REDESIGNING ACADEMIC SYSTEMS FOR ADULTS

Nikolas Huot

Michelle Horton

BETTER DEAL FOR RETURNING ADULTS

Adult Learners Strategies

- Redesigned schedules

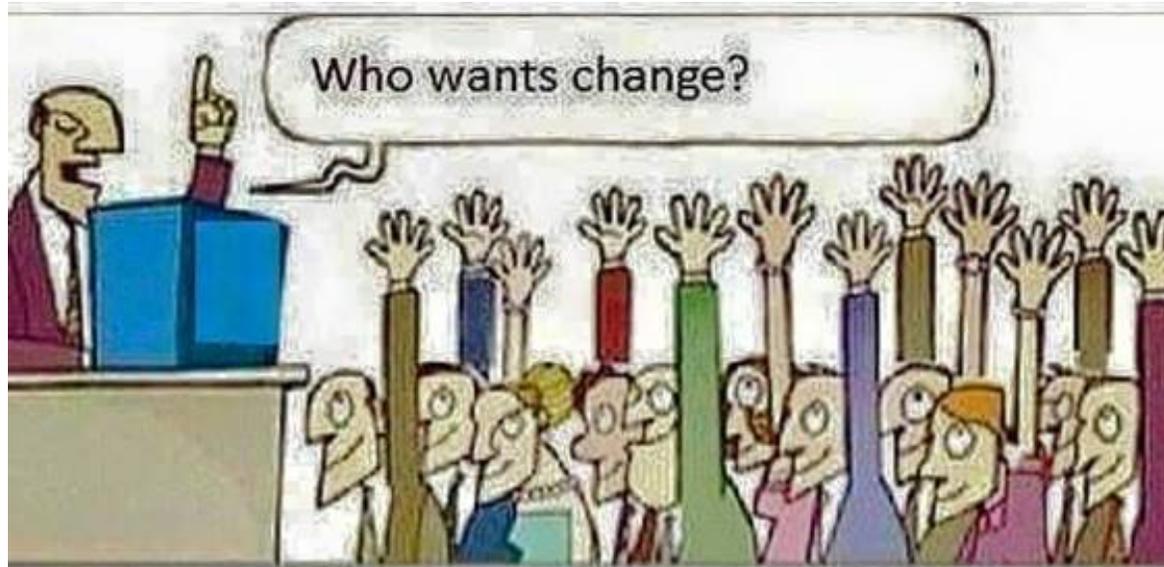- Credit for Competency

- Dedicated Coach

- Proactive Engagement

"What if we don't change at all ... and something magical just happens?"

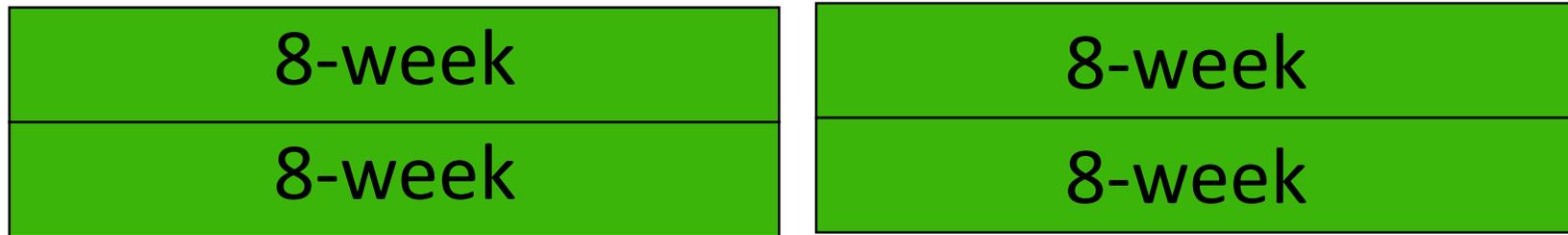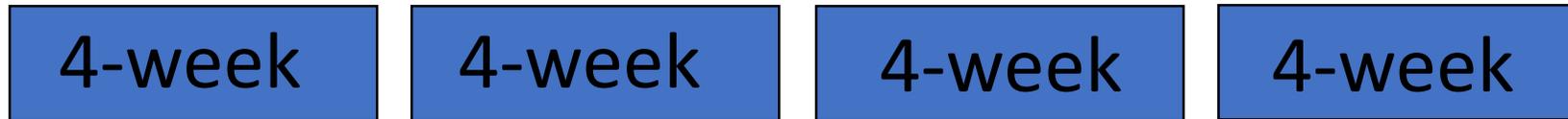"I know I hurt you in the past but I've changed"

OMG I love you

Redesigned Schedules

Institutions must redesign schedules that work around the life of adults and still lead to on-time graduation.

Structured Schedules & Compressed Courses:

- Accelerated academic terms ➡ fewer courses per term
- Consistent time on campus
- Year-round for on-time
- Built around student availability

Compressed Classes: 12 credits/semester
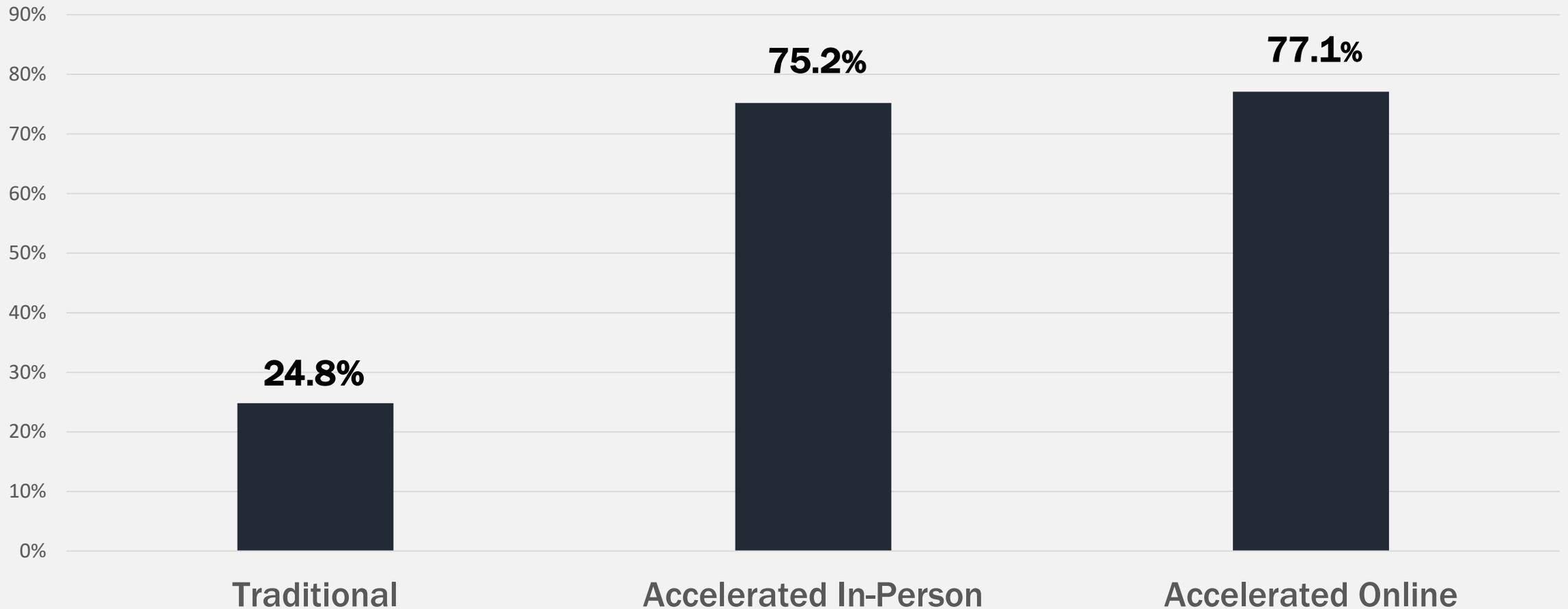
4-week	4-week	4-week	4-week

8-week	8-week
8-week	8-week

5-week	5-week	5-week

16-week

Shasta College

Credit for Competency

Institutions must recognize and embrace the college-level, credit-worthy knowledge adults already have.

An embedded, required process transcripts credit for competency through:

- Exams
- Credit for certifications
- Portfolio/work product evaluation
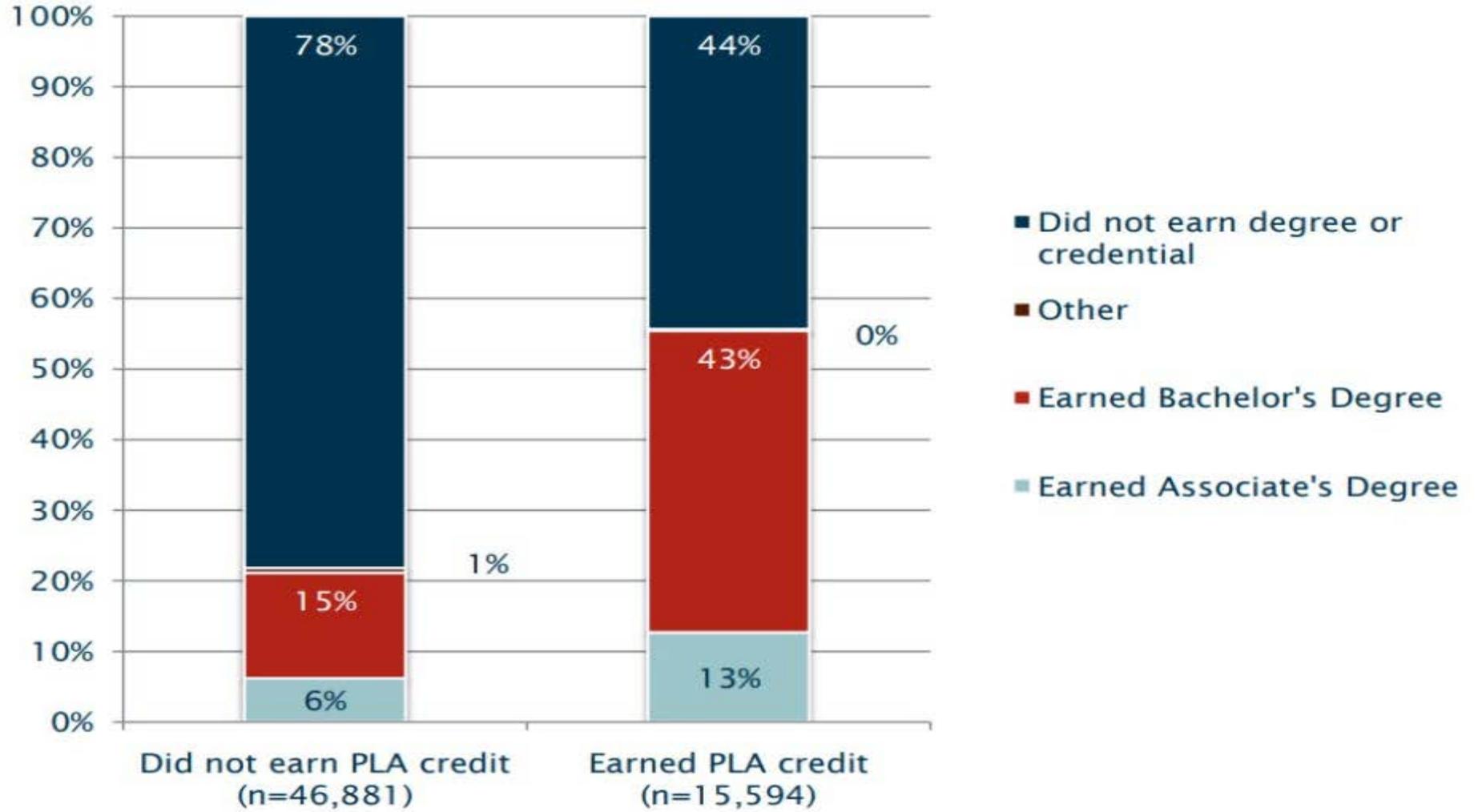
PRIOR LEARNING ASSESSMENT

EXAMS	PORTFOLIOS	CERTIFICATIONS
• CLEP • DSST	• Learning Counts (CAEL) • Faculty-Driven	• ACE (American Council on Education) • Faculty-Driven

Dedicated Coach

Institutions must facilitate onboarding and anticipate that life will get in the way of college completion.
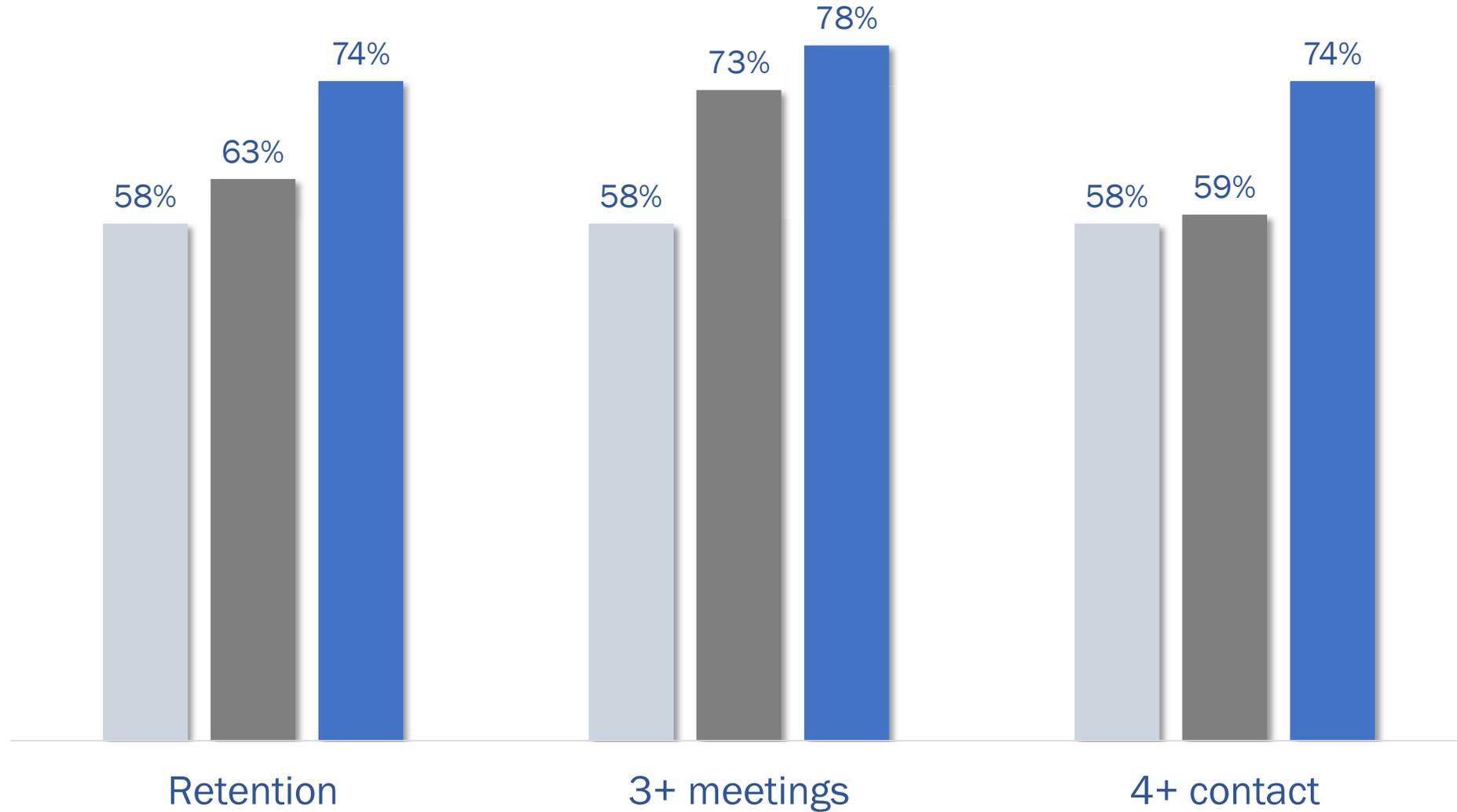
Assigning each student with a Coach helps them navigate:

- Re-enrollment
- Institutional bureaucracies and procedures
- Career planning
- Workarounds when life happens

INSIDETRACK'S COACHING RESULTS

PENN STATE

46% improvement in enrollment conversion

IVY TECH

33% increase in low-income, first-gen persistence

FLORIDA STATE

Coaching program generated $9.6M in additional revenue

Proactive Reengagement

Adult students need to know they are welcome back – and that colleges will work for and with them.

Avenues to reach potential returning adult students include:

- Direct marketing
- Reverse transfer efforts
- Employer partnerships

RETURNING ADULT CAMPAIGNS

❑ Half of former students returned after being contacted by Completion Ambassadors

❑ 79% have graduated or are still enrolled within five years

THE GRADUATE!
NETWORK!

The Next Phase

COMPLETE COLLEGE AMERICA

Implementing at scale

Incorporating workforce and employers

Redesigning curriculum and academic maps
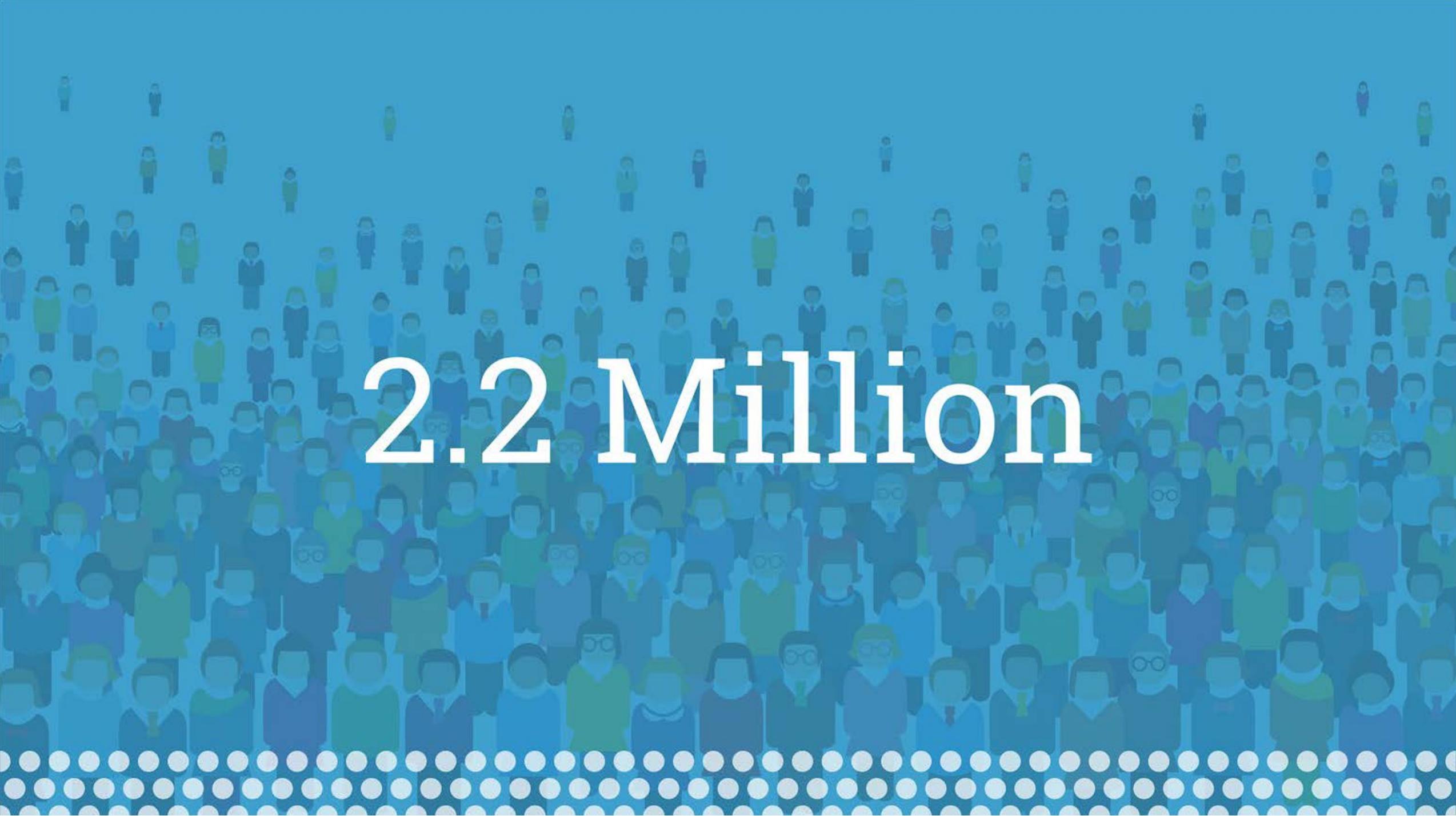
2.2 Million

Complete Florida Partners
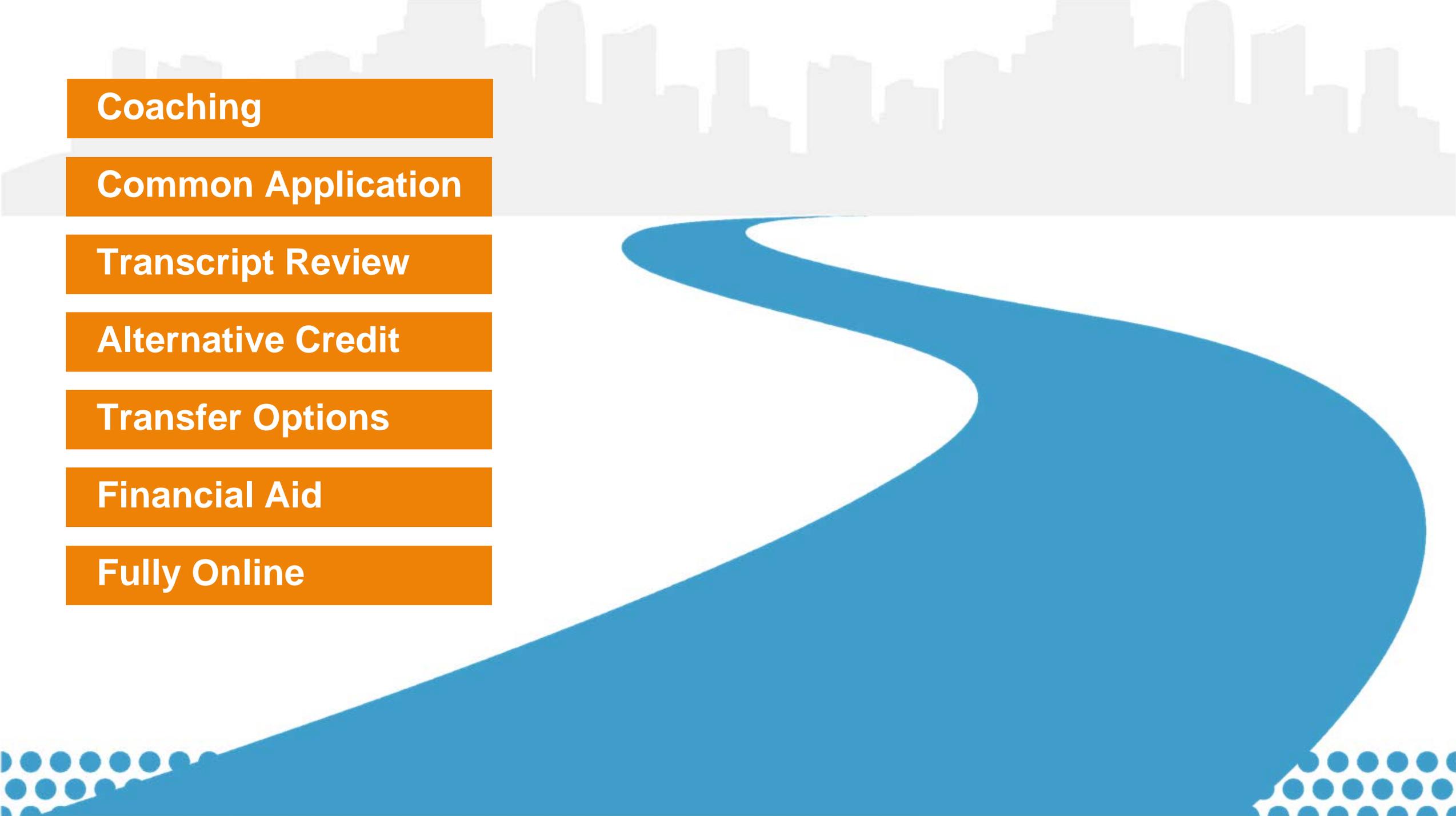
Coaching

Common Application

Transcript Review

Alternative Credit

Transfer Options

Financial Aid

Fully Online

Key Outcomes

- 14,707 applicants

- 11,405 working with a coach

- 61,984 coaching interactions per year

- $1.6 million in scholarships awarded

- 3,600 students enrolled since 2014

- 1,700+ graduates since 2014

- 70% retention rate from 2017-18 to 2018-19

Experience of a returning adult learner
Why the journey takes so long

Time to decision
- Up to 2 years or more:
  - Not sure where to start
  - Process is impersonal
  - Too busy
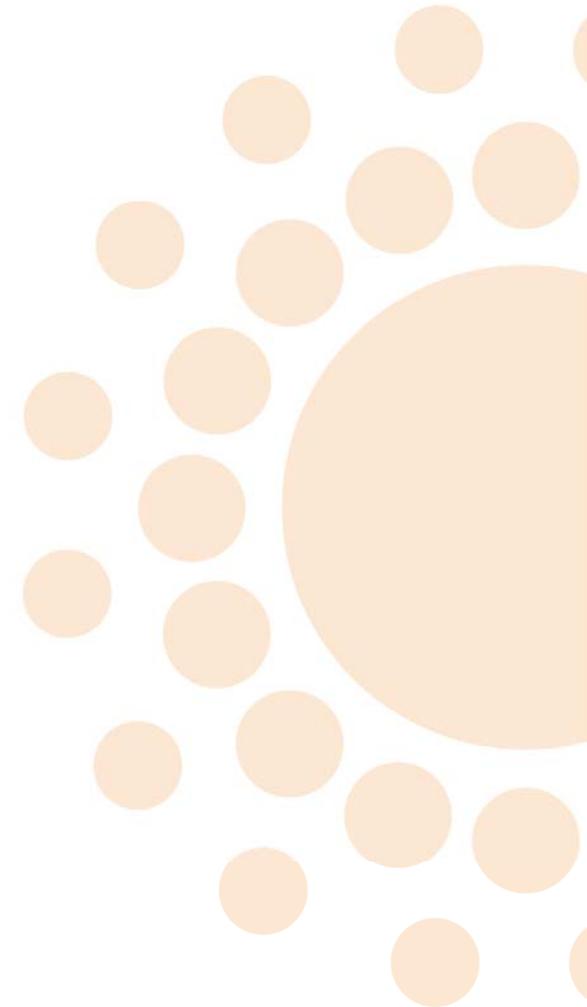 - Can't afford it

Starting back with 30 credits
- Taking two classes at a time:
  - 5 semesters to associate
  - 15 semesters to bachelor's
- Life events
  - Marriage/Divorce
  - Birth of child
  - Sick parent
- Financial hardships
- Job change

4-7 years to graduate

GRADUATION

COMPLETE FLORIDA COACH SUPPORT FROM APPLICATION TO GRADUATION

Complete Florida Student Demographics

Based on a survey conducted in July-August 2019, the following represents Complete Florida's current students:

52%
Take 1-2 courses per semester.

57%
Make less than $50K per year in household income.

40%
Have average debt over ten thousand dollars.

51%
Have children under the age of 18.

57%
Are first generation.

77%
Are employed. Most full time.

23%
Receive Pell.

64%
of students are female.

Source: 2019 Complete Florida student survey

Complete Florida - Helping you finish college

Student Experience Timeline

Complete Florida Graduate A

Academic Events
15 years to complete
5 stop outs
4 different institutions
Longest gap: 5 years
Enrolled with Complete Florida in 2015
Persisted to graduation at same institution in 2017

GRADUATION
January 2017

3 semesters enrolled

2 semesters enrolled

1 semester enrolled

1 semester enrolled

Persistent enrollment

COMPLETE FLORIDA 2015

Complete Florida
Helping you finish college

START
September
2002

New School

Restart

Restart

Restart   Restart

4 year gap

1 year gap

4 year gap

completeflorida.org

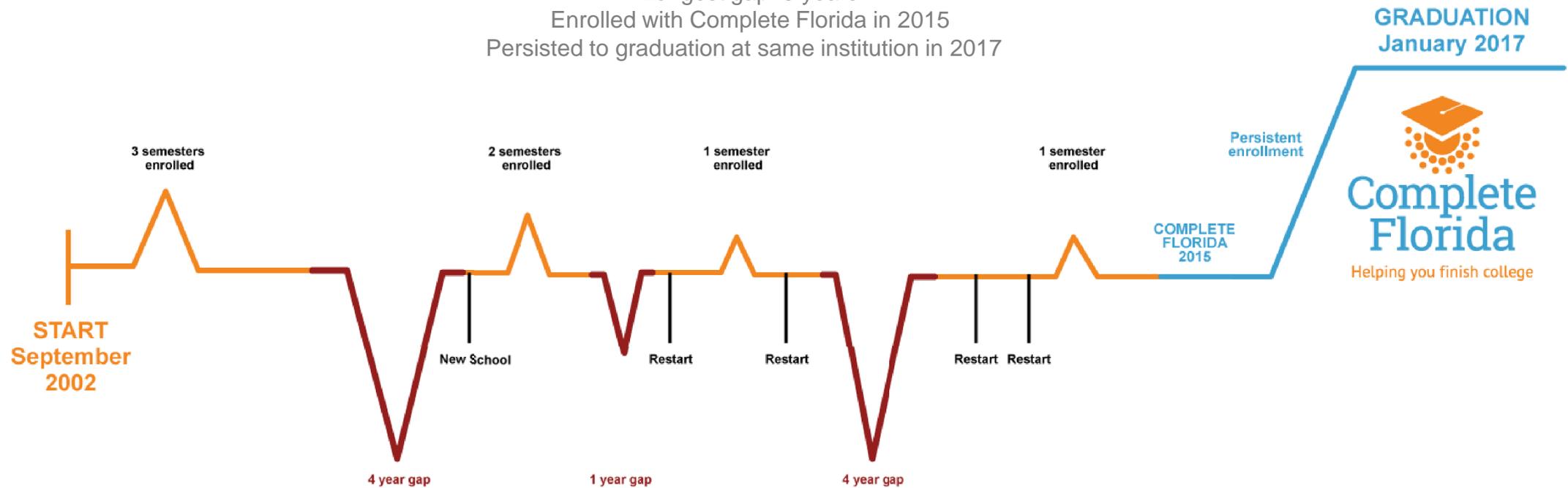Complete Florida - Helping you finish college

Student Experience Timeline

Complete Florida Graduate B
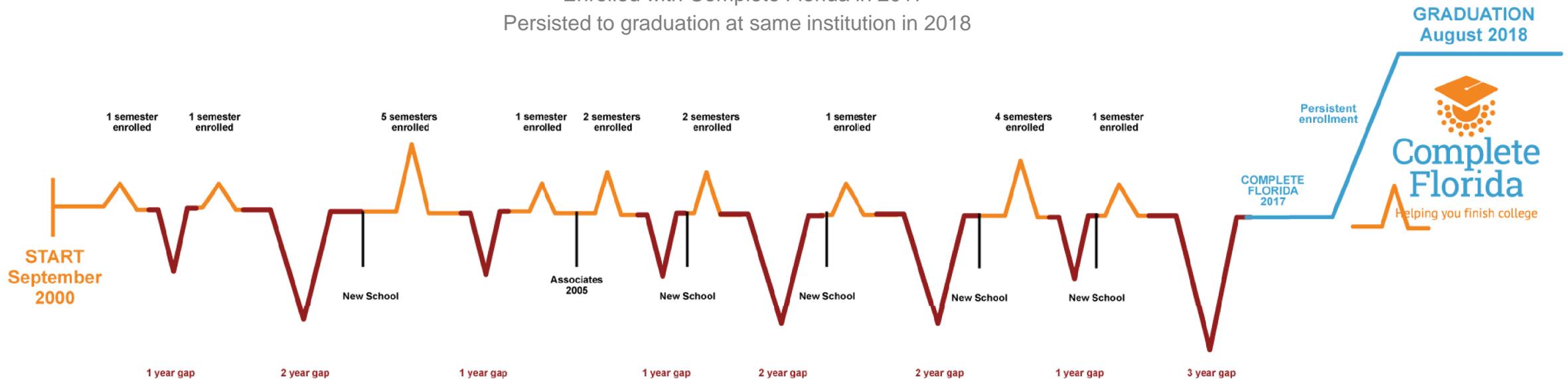
Academic Events
18 years to complete
11 stop outs
7 different institutions
Longest gap: 43 months
Enrolled with Complete Florida in 2017
Persisted to graduation at same institution in 2018

GRADUATION
August 2018

Persistent
enrollment

COMPLETE
FLORIDA
2017

Complete
Florida
Helping you finish college

1 semester enrolled
1 semester enrolled
5 semesters enrolled
1 semester enrolled
2 semesters enrolled
2 semesters enrolled
1 semester enrolled
4 semesters enrolled
1 semester enrolled

START
September
2000

New School
Associates 2005
New School
New School
New School
New School

1 year gap
2 year gap
1 year gap
1 year gap
2 year gap
2 year gap
1 year gap
3 year gap

Student Experience Timeline

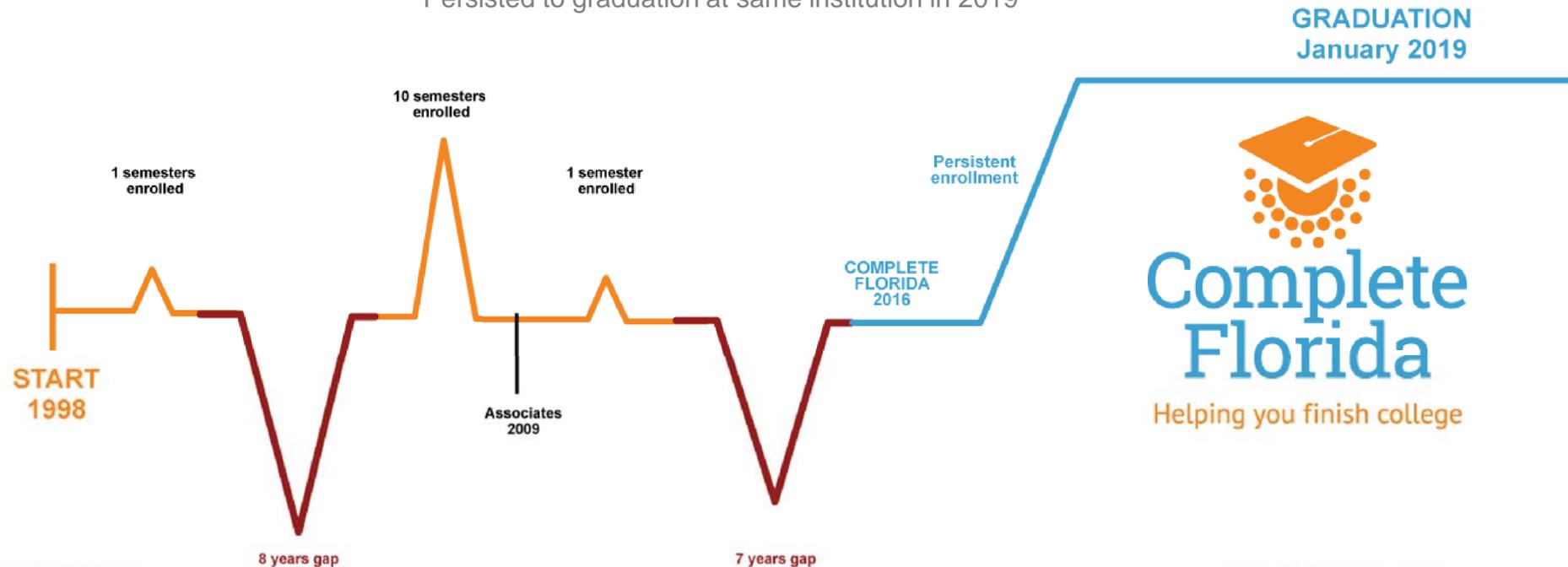**Complete Florida Graduate C**

Academic Events
20 years to complete
2 stop outs
Longest gap: 8years
Graduated with associate 2009 and started bachelor's
Enrolled with Complete Florida in 2016
Persisted to graduation at same institution in 2019

GRADUATION
January 2019

10 semesters
enrolled

1 semesters
enrolled

1 semester
enrolled

Persistent
enrollment

COMPLETE
FLORIDA
2016

START
1998

Associates
2009

8 years gap

7 years gap

Complete Florida

Helping you finish college

completeflorida.org

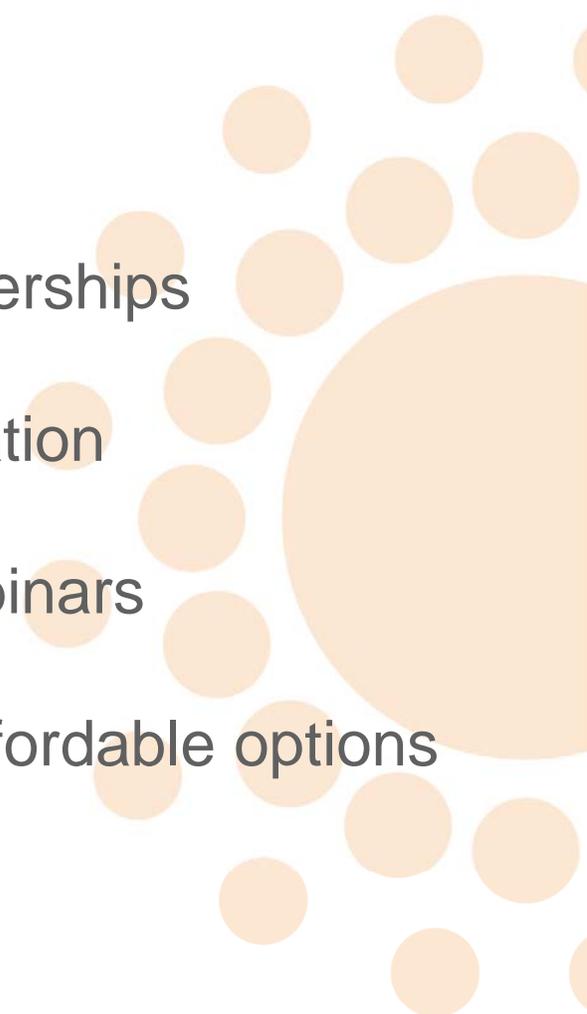Complete Florida - Helping you finish college

Student perceptions about Complete Florida

- 93% of students feel a strong sense of support from their coach

- 90% of students indicated they were able to easily access resources through Complete Florida

- Coach guidance was ranked higher than financial support in their decision to return to college
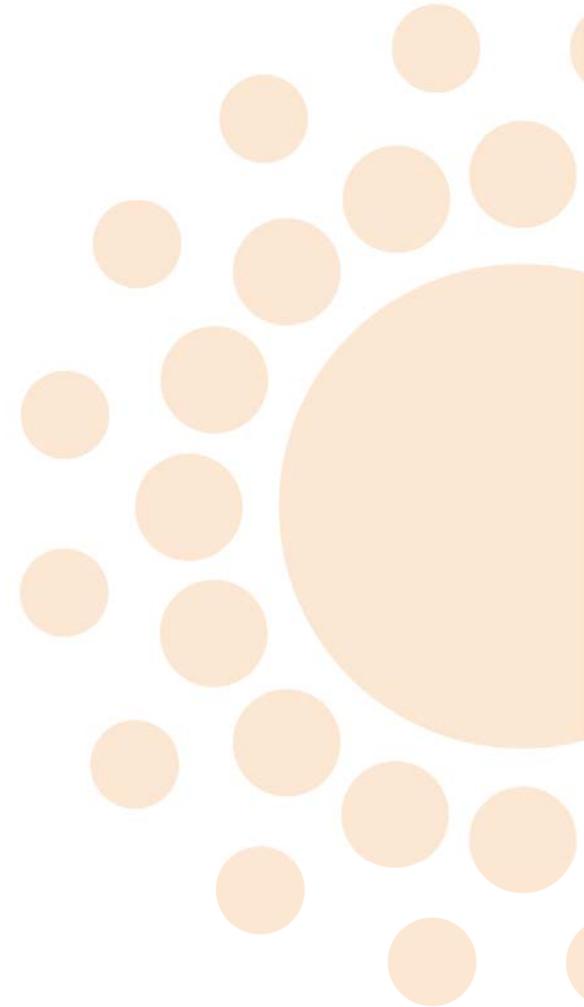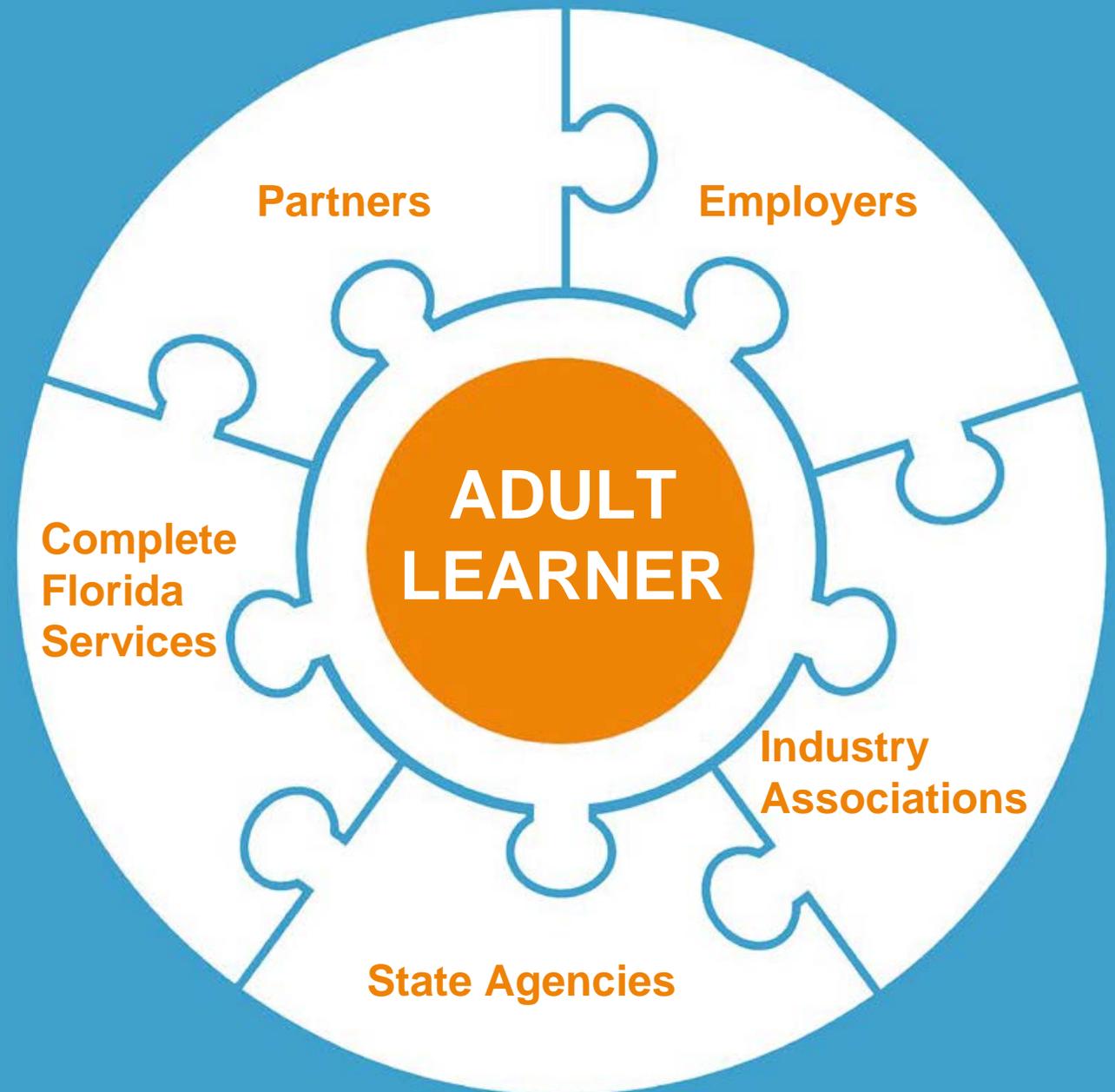
Strengthened Outreach

- Stop-out campaigns

- Co-branded communication toolkits

- 20 institutions offering 200+ programs

- T.E.A.C.H. Scholar Award program

- Employer partnerships

- FCAN collaboration

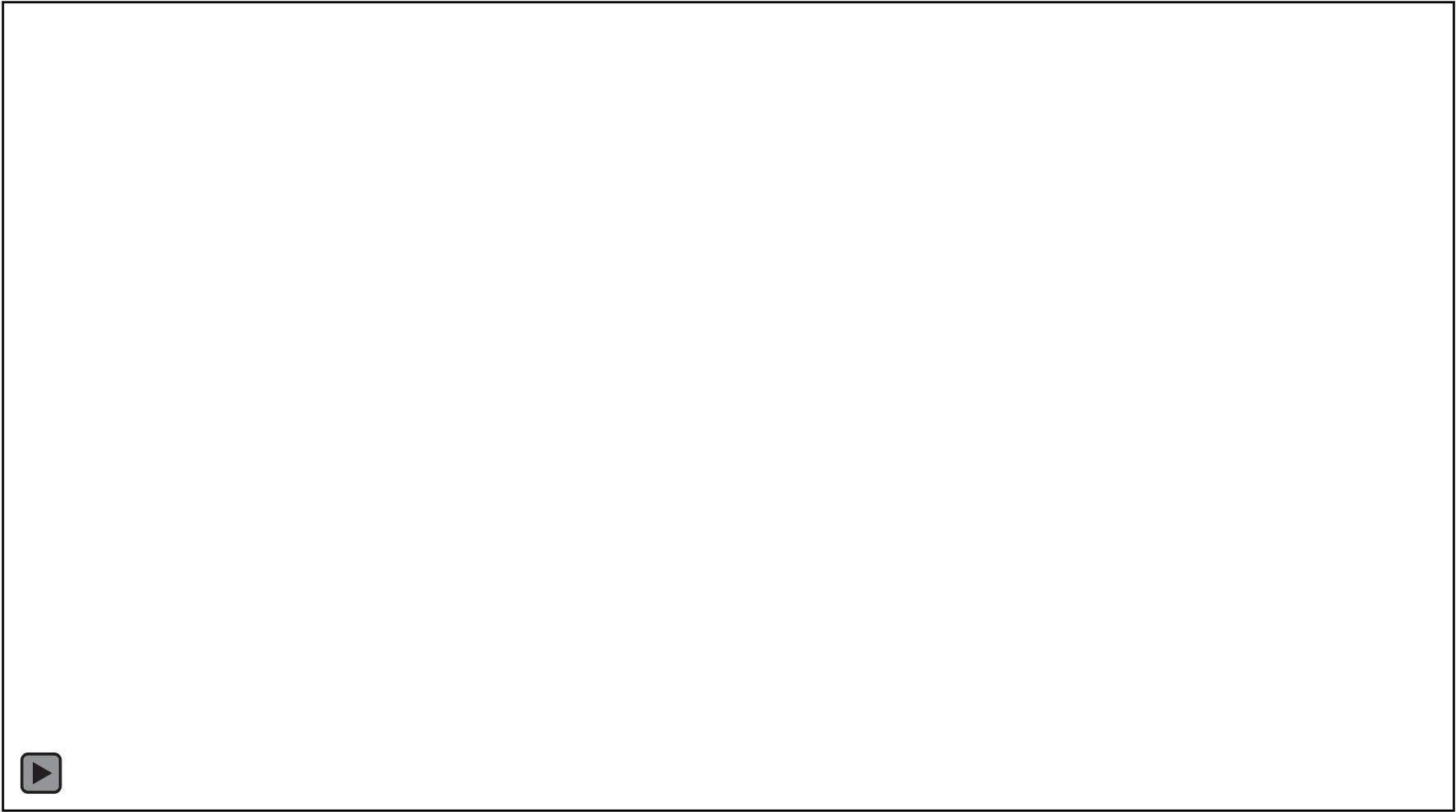- Networking webinars

- Promotion of affordable options

Local, State and National Collaborations

Meeting people where they are

Partners

Employers

Complete Florida Services

ADULT LEARNER

Industry Associations

State Agencies

QUESTIONS?

COMMENTS?