IUPUI and InsideTrack: Program Update
InsideTrack Team – Welcome

March 12th, 2015

Kristin Gurrola – Operations Client Manager
Jessica Hector – Associate VP, Client Partnership
• Introduction by IUPUI Partners
• Introduction to InsideTrack
• Learnings from fall to spring
• Highlights of our IUPUI and InsideTrack partnership
• Insights on the student experience
• uCoach mobile app update
• Looking ahead
InsideTrack supports continuous improvement across a broad range of students and institutions

Representative clients include:

Arizona State University
Brandman University
Cal State Online
Central Alabama Community College
City College Montana State University Billings
College of New Rochelle
Columbia University
 DeVry University
Drexel University
Flathead Valley Community College
Golden Gate University
Great Falls College Montana State University
Harvard University
Indiana State University
Ivy Tech Community College
Indiana University Purdue University Indianapolis
Missoula College at University of Montana
Montana State University Northern
New York University
Notre Dame de Namur University
Penn State University
Roosevelt University
University of Dayton
University of Pennsylvania
University of Redlands
University of Southern California
Wallace State Community College
At the fall to spring milestone, retention is where we expect it to be

Retention from Fall 2014 into Spring 2015
Percentage of Fall 2014 starts who retained as of the Spring 2015 census

Retention calculated as the # of students registered for Spring 2015 / # of Fall 2014 starts in each group. Results reported here include the 100 students selected by IUPUI to be coached as part of the 21st Century Scholar program (Coached students). Historical benchmark includes 1,141 who entered IUPUI in Fall 2010 – Fall 2012 and who were considered new first time students, 21st Century Scholars, and were NOT Conditional Admits or receiving DEAP services.
Understanding the reasons why coached Scholars did not persist into the spring semester

Drop Reasons from Fall 2014 into Spring 2015
Percentage of Fall 2014 drop reasons collected in each category

Academics: 12 (71%)
Managing Commitments: 3 (18%)
Effectiveness: 1 (6%)
Commitment to Graduation: 1 (6%)

Includes all drop reasons collected by coaches for Coached students who did not persist (i.e., were not registered at census of Spring 2015) past Fall 2014. Percentage shown are % of total drop reasons collected in the specified semester. Excludes students who do not retain but for whom a drop reason could not be determined.
All “Academic” drops were due to academic dismissal, but stemmed from different causes

- Student lived an hour away from campus and had a young child. Commuting to and from campus proved to be extremely difficult and impacted her motivation. She had plans to transfer to a university closer to home before she was dismissed.

- Student has an infant daughter and her academic performance was impacted due to struggles with time management and outside commitments.

- Student may have had an unrealistic understanding on how she was actually performing in classes. She sought out resources, and reported that she was doing fine, but ultimately, failed most of her classes.

- Student struggled academically, even though she actively sought out resources in multiple courses she found difficult. Test anxiety was one of her main complaints. She was ill for about a month during the semester and fell behind in her courses.

- Student had no transportation to and from school, no support at home, and a busy work schedule. Additionally, she struggled to manage her time effectively between work and school.
Our coaching paired with a collaborative partnership with IUPUI has led to initial insights and strong support for Scholars.
Through weekly meetings, InsideTrack shares trends and feedback about the student experience

• Collaborative student support
  – On-going retention watch list
  – Proactive support of high priority students

  Example of collaborative student support for a high priority student:
  Coach Kimmy received a call from a mother of one of her student’s letting her know that he had been kicked out of the house and was no longer welcome there. Phyllis in the 21st Century Scholars office was immediately notified and reached out to the student. It came out that his mother did not want to participate in his education and would not do what she needed in order for him to file the FAFSA. Through proactive support his mother agreed to complete her portion of the FAFSA and is considering a mediation meeting with her son.

• Sharing of information
  – Student insights and trends from coaching
  – Documents, events, deadlines, and other pertinent information for Scholars

• Proactive support of students on academic probation
  – 22% of retained coached students on academic probation
  – Intensive weekly coaching meetings and planning for success
Coaching builds motivation, confidence, and belief in being a Scholar at IUPUI

• Top 3 most valued aspects of coaching
  – Conversation - Having someone to talk to about my school experience
  – Motivation - Keeping me motivated to reach my long term goals
  – Resources - Increasing my awareness of and connecting me with relevant resources and tools

• Highlights from coaching
  – A student’s response to a coaching meeting about time management and a weekly action plan tool: “It was actually really helpful! It's changed everything. I can lay out every hour of my day now and I wasn’t sure where to start before. I know what I need to study and when and I can see everything on paper; everything from school to picking up my brother to when I should sleep. I've been updating it every week.”
  – “Without Kimmy this semester, I would have been so lost starting of college. She has been such an incredible help in my life and has become a trustworthy person in my life who I know I can count on to help me and listen when I am down. She is great at what she does, and she is such an incredible coach. I really appreciate her.”
Coaching topics vary from meeting to meeting and focus on what’s most important for the student and their ability to persist.

Meeting Focus Areas for Fall 2014
Percentage of Fall 2014 meeting areas in each category

Includes all focus areas collected by coaches during meetings in Fall 2014. Percentage shown are % of total focus areas collected in the specified semester. Excludes meetings for which a focus area was not determined. May include multiple focus areas from the same meeting.
uCoach mobile app update

• App launch
  – Students invited to download
  – Coach conversations

• Student-centered content
  – How your 21st Century Scholarship works
  – Renewing the FAFSA
  – Improving your Note-taking

• Coach usage and functionality of the app
  – Individual and mass texting
  – Nudges to drive desired student behavior
Looking ahead

• Highlights and opportunities
  — Provide InsideTrack access to OnCourse to create a group for coached students as a way to post updates and important information. This is in line with the work that the 21st Century Scholars office does utilizing OnCourse to share information with students.
  — Establish a connection in fall semester between InsideTrack and Chris Maroldo, Assistant Director of Academic Success program, in an effort to support the work in spring semester with academic probation students.
  — Explore ways to share early alert information with InsideTrack.
  — Develop a handoff process for coached students as they move into their sophomore year to ensure on-going support and touch points from the campus.

• What’s next
  — The next program update can be anticipated in Fall 2015.