



Building Collaborative Campus Partnerships for **Student Success**

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Session Agenda

- Overview of University of Iowa
- Overview of partner offices:
 - Office of Student Financial Aid
 - Academic Support & Retention
- Collaborative Initiatives
 - “Your Path to Iowa” initiative
 - Success at Iowa
 - Financial Literacy Module
 - Excelling@Iowa
 - Not Registered Project
 - Student Withdrawal & Re-Entry Process
- Questions & Discussion

The University of Iowa



Greetings from Iowa City!

On Iowa! Go Hawks!

- Large Public Research University
- Big10 Conference
- 33,334 students in 2017
 - 24,476 undergraduate students
 - 5,027 new 1st year students in Fall 2017
- 86% First Year Retention Rate
- 71% 6 Year Graduation Rate
- 3.7 Average HS GPA
- 29% Top 10 in HS Class
- 23% First Generation
- 13% Pell Eligible



Office of Student Financial Aid

The Office of Student Financial Aid assists students with the cost of their educational investment by providing information on options and support through various stages of the financial aid application process



Financial Literacy Services
Student Employment
Awarding & Notifications
Satisfactory Academic Progress
Individual Consultations
Education & Outreach

Academic Support & Retention

University College
Office of the Provost

Coordinate campus-wide initiatives to support student success and retention of undergraduate students at the University of Iowa.

- Academic Resource Center & Supplemental Instruction
- Tutor Iowa
- Excelling@Iowa
- PLUS Courses
- Success in Rhetoric
- Academic Success Workshops
- Student Outreach & Assistance
- Student Withdrawal & Return Process
- Parent & Family Webinars

AS&R
Academic Support & Retention

Your Path to Iowa

- Students admitted annually with large need gaps
- Purdue has a program to contact high-need students
- Iowa looked at a possible pilot using key parameters:
 - High level of unmet need
 - Students not eligible for their intended major
 - Students with very low GPA's or ACT scores
 - Managed to meet the Regent Admission Index due to imbalance
 - A sample that would reflect the incoming class
 - Enrollment mix, diversity and college/program selection

Your Path to Iowa

Goals of the program

- To share our concern regarding loan dependence,
- Offer of assistance from Financial Literacy team
- Ensure an understanding of decision to attend
- Creating a “path” to Iowa
 - Offer of counseling and advising support for transfer,
 - Provide ample time for families prior to May 1

Your Path to Iowa

Initial Sample

- 531 students identified
 - 224 Academic/Financial Risk
 - 307 Financial Risk
- 50% Non-Resident
 - Need Gap range: \$10,325 - \$32,989
 - Need Gap minus EFC range: \$3,913 - \$28,289
- 50 Resident
 - Need Gap range: \$647 - \$12,236
 - Need Gap minus EFC range: \$647 - \$7,205

Your Path to Iowa Communication

Communications were sent in Early March:

- 13% (34) contacted Financial Literacy
- 30% (80) contacted Student Financial Aid
- 22% (57) contacted both FLS and SFA

Enrollment of Cohort (531):

- 296 were still admitted on May 1
- 265 enrolled fall 2017 (10% melt)
 - 7% of admitted students not in the cohort on May 1 did not enroll

Your Path to Iowa

Outcomes

- Retention?
 - 3% withdrew during the fall term
 - 1% of students not in the cohort withdrew
 - 89% were retained for the spring semester
 - 1% of students not in the cohort did not re-enroll for spring
- Average GPA?
 - In the cohort 2.63 /Not in the cohort: 3.00
- Academic Probation?
 - 15% in the cohort/7% not in the cohort
- Employed?
 - 28% in the cohort/ 20% not in the cohort

Success at Iowa

All new undergraduate domestic & international students are required to complete the Success at Iowa online course. This 2 semester hour course helps introduce students to resources and information that will help them be a successful Hawkeye.

Four Parts & Includes:

- Financial Literacy Module
- Excelling@Iowa Survey & Associated Interventions

5,004 first year students
1,067 transfer students
99% completion rate

Success at Iowa

Financial Literacy Module

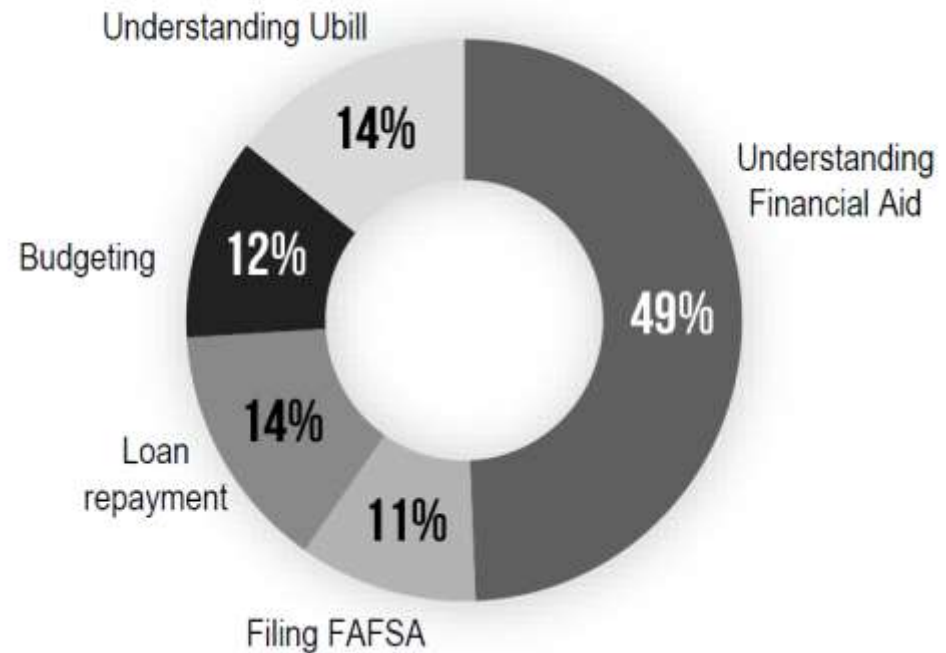
- 92% found the course content useful
- Pre- and post-test confidence in managing money increased by 30%

Financial Literacy Services

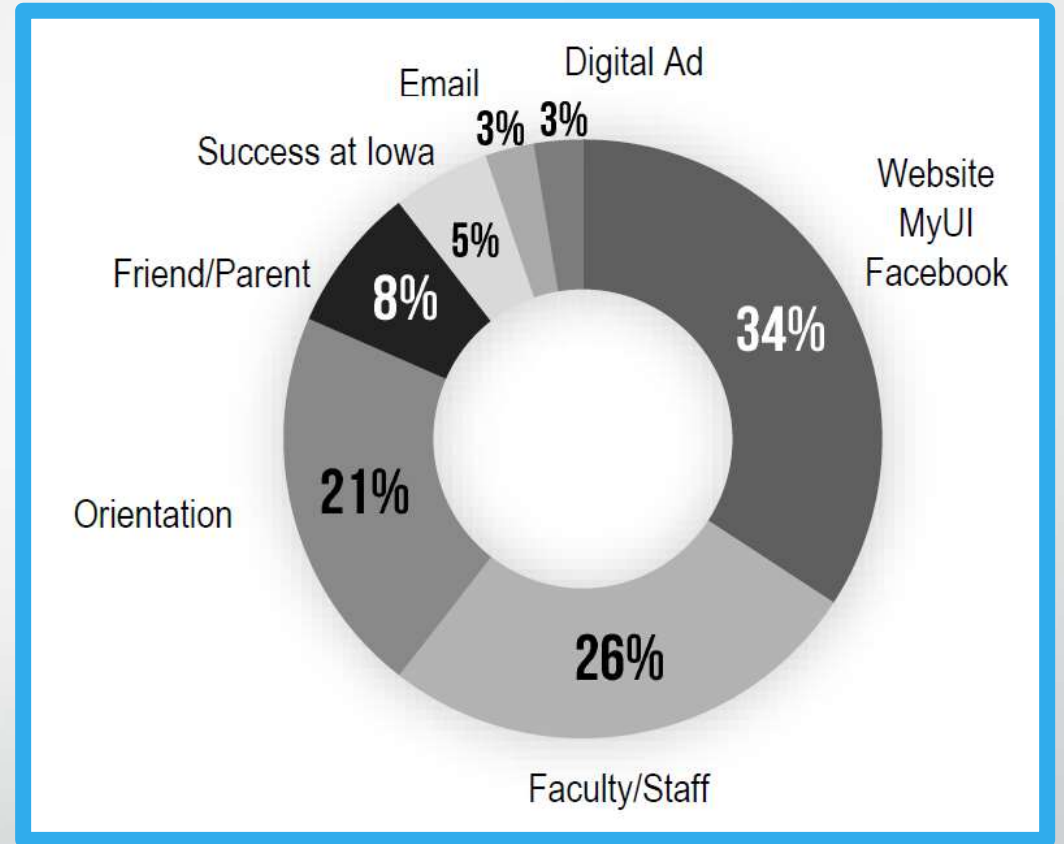
- Required private loan counseling Fall 2017
- 1,300 meetings completed
- Total loan reductions: \$1,500,244
 - Average loan reduction: 9%
 - Of those who reduce, average reduction: 37%
- General counseling Fall 2017
- 381 meetings completed
- 38 presentations and workshops held



Reasons for meeting with Financial Literacy staff



How students learn about Financial Literacy Services



Success at Iowa

Excelling@Iowa

Excelling@Iowa is campus-wide student success platform used by staff & faculty to help students succeed by holistic data analysis and coordinated outreach. Leverages student profile data along with student transitional survey responses to identify students who may be struggling or considered at risk to provide coordinated support & early intervention. Provides actionable data for staff and faculty to inform student success and retention support & resources.

Cohorts

- First time, First Year Students
- New Transfer Students
- All Grades Levels in TRiO Student Support Services

Course Associated

- Success at Iowa
- TRiO SSS Seminars



Excelling@Iowa

Coordinated Outreach

Survey Indicator

- Each connection focuses on a different area.
- Staff & faculty outreach to students based on areas of concern and successes.
- Students receive a customized report with growth mindset messaging and tools for self-improvement.
- Staff & faculty use Excelling@Iowa talking points before student check-in meeting, advising appointments, student conduct meetings, etc.

Transition Indicator

- Based on the Retention Index, updated weekly
- Outreach is coordinated around strategic points within the semester:
 - Not Attending
 - Midterm Marks
 - Registration
 - End of Semester

Question Specific Outreach

- Academic Skills: Library Usage Questions– UI Libraries
- Finance Questions - Office of Student Financial Aid and Office of Student Employment
- Identity & Inclusion Question - Center for Diversity & Enrichment or International Student & Scholar Services
- Mental Health Questions - University Counseling Services
- Most Difficult Course Question - Academic Support & Retention
- Open-Ended Questions - Academic Support & Retention/Campus Partners
- Physical Health – Recreation Services, new for Spring 2017
- Sexual Misconduct Question - The Office of Sexual Misconduct Response Coordinator
- Students with Dependents Question – Family Services: Human Resources

Excelling@Iowa

6151 students participate in Excelling@Iowa
98.8% response rate

370 Referrals sent to students' support teams and campus

45 Volunteers for the Transfer Support Team

6079 individual postcards & student reports sent

438
Student Leaders, Staff, and Faculty members named as:
"the person who has helped me the most since I arrived at the University of Iowa"

30,976 logged contacts/notes in the system

Over **400** campus users & **30** departments represented

100% of new students received outreach by staff & faculty

Excelling@Iowa

Top 5 Correlated student Outcomes

Top 5 Survey Items Correlated to Retention

1. Commitment to and intention to return to the University of Iowa
2. Feelings of Homesickness
3. Fit & Belonging
4. Confidence in ability to pay and understanding of Financial Aid
5. High School Preparation for College

Top 5 Survey Items Correlated to GPA

1. Basic and advanced academic behaviors
2. Grit and resiliency
3. Confidence in ability to pay and understanding of Financial Aid
4. High School Preparation for College
5. Feelings of safety & inclusion on campus

Excelling@Iowa

Financial Confidence & Outreach

On a scale of 1-7, with 7 being the most confident

| | First Year Students | Transfer Students |
|-----------------------------------|---------------------|-------------------|
| Ability to Pay Tuition | 5.73 | 5.44 |
| Ability to Pay Housing & Meals | 5.80 | 5.42 |
| Ability to Pay Social Experiences | 5.34 | 4.91 |

160

Financial aid referrals

153

Students as having
persistence and
financial concerns

Additional Collaborations

Not Registered Calling Project

- Call new students who are not registered for the next semester
- Navigate process to get registered
- Discuss financial options

Student Withdrawal & Reentry Process

- Identify students who cite financial concerns
- Provide support & resources upon return



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