Multi-Campus, Single College district (11 campuses) – 7,000 sq mi service area

Enroll 75,000 students (credit/CE/AE) annually

Fall 2017

41,543 students

55% Female; 45% Male

45% White; 36% Hispanic; 7% Black

78% Part-Time; 22% Full-Time

Average age = 24 years
During this time:
- Weekly project team meetings
- Change management meetings for the initial six months
- InsideTrack staff (Trainers and Quality Specialists) visited the district quarterly
- Bimonthly reporting (Accomplishments, Trends, Scores, Strategy)
Critical keys to our success:

- The project leads who are focused on the bigger picture of Pathways are not the same people managing much of the scheduling/details
- Ability to hit pause/pick up the phone/adjust in the moment
InsideTrack Coached Students: Fall 17 to Spring 18 retention: 85%
Fall 17 to Fall 18 retention: 64%
Coached students ... higher grades (see density mapping, right)
Spring 18 to Fall 18 retention: 66%
Spring 18 to Spring 19 retention: TBD
InsideTrack has taught me to be a better listener. I had another student who came in and said, "I need to register for next semester." Because of [coach] training, I asked a little bit more, to dig a little bit deeper. That just took the whole conversation in a different path. I asked her about her ultimate goals. She said her goal for going to school was to get an apartment for her and her son. And then she started telling me that she had been laid off about a year earlier after 18 years at the same job, and was living with a friend. She hasn't been able to find a new job so she's taking a class in office administration ... met four Fridays in a row after that. The next week we met, I said, "Call this place, talk to him, he's going to get you set up with daycare after school." And then I said, "I'm going to have you call this person to see if you're eligible for this program that will pay for your college." We have all of those programs in place. If she hadn't said those things, I might never have known the help she needed, and she might never have come back to ACC.