Partnering For Student Success

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Student Success

- Academic
- Physical
- Social
- Financial
Agenda

- Partnering for Student Success
- Student Retention
- Financial Education
- Default Management
It has been proven in many studies and surveys that the effort a school puts forth in educating and assisting their students has a **direct and important impact** on a variety of student outcomes.

- As the school, **you are the trusted agent** from a student perspective—especially from a student loan standpoint.
Internal Campus Partnerships

Academic Affairs
Admissions
Advancement
Alumni Affairs
Business Office
Career Services
Financial Aid
Registrar
Student Affairs
Student Retention
Key questions:

- Are some colleges and universities unusually effective at engaging their students?
- Do these institutions “add value” to their students’ experiences by inducing them to put forth more effort in activities that contribute to their learning and development than they would on their own?
Goals:

- Identify institutions that perform well in two areas—student engagement and graduation rates.
  - Controlling for institutional size and selectivity and student characteristics.

- Discover, document, and describe the policies and practices of these high performing institutions.
Conditions That Foster Success

- A “living” mission and “lived” educational philosophy
- An unshakeable focus on student learning
- Environments adapted for educational enrichment
- Clear pathways to student success
- An improvement-oriented ethos
- Shared responsibility for educational quality and student success
Mission and Philosophy

Everyone doing their own thing

Common mission
An Unshakeable Focus On Student Learning

- Student learning and personal development are priorities.
- Faculty and staff who are committed to student learning and take the time and measures necessary to foster that learning are recruited and retained.
- Faculty and staff members make time for students.
- Using engaging pedagogies inside and outside the classroom is commonplace.
“Wherever they are” is a good place for college.

Physical environments on campus are modified to create spaces and settings where teaching and learning can flourish.

Potential learning opportunities on- or off-campus are recognized and utilized.

Interior and exterior spaces are adapted to reduce the psychological size of the campus and to encourage participation in campus life.
Clear Pathways to Student Success

Routes to student success are clearly marked; guideposts are often “required.”

Students are intentionally informed about the resources and services available to them.

Resources and services are compatible with institution’s educational mission.

Efforts are tailored to meet the individual needs of students.
Improvement-Oriented Ethos

- “Positively restless” about being the best they can be.
- Continually questioning whether they are living up to their potential.
- Inclined toward innovation; open to trying new and promising approaches to teaching and learning.
- “Can do” attitude permeates campus.
Student learning is widely accepted as everyone’s responsibility.

Senior administrators and faculty members model the preferred ways of interacting, making decisions, and responding to challenges.

Collaborative spirit and positive attitude characterize the working relationships between departments.

Large numbers of caring, supportive individuals who perform countless acts of kindness to make students feel wanted and important.
What are you doing on your campus to improve student retention?

Are you partnering with other offices on campus to improve student retention?
Financial Education
Principles Of Effective Programs

- Teachable moments
- Active, experiential, and problem-based learning
- Evaluation
Key Elements That Promote Partnerships

- Perceived need/purpose
- Goals and objectives
- Audience
- Partners and resources
Perceived Need/Purpose

- Reduce Student Loan Debt and/or CDR
  - Financial Aid Office and Media/Public Relations

- Improve Retention
  - Admissions, First Year Experience and Academic Outreach

- Increase Annual Giving and Alumni Engagement
  - Alumni Relations and Development

- Increase Student Engagement
  - Student Activities, Residential Life, Career Services

- Position Students and Alumni for Financial Success
  - Everyone
Goals And Objectives

- Learn good financial decision making
- Get students to attend
  - Get students to pay attention
- Lower borrowing levels
  - Lower cohort default rate
- Collaborate with other offices
Audience

- TRiO students
- All entering freshmen
- All graduating seniors
- College 101 class
- Greek life/residence hall groups
- Commuter students
- Campus organization/major
- Young alumni
Partners And Resources

Campus partners
✓ Find some champions: staff, faculty, students

Community resources
✓ Local credit unions, banks, insurance professionals, etc.

National resources
✓ Not-for-profit agencies

Blogs and websites
✓ studentlendinganalytics.com, todayscampus.com, academic-impressions.com
Your Campus

What financial literacy programming are you doing on your campus?

Are you partnering with other offices on campus to bring financial literacy programming to your students?
Default Management
Default Management

Managing loan and/or receivable portfolios to ensure that defaults are kept to a minimum.
Beyond Federal Requirements

<table>
<thead>
<tr>
<th>To assist the student loan borrower.</th>
<th>To ensure future Title IV eligibility.</th>
<th>To be eligible for loan disbursement waivers and exceptions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To maintain eligibility for receipt of federal monies.</td>
<td>To ensure that ED does not mandate you to use a default management plan.</td>
<td>To meet your fiscal and regulatory requirements.</td>
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</tbody>
</table>
Create an institutional default management plan.

Create policies and procedures that support and enforce the plan.
Creating A Plan

- Get institutional buy-in of the plan:
  - Best with involvement from all key campus offices/stakeholders.
  - Form a task force or committee to ensure creation, implementation, and continued maintenance of plan, including development of procedures and processes.

- The plan becomes:
  - A blueprint for your office and your campus.
  - The cornerstone of your procedures in terms of all efforts related to timely collection of debt.
  - The structure to define how your policies and procedures support the overall mission of your institution.
  - A statement of your commitment to helping your borrowers strive for good repayment habits—and is ultimately part of student success!
Implementing A Plan

- Generally done with involvement from all key offices and stakeholders on campus.
- Obtain the support necessary to carry out the plan.
- Policy and plan need to be distributed and communicated prior to implementation.
- Processes and procedures should be created to support the plan.
- Roles and responsibilities should be defined and expectations clearly communicated across campus.
- Partner with all offices on campus.

- It is everyone’s responsibility and takes commitment.
- “It takes a village!”
School Requirements: An Exercise

- Entrance Counseling
- SAP Information
- Exit Counseling
- Enrollment Reporting

Are you partnering with any other offices on campus to carry out these baseline requirements?
In Conclusion
Results Of Working Together For A Common Goal

- Higher morale on campus
- Extreme customer service to the students and to each other
- Better overall experience for your students
- Long-term positive effect on retention and default
Questions and Discussion

What best practices have you established on your campus?

What are your strategies for approaching other offices on campus?

Which campus departments have you partnered with the most?
Thank You

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