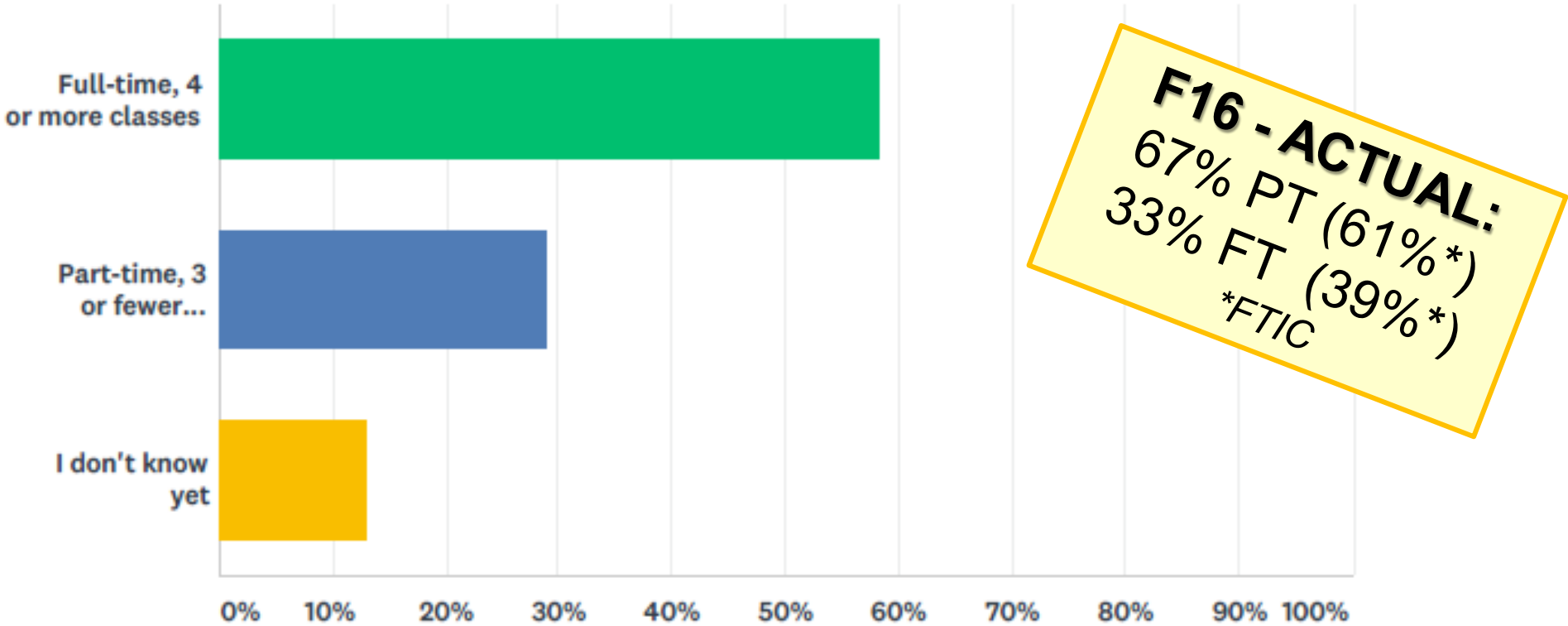


66%  
Baccalaureate or  
Graduate degree!

Incoming Student Survey

Q13 About how many classes do you expect to take at IRSC each term?

Answered: 1,014 Skipped: 0





Admissions > Financial Aid

## Financial Aid

- [Applying for Aid](#)
- [Receiving Aid](#)
- [Types of Aid](#)
- [Check Financial Aid Status](#)
- [Forms](#)
- [Florida Bright Futures](#)
- [Scholarships](#)
- [Loans](#)
- [Fin Aid/Veterans FAQs](#)
- [Tax Credits](#)
- [RiverSupport For Students](#)
- [Student Privacy / FERPA](#)
- [Net Price Calculator](#)
- [Gainful Employment Disclosures](#)
- VETERANS AFFAIRS**
- [Financial Literacy](#)
- [Fin Aid Disbursement Q & A](#)



## 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](mailto: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



Where do you need to go?.... ▼

FINANCIAL AID ANSWERS 24/7

Have questions about Financial Aid? Learn about financial aid through these short videos.



Visit Financial TV for Library of Videos

## HOW ARE WE DOING SURVEY

Please fill out our short survey



1 question survey

## BRIGHT FUTURES



<http://www.irsc.edu/admissions/financialaid/financialaid.aspx?id=362>

# WHAT IS 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



Free  
money.

**Grants** are usually based on financial need and don't have to be repaid.

2



Borrowed  
money.

**Loans** are an investment in your future. But remember, they must be repaid with interest.

3



Earned  
money.

A **work-study** job lets you earn money while you're in school.

Federal Student Aid  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of  
the AMERICAN MIND®

FINANCIAL AID STARTS WITH FAFSA



Federal Student Aid  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of  
the AMERICAN MIND®

Free Application for Federal Student Aid

Home About Us FSA ID StudentAid.gov Help

SEARCH

English | Español

## Get help paying for college

Submit a Free Application for Federal Student Aid (FAFSA)

**New to the FAFSA?**

**Start A New FAFSA**

**Returning User?**

- Make a correction
- Add a school
- View your Student Aid Report (SAR), and more...

**Login**



# PAYMENT METHODS

- Credit Card
- Electronic Check
- Tuition Payment Plan
- Florida Pre-Paid
- Financial Aid



*We Know Money Doesn't Grow on Trees*



*Make College Easier to Pay For with a Tuition Payment Plan.*

Your school partners with Nelnet Business Solutions to let you pay tuition and fees over time, making college more affordable.

**PAYMENT PLAN BENEFITS:**

- 1 Easy online enrollment
- 2 Flexible payment options
- 3 No interest

## APPLY NOW FOR SCHOLARSHIPS!

*Get a head start for the 2018-2019 Academic Year*



**STEP ONE**  
1 Sign in to MyIRSC

**STEP TWO**  
2 Click on Apply for IRSC Scholarships in the Quick Links section

**STEP THREE**  
3 Sign in with RiverMail & AwardSpring password. NEW USERS click "First Time Here" to create a password using your RiverMail email address

**STEP FOUR**  
4 Sign in to submit the application

**STEP FIVE**  
5 Sign in weekly to complete follow-ups if prompted

\* New USERS unable to log in at STEP 3, call 772-462-4786.

Your name, student ID & RiverMail address need to be added into our system.

Allow 3 days for processing.

**IRSC Foundation Inc.**  
Indian River State College

Scholarship deadlines begin January 31, 2018. For more information, contact the IRSC Foundation at 772-462-4786 or email [info@irscfoundation.org](mailto:info@irscfoundation.org)



# MAINTAINING ELIGIBILITY

## SAP

### SATISFACTORY ACADEMIC PROGRESS

#### WHAT IS SAP?

##### 3 BIG FACTORS THAT AFFECT YOUR FINANCIAL AID:

- ❖ **GPA:** Must earn the required 2.0 grade point average.
- ❖ **COMPLETION RATE:** Must complete 67% of all attempted credits.
- ❖ **CREDIT LIMIT:** You must not exceed the # of credits allowed for your program.

#### KNOW THE BIG 3

##### GPA:

Must maintain a 2.0 cumulative GPA or higher.

##### COMPLETION RATE:

Must complete the cumulative 67% of all attempted credits.

##### CREDIT LIMIT

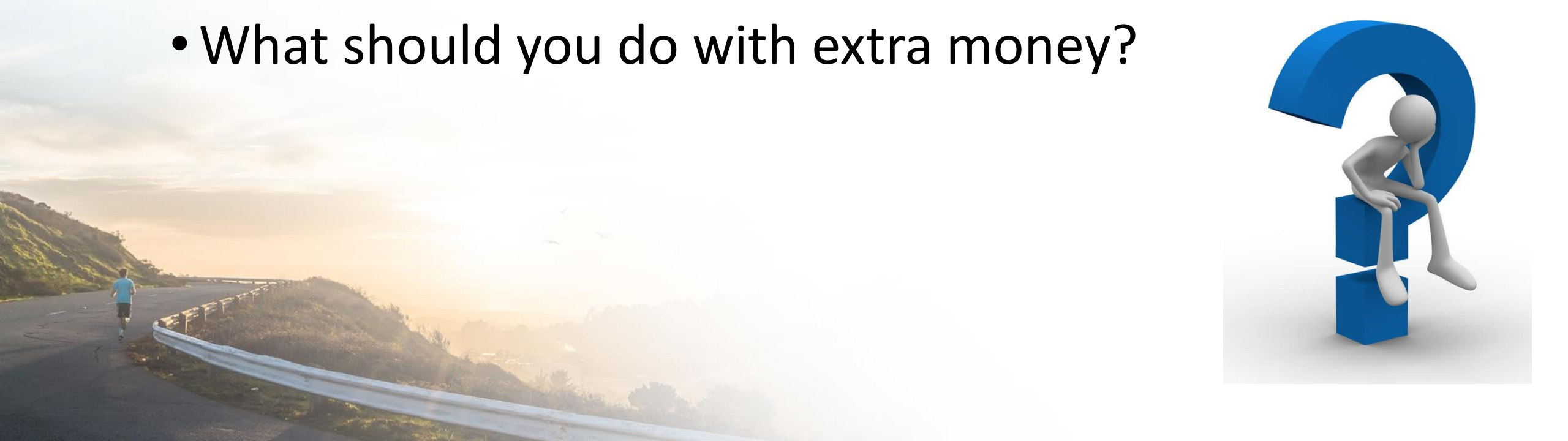
Limited to 150% of your program. For Example: If you are attempting an Associate's degree, which is 60 credits, you can attempt up to 90 credits to earn that degree.

- 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.**

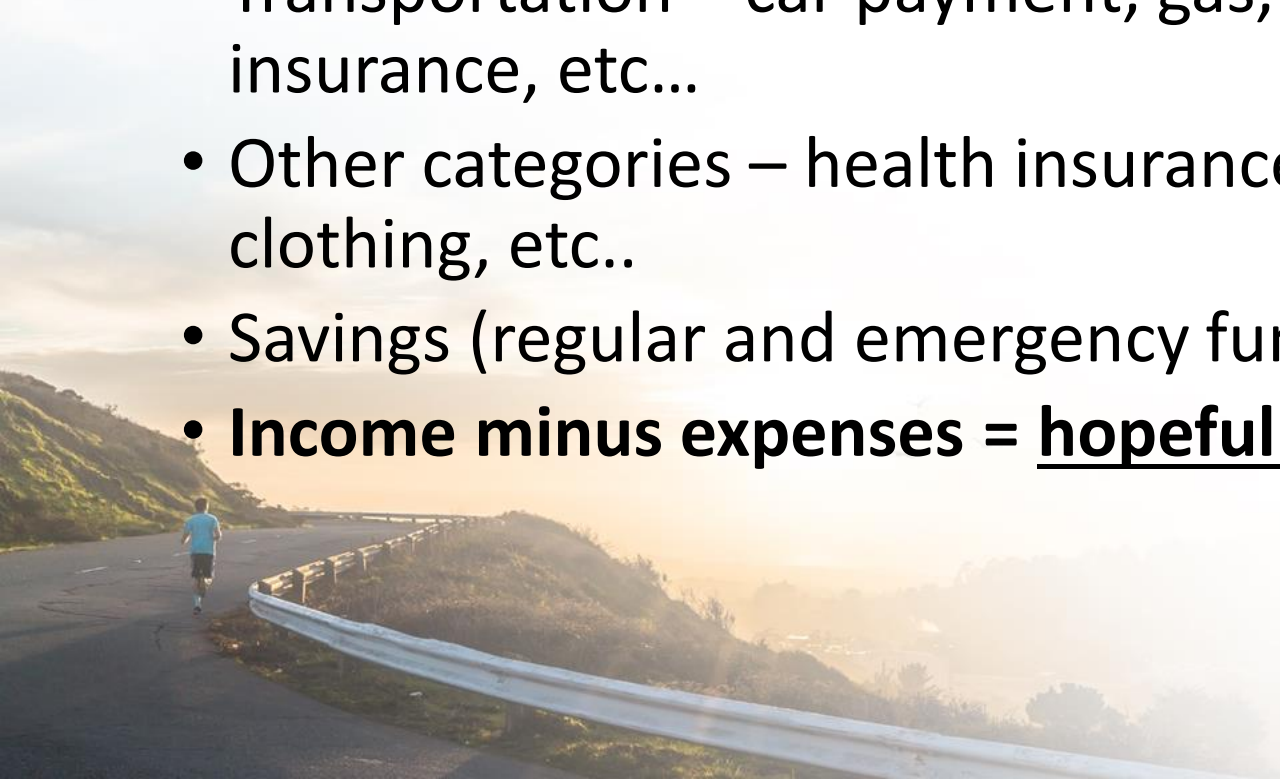
# Financial Aid Workshops - Four Questions:

- 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



Academic Year: 2016-17

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

Estimated total cost of attendance:	\$14,330
<b>- Estimated total grant aid:</b> (Includes both merit and need based grant and scholarship aid from Federal, State, or Local Governments, or the Institution)	<b>\$5,815</b>

**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.

# MY COLLEGE BUDGET

## my college budget

percentage of income spent  
**14%**

net monthly income  
**\$2,750**

net monthly expenses  
**\$375**

balance  
**\$2,375**

monthly income	monthly expenses	semester expenses *	
Item	Amount	Item	Amount
Fixed income	\$1,500	Rent	\$20
Financial aid	\$500	Utilities	\$50
Loans	\$500	Cell phone	\$75
Other income	\$250	Groceries	\$250
<b>Total</b>	<b>\$2,750</b>	Auto expenses	\$50
		Credit cards	\$275
		Insurance	\$125
		Hair cuts	\$50
		Entertainment	\$0
		Miscellaneous	\$0
		<b>Total</b>	<b>\$895</b>
		Tuition	\$750
		Lab fees	\$250
		Books	\$500
		Deposits	\$0
		Transportation	\$0
		Other fees	\$0
		<b>Total</b>	<b>\$1,500</b>

\* based on a 4 month semester

# Advising - Services + Checkpoints



INDIAN RIVER STATE COLLEGE  
PROGRAM AA - Business Administration Track  
Meta Major: Business  
2016-2017 Guided Pathway  
11080 Credit Hours 63

First Semester				
Course Number	Title	Credit Hours	Prerequisite	
ENCL101	English Composition I	3		<input type="checkbox"/>
MAT1053	Intermediate Algebra	3		<input type="checkbox"/>
BSC1005	Life Science	3		<input type="checkbox"/>
AMH2010	American History: Discovery through Reconstruction	3		<input type="checkbox"/>
SL51101	Student Success	3		<input type="checkbox"/>
Total Semester Credit Hours			15	

Second Semester				
Course Number	Title	Credit Hours	Prerequisite	
ENCL102	English Composition II	3	ENCL101 (C or higher)	<input type="checkbox"/>
MAC1105	College Algebra	3	MAT1053 (C or higher)	<input type="checkbox"/>
OGE2001	Introduction to Oceanography	3		<input type="checkbox"/>
AMH2020	American History: Reconstruction to the Present	3		<input type="checkbox"/>
ACG2001	Financial Accounting I	3		<input type="checkbox"/>
Total Semester Credit Hours			15	

Third Semester (Summer)				
Course Number	Title	Credit Hours	Prerequisite	
CGS1100	Intro to Computer Applications for Business	3		<input type="checkbox"/>
Total Semester Credit Hours			3	

Customized Guided Pathways

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

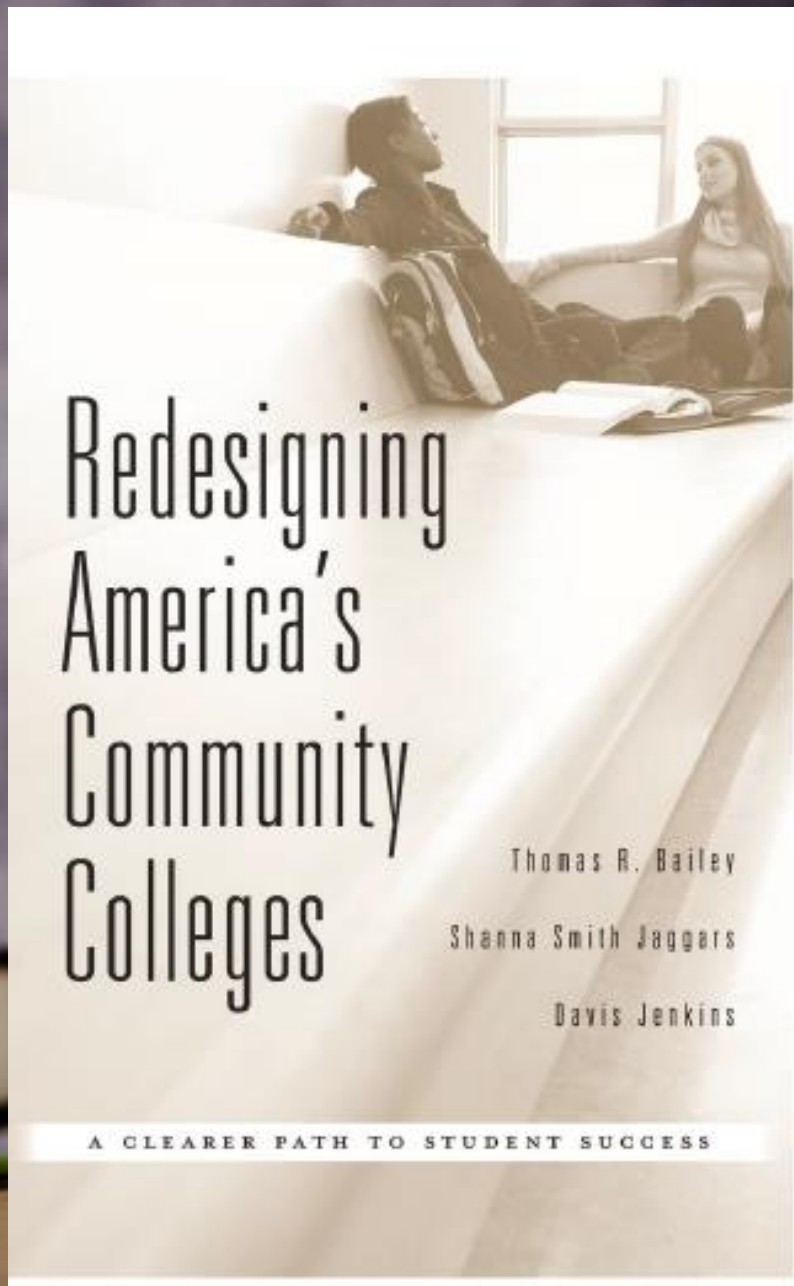


Summer Retention Rates - Fall Cohort Term to Summer 2017  
First-Time in College and First-Time Baccalaureate Students  
May 8, 2017

	Fall 2016 Cohort		Fall 2015	Fall 2014	Fall 2013
	FT	PT	FT	FT	FT
	50.0%	29.2%	30.0%	10.3%	7.5%
	46.7%	30.1%	29.6%	18.6%	16.7%
	51.7%	43.8%	34.5%	14.6%	8.0%
	39.3%	28.2%	27.2%	3.5%	14.3%
	50.7%	31.0%	53.6%	17.5%	10.0%
	54.4%	51.4%	47.1%	13.9%	9.1%
	55.2%	45.8%	32.1%	25.9%	12.0%
					0.0%
	44.4%	36.8%	63.6%	10.0%	18.2%
	56.3%	43.3%	27.3%	6.3%	17.2%
	41.5%	39.6%	28.6%	16.0%	2.5%
	27.3%	35.7%	50.0%	15.4%	20.0%
	54.2%	37.5%	30.0%	8.3%	16.7%
	51.3%	42.3%			
	50.0%				
	33.3%	26.7%	38.5%		
	44.0%	50.0%	25.0%	13.5%	19.0%
			100.0%		
	52.9%	41.5%	35.1%	15.2%	8.7%
	25.0%	22.2%	36.3%	14.3%	8.3%
	59.6%	25.0%	30.0%	17.1%	8.9%
	48.1%	54.1%	42.0%	17.1%	6.7%
	45.8%	42.1%	41.7%	31.3%	8.3%
	25.0%	26.3%	33.3%	25.0%	10.0%
	38.9%	25.0%	57.1%	5.9%	16.7%
	0.0%	0.0%		0.0%	0.0%
	100.0%	0.0%	28.6%	42.3%	25.0%
	51.1%	41.5%	40.6%	10.5%	0.0%
	29.4%	21.4%	36.4%	25.0%	0.0%
	50.0%	30.5%	36.1%	13.2%	8.0%
	32.7%	51.7%	100.0%		
	41.1%	34.2%			
	41.5%	45.8%	33.3%	0.0%	0.0%
				0.0%	5.0%
	52.0%	50.0%	46.7%	16.7%	15.4%
	44.0%	41.5%	52.2%	12.9%	14.6%
	52.5%	43.6%	26.3%	10.3%	3.5%

Course sequences, critical courses, embedded credentials, and progress milestone checks with **Assigned Advisor**.





# Redesigning America's Community Colleges

Thomas R. Bailey  
Shenna Smith Jagers  
Davis Jenkins

A CLEARER PATH TO STUDENT SUCCESS

# Guided Pathways Practice Areas

Clarifying  
curricular paths

Helping  
students get  
on a path



Keeping  
students on  
a path

Ensuring learning







# 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

Make sure the following conditions are in place – prepared, mobilized, and adequately resourced – to support the college's pathways effort:

- Strong leadership throughout the institution
- Faculty, staff, and student engagement
- Commitment to using data
- Capacity to use data
- Technology infrastructure
- Professional development
- Favorable policy (state, system, and institutional levels)

### PLANNING/PREPARATION

Understand where you are and prepare for change by:

- Engaging stakeholders and making the case for change
- Establishing a baseline for key performance indicators
- Developing flowcharts of how students choose, enter, and complete programs
- Developing an implementation plan with roles and deadlines

### 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
- Reallocating resources as needed
- Continuing to engage key stakeholders, especially students
- Integrating pathways into hiring and evaluation practices

## 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

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.

## EVALUATION

## 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

# 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%**

**Leading Indicator**

**Fall 2017**

**60.4%**

*Reflects FTIC / FTBA cohorts – 11/1/18*

# Completed English First Year



Fall 2015

68.4%

Leading Indicator

Fall 2017

69.9%

*Reflects FTIC / FTBA cohorts – 11/1/18*

# Credit Accumulation - 30 credits first year



**Fall 2015**

**25%**

**Leading Indicator**

**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%**

**Lagging Indicator**

**Fall 2015**

**48.7%**

*Reflects FTIC / FTBA (FT) cohorts – 11/6/18*



# 200% Graduation Rates



**Fall 2012**

**42.3%**

**Lagging Indicator**

**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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