



Reaching Out to - and Retaining - Low Income and First Generation Students



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Sharing Information

- Crowder College
- Kirksville Area Technical Center
- University of Central Missouri



Crowder College

- Improve Retention Rate
- Increase Graduation Rate
- Reduce Cohort Default Rate (CDR)
- Decrease Dollar Amount of Claims Paid
- Increase Financial Literacy
- Decrease Student Loan Debt



Improve Retention Rate

- Faculty refers at-risk students to Retention Department
 - Absences
 - Low grades
 - Low test scores



Improve Retention Rate

- Retention Assistant & Student Internship Retention Assistant
 - Initiate contact by phone
 - Email
 - Postcards
 - Promote and initiate the use of tutoring and “Smartthinking” service
 - Follow up with faculty



Increase Graduation Rate

- Collaboration
 - Student Services
 - Institutional Research
 - Retention Department
- College Orientation (COLL 101)
- College Success Course (LOC 100)
- College Connections (LOC103)
- Mid-term Grades
- Transfer Assistance



Reduce the CDR

- Profile Defaulted Borrowers
 - Freshmen
 - GPA
 - Placed into one or more developmental courses
 - General Studies Major



Reduce the CDR

- Newsletter
 - Student success
 - Career services
 - Employment topics
 - Financial Literacy
- Rights & Responsibilities of Student Loans
- Contact Delinquent Borrowers
- HireCrowderFirst.com



Decrease Dollar Amount of Claims Paid

- Monitor Reports from Servicers
- Identify Common Characteristics of Defaulted Borrowers
- Counseling for Repeat Borrowers
- Educate Staff



Increase Financial Literacy

- Workshops
- My Crowder
- College Orientation Course
- Entrance/Exit Counseling
- Newsletter



Decrease Student Loan Debt

- Utilize publications that are available to you
- Workshops



Kirksville Area Technical Center

- Meet with financial aid coordinator
- Monthly seminars
- Tutoring
- Counseling
- Advisory Committees



Financial Aid

- Entrance/Exit Counseling
- Financial Literacy
- Publications
- Grace Period Contacts



Monthly Seminars

- **Transition Workshop**
 - Financial Management
 - Organizational Skills/Time Management
 - Stress Reduction/Stress Management
 - Learning Styles/Study Skills
 - Test Taking Skills
 - Importance of Support System
 - Technology 101
- **Remediation Workshop**
 - Test for Adult Basic Education (TABE)



Tutoring/Counseling

- Proactive
- Default Prevention Team
- Collaboration
 - Resource Educator for Students with Disabilities
 - Adult Education and Literacy Coordinator
 - Career Education Coordinator for Nontraditional Students
 - Financial Aid/Adult education Coordinator
 - KATC Director



Advisory Committee

- Workforce Investment Act (WIA)
- Gamm, Inc.
- Division of Vocational Rehabilitation
- Veterans Education



University of Central Missouri

- Conditional Admit Program
- Transfer Seminars



Conditional Admit Program (CAP)

- Low GPA/High ACT or Low ACT/High GPA
- Monitored
- Conditional Admissions Contract
- Cannot declare a major
- Enrolled in Gen Ed
- Arrive one week before classes begin
- Meet with various campus offices



Transfer Seminars

- Student Success Advisor
- Academic Advising
- Career Services
- Business Internships
- Financial Aid