AACRAO Recent Information

*Student Retention Models in Higher Education: A Literature Review* recommends:

**Staff**
- Invest in staff. Staff have direct contact with students.

**Social Integration**
- Students “must develop new relationships and a new community.”

**Commitment**
- Students feel commitment when participating in club sports, honors programs, on-campus events.

**Resources**
- Students and parents look to campus to provide certain resources and services.
CSU Efforts
CSU Efforts

By 2020:

- 80% six-year graduation rate
  - 90% first-year retention
  - 60% four-year graduation
- Eliminate achievement gaps for first-generation, students of color, and low income students
Office of the Registrar response

● Align our intentions with University priorities…
● This fits within our mission and values
● Attitude - Actively participate in committees, meetings, hiring, setting priorities
● Join the University Student Success Initiative efforts
● Utilize expertise and access to student records
Is it really equal opportunity if individuals begin with different preparation and prospects to fulfill their potential? Equity asks for more.
Registration Outreach

- Student not registered then…
  - Outreach to students
- After early 4-week registration period
- Email to students
- List to advisors
- Identification of students with holds, balance due for different messaging
- Collaboration with advising network leaders
First 4 weeks and Early Feedback

Urgency of the First Four Weeks

16-week semester

- If EPF Indicator is meeting expectations: 91+ percent likelihood of C or better as EOT Course Grade
- If EPF Indicator is not meeting expectations yet: 54 percent likelihood of C or better as EOT Course Grade

If EOT Course Grade = D/F:

- 30 percentage point drop in graduation likelihood (vs. those with C or better)

- EPF indicator at week four is predictive of EOT course grade
- EOT grade is predictive of graduation
Credit Recovery Courses

- Integrate 8-week courses into 2nd half of term
- Collaborate with Vice Provost and Associate Dean College of Liberal Arts
- Identify students who drop a course early in the term
- Opportunity to fill the hole in their schedule
- Finish the term with credits that will keep them on track toward four-year graduation.
Course Capacity Committee

- Two staff participate in planning committee
- Ensure adequate course sections
- Ensure UG students can build full schedules and find courses that fulfill degree requirement
- Combine with projected enrollment to meet seat demand.
- Review waitlist data to open more sections
CU Boulder Campus Goals

- 80 percent 6 year graduation rate by 2020

- Common factors for attrition (from campus climate survey)
  - College doesn’t care about me (as a person)
  - Not worth it (compared to a job)
  - Schedule (not being able to find courses)
CU Boulder Efforts

- Research and offer resources
- PILOT: Communication campaign for Spring 2019 and Fall 2019
- Emails:
  - Updated enrollment window email
  - Streamlined holds email
- Phone calls
  - RO pulled population
  - “Buff to Buff”/Peer conversations
CU Boulder Efforts

Communication Campaign - Spring 2019

4. Did the student answer?
- Yes: 148
- No: 289

5. Does the student plan to Register for Spring 2019?
- Yes: 137
- No: 11
CU Boulder Efforts

Communication Campaign - Fall 2019

4. Did the student answer?
- Yes: 138
- No: 239

5. Does the student recall seeing an email sent to them on Monday, April 22nd with the subject line titled: “Register Now- Fall 2019 Registration Tips”?
- Yes: 94
- No: 46

6. Does the student plan to Register for Fall 2019?
- Yes: 108
- No: 20
CU Boulder Efforts

- RESULTS: Communication Campaign for Spring 2019
  - Of those who answered, “YES” who enrolled?
  - 115 students enrolled, 26 did not.
CU Boulder Efforts

- RESULTS: Communication Campaign for Fall 2019
  - Of those who answered “YES”, who enrolled?
  - 65 Enrolled, 43 did not enroll
CU Boulder Efforts

- Reasons for leaving:
  - Transferring
  - Financial
  - Academic Concerns
  - Did not feel welcome, not a good fit.
CU Boulder Efforts

● Trends:
  ○ Fall to Spring - Stronger numbers.
  ○ Students registering on first day of classes.
CU Boulder Efforts

- Student Cancellations
  - Students enrolled but not attending.
  - Working with Housing, NSFP, Admissions, Bursar’s to identify and notify.
CU Boulder Efforts

- Student Cancellations
  - Student Affairs emailed batch pre-registered students.
  - Buff to Buff calls or text?
CU Boulder Efforts

- Student Cancellations
  - OnBase - Email students to take action.
  - Process drops in August
CU Boulder Efforts

- Future plans:
  - Text communications
  - Analyze data with previous years.
Now we’d like to hear from you!
Your Feedback

1. What are you trying?
2. What works?
3. What doesn’t?
Discussion Ideas

- Course Capacity
- Credit Recovery
- Early Performance Feedback
- Calling campaign
- Holds emails/resources
- Batch pre-registration outreach
- Grade Replacement
- Audit failed registration
  - LT schedule excluding appointment
  - Automate/no calls

Learning Communities
- In res hall

Registration Audit trials, Call students
Transfer Student Orientation Track
Online Orientation
Pilot 3 Majors
  - Identify milestones: courses reached/not if not taken

CCS Pathway Model