



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

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CASE WESTERN RESERVE  
UNIVERSITY

*100 Years of Leadership  
in Social Justice*

# Student Support for Adult Learners



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# Multifaceted Approach

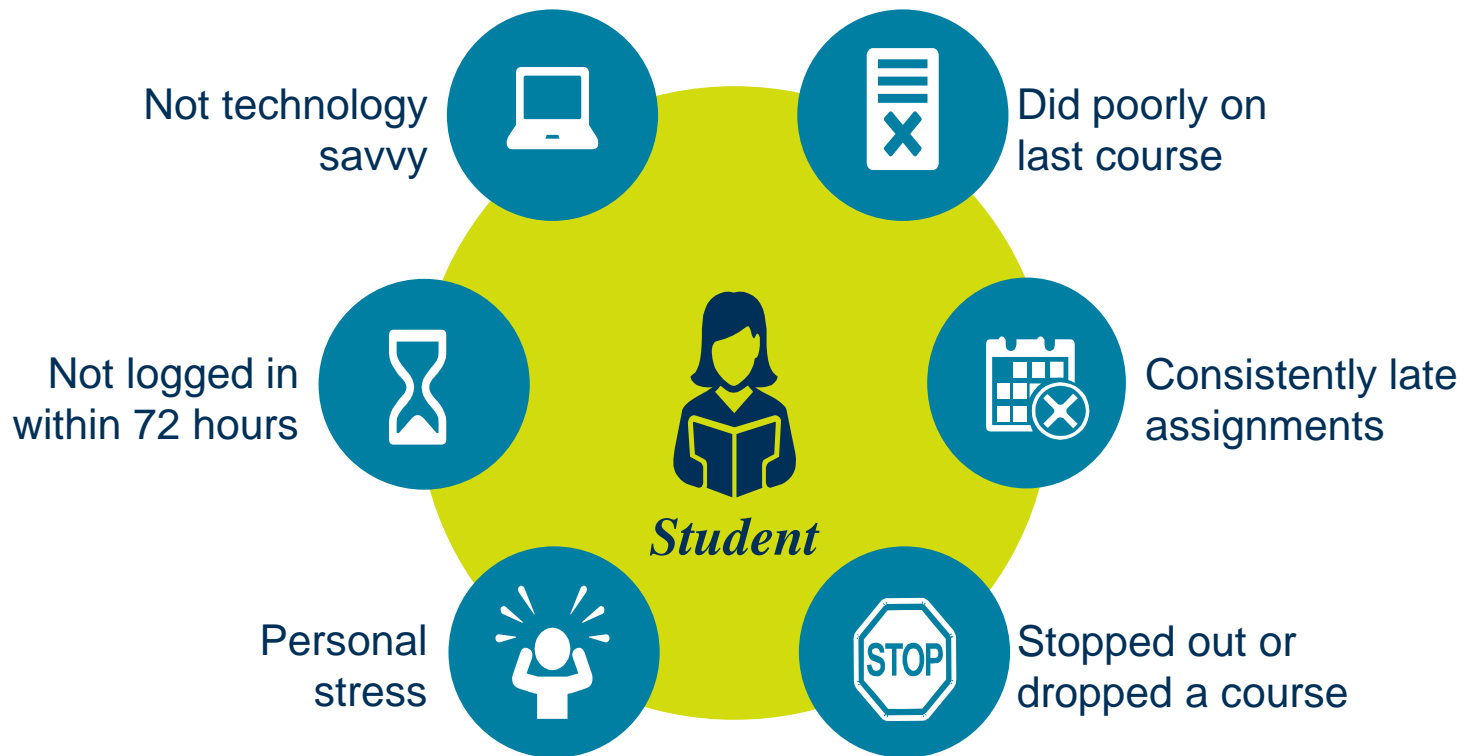


# Student Lifecycle

	<u>Critical Points</u>	<u>Risks</u>	<u>Support Strategies:</u>
<b>Accepted</b>	Registration Tuition deadline	Course materials Finance Commitment	Welcome Call New Student Welcome Video Orientation Risk Management Activity
<b>New Students</b>	Add/drop period Week 1-3 Course Completion	Finance Technology Time Management	Week 1 Engagement Attendance Monitoring Faculty Communication Midterm outreach Risk Management Activity
<b>New returning</b> <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
<b>Continuing Students</b> <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

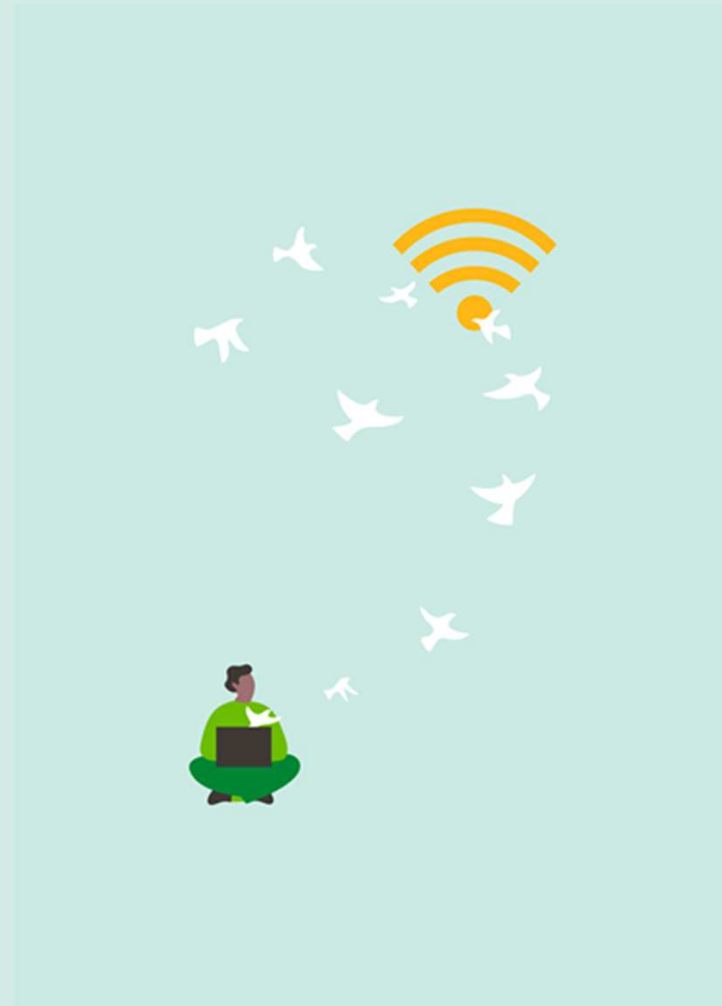
Internal Factors	External Factors
<ul style="list-style-type: none"><li>• Academic ability</li><li>• Goals</li><li>• Non-cognitive skills</li><li>• Ability to pay</li><li>• Perceptions of past performance</li><li>• Feeling connected</li></ul>	<ul style="list-style-type: none"><li>• Community</li><li>•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

### 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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