



Practical Solutions You can Take Home

Reach out to
stop outs

- Contact them
- Add a code to your student info system so you can group by this population
- Measure what's happening

Go through the
process yourself

- Go through your web page- inquire, seek information, and apply as a student would. See what happens. Where do people get hung up?
- Seek out some of the leading institutions in adult learners (google "online [name of degree program you have] and review top 5 results)- look at their process. How does it compare to yours?

Find 10-15
students for a
mini-focus group

- Incentivize with pizza or other food; create some questions to take them through.
- Not sure what to ask? Call us and we will help you to brainstorm questions

Prevent stopouts

- Can you use your own data / codes to track? If not, start by adding a code (referenced above), and begin tracking where students get stuck.
- Examine institutional barriers – why didn't they persist? Group into academic, financial and easy/hard to solve. The breakdown will help you attack where you can make an impact quickly.
- Financial barriers example: at one university we asked what balance puts a registration hold? They said "one penny." What is your actual tolerance level? Confirm it and socialize the answer so you know if you can assist or not when it comes up, without checking every time.
- Can you create an opportunity to remove a balance temporarily while they complete course work? Keep them in the fold while that's getting figured out.

Create community

- Create a space where adult students share their experience so they can learn from each other and you can learn from them as well.
- This could be on the web, facebook group, etc... if on campus get together in person, slack chat, etc.
- Want help or to talk it through? Give us a call.



KATIE DAWSON

Phone: 270-202-1291

Email: katie.dawson@ulsystem.edu



JT ALLEN

Phone: 312-327-7131

Email: jtallen@myfootpath.com



CONTACT US