



Improving Student Retention: The Essential Elements of Student Success

A
Presentation
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Defining the Problem

- ❑ National Decline in HE Participation
- ❑ Lack of Confidence in Online Instruction
- ❑ Non-Starters
- ❑ Drop Outs
- ❑ Strugglers



Reasons Stated

- “Can’t Study this Way”
- Lack of Computer/Skills
- Cost
- Time
- Family/Work Demands
- “Change of Circumstance”



Unstated - Known

- ❑ Lack of Self Confidence
- ❑ Weak Academic Skills
- ❑ Need for Remediation
- ❑ Program Design
- ❑ Course Design
- ❑ Weak Instructor
- ❑ Sense of Isolation



Systems Approach



Pre-Enrollment

- Assess Commitment
- Clarify Benefits/Outcomes
- Allow to Sample Online Learning
- Clarity as to Cost and Available Aid



Enrollment

- Conduct Triage

- Orient/Train
 - Computer/LMS
 - Study Skills
 - Sources of Help

- Intro to Cohort (if applicable)



On-Going Study

- Early Success
- Monitor Start/Progress
- Course/Program Design Factors
- Tutoring/Tech. Support
- Coaching
- Need to be Pro-Active



Program Completion

□ Assess

- Learning
- Support
- Overall Experience



Summary

- One Size Doesn't Fit All
- Power of Technology Needs to be Matched with TLC
- All Have Interest in Student's Succeeding

