



*Providing Multifaceted Student
Support for Today's Adult
Learners Seeking their Masters
Degree in Social Work*

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April 14, 2016



JACK, JOSEPH AND MORTON MANDEL
SCHOOL OF APPLIED SOCIAL SCIENCES

CASE WESTERN RESERVE
UNIVERSITY

*100 Years of Leadership
in Social Justice*

Student Support for Adult Learners



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Multifaceted Approach

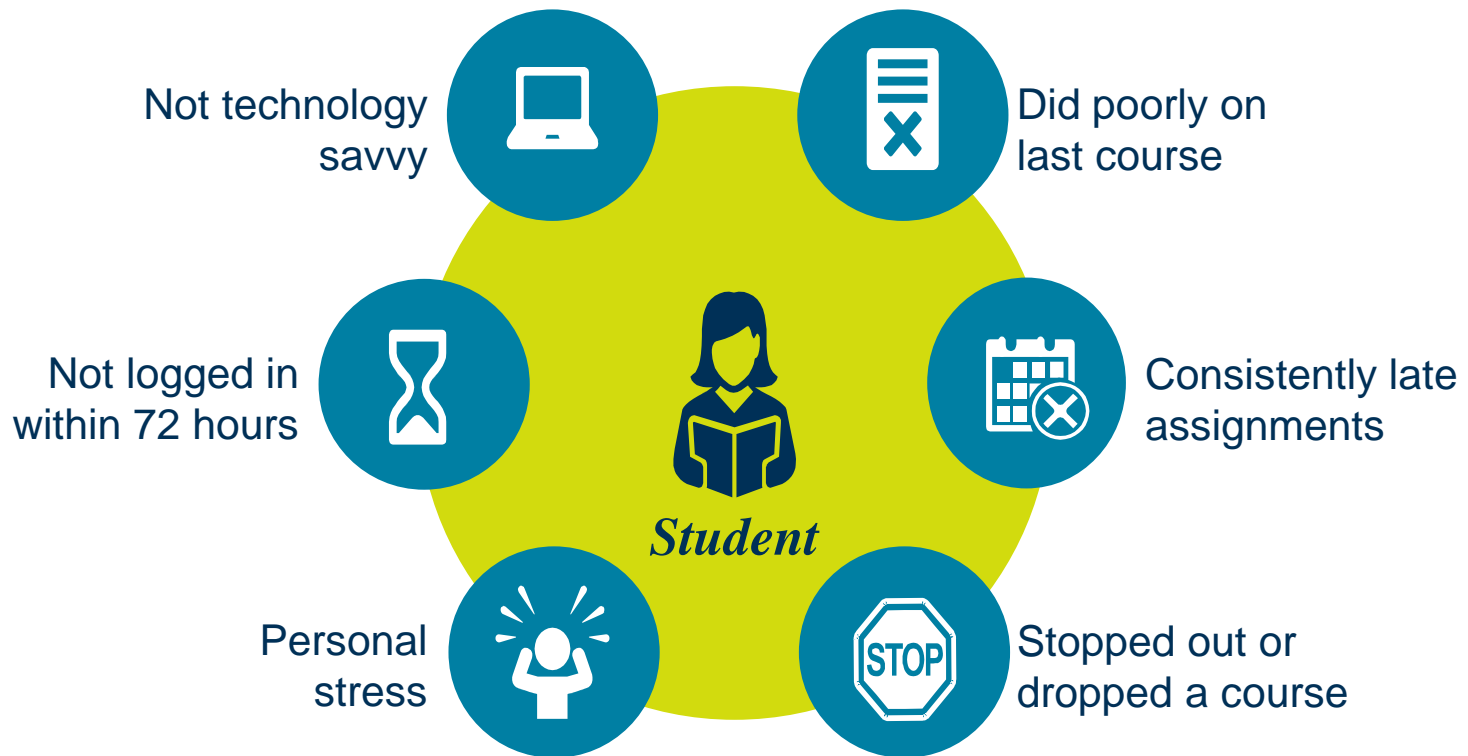


Student Lifecycle

	<u>Critical Points</u>	<u>Risks</u>	<u>Support Strategies:</u>
Accepted	Registration Tuition deadline	Course materials Finance Commitment	Welcome Call New Student Welcome Video Orientation Risk Management Activity
New Students	Add/drop period Week 1-3 Course Completion	Finance Technology Time Management	Week 1 Engagement Attendance Monitoring Faculty Communication Midterm outreach Risk Management Activity
New returning <i>(1st to 2nd term)</i>	Registration Add/drop Period Course Completion	Academic Progress Connection Time Management Personal obstacles Learning Style Anxiety	Week 1 Engagement Attendance Monitoring Faculty Communication Midterm outreach Risk Management Activity
Continuing Students <i>(2nd term and beyond)</i>	Registration Add/drop Period Clinical Preparation and Completion Graduation	Academic Progress Motivation/Self Discipline Time Management Personal obstacles	Reminder Calls and Emails Motivational/Coaching Messages Attendance Monitoring Risk Management Activity Faculty Communication Call plan 60 day Phone calls

At-risk indicators

As historical data for the program and other programs are collected, custom at-risk indicators will be added.



Cross-functional Support for online programs



What Impacts Student Retention

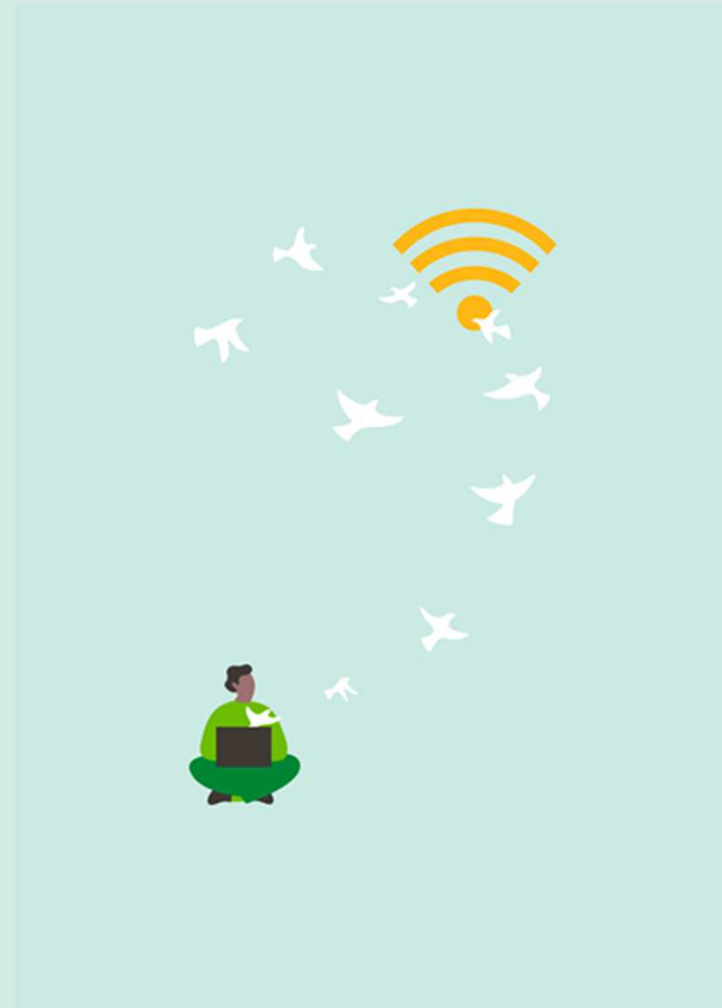
Internal Factors	External Factors
<ul style="list-style-type: none">• Academic ability• Goals• Non-cognitive skills• Ability to pay• Perceptions of past performance• Feeling connected	<ul style="list-style-type: none">• Community• Policies• Ease of process• Faculty engagement• Support system• Path to graduation

How We Make a Difference

- Relationship building
- Robust **onboarding** for new students
- At-risk intervention
- **Proactive** engagement
- Registration
- Remove non-academic **barriers**
- Analyze qualitative and quantitative data
- **Re-engagement**
- Provide clear pathway to goal
- **Community** building

Student Support Services Summary

- Retention is complex
- Collaboration is key
- Data tells the story



Thank you!



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