

CAPACITY BUILDING MADE EASY WITH DIGITAL ADVISING RESOURCES THAT INCREASE STUDENT ENGAGEMENT



an INITIATIVE of EDUCATE TEXAS



United for College Success



INTRODUCTION



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SESSION LEARNING OBJECTIVES

Participants will...

(1) explore and align student personas with proven digital engagement strategies that are effective with 16-24 year

(2)describe core components, goals, and outcomes of the Future Focused TX campaign, and

(3) be equipped to generalize learnings and replicate elements of FFTX in their community.



THEMISSION



an INITIATIVE of EDUCATE TEXAS

The Texas College Access Network (TxCAN) <u>connects and</u> <u>supports college access initiatives across Texas</u>, with the goal of <u>increasing access to college and certificate</u> <u>programs</u>. We believe <u>aligning efforts across the state</u> will help college access providers achieve <u>a greater impact</u> <u>than any one provider could alone</u>.



UFCS' mission is to <u>empower all Texas students to lead</u> <u>choice-filled lives and increase the rate of college</u> <u>completion and viable career obtainment for</u> <u>historically underserved</u>

THESOLVE: TO AMPLIFY ADVISING

The parentship will...

(1) Center collective action efforts on equity

(2) Create the right student experience

(3) Leverage digital resources to build capacity









THE Equity-based COLELCTIVE ACTION STRUCTURE

PARTNERSHIP FOUNDATION

Recruit and co-create with cross-sector and community partners.

Statewide Impact

Collective impact on the state level



Community Knowledge

In-depth knowledge of community needs and challenges

National Awareness

Large footprint of experience and exposures

Local Reach

Targeted regional reach





THE WHOVALUE ADD

Cultivate leaders with unique system leadership.



COLLECTIVE ACTION CENTERED ON EQUITY

Cesign and implement the initiative with a priority placed on equity.



Ground the work in data, context, and targeted solutions.



Focus on systems change, in addition to programs and services.



Shift power within the collaborative.



Listen to and act with community.

Build equity leadership and accountability.

Citation:

CAMPAIGN MISSION FOCUSED TX

The Future Focused Texas Campaign's mission is to support college enrollment in Texas for the Classes of 2021 & 2022. The Campaign aims to maintain college enrollment rates in Texas. Through a statewide engagement and social media campaign providing research-based content and resources, the campaign will support Texas students persist in their educational journeys.

CAMPAIGN OVERVIEW

Campaign Timeline & Preview

This statewide effort will provide free, compelling, research-based digital content to school counselors to help their students graduate from high school, and successfully matriculate into college.

By engaging with the Future Focused TX campaign, counselors and advisors across Texas will be able to download content they want to share and decide when it would be most beneficial for their students' educational goals.

Class of 2022

Class of 2021

Building the College List Academic Advising Letter of Recommendation Studying and Asking for Help September **Campus Resources** Staying Organized Preparing the College Essay Renewing the TASFA & FAFSA Applying for TASFA & FAFSA Balancing Work & School October ACT, SAT, and PSAT Studying Completing College Essays Choosing a Major Exams and Finals November Registering for 2nd Term Seasonal Employment Seasonal Employment Scholarships Scholarships ACT & SAT Self-care December College Application Deadlines Majors & Minors

Student Centered

Connecting to students through their preferred media and style.



College Success

Follows the college success cycle addressing critical action steps.



Capacity Building

Helps to save time and

amplifies student behavior.

FOR ADVISORS



Opt-in Registration

Invited to register for campaign to receive ongoing content



Monthly Webinars

Monthly webinars to preview the next bundle, provide feedback, and learn more about unique college access topics

Digital Content Packages

A regularly updated digital folder with timely content, college going activities, and shareable digital handouts for easy download.



Weekly Student Activities

Weekly forwardable emails with actionable steps students can take to keep progressing on their college journey



THE DIGITAL PACKAGE

GET SCHOOLED



Preparing for a Successful Senior Year

Congratulations to the Class of 2021! Despite all obstacles they've encountered, including a global pandemic, students have made it to their senior year. No matter which classes they may be taking or their current goals after graduation we have compiled a package of articles. videos, and downloadable resources to help your students return to school ready to succeed. Check these resources out, pass them along to students, post them in your virtual classroom, or link them on your school website! Copy-and-paste emails will be sent weekly to be forwarded to your students or can be found in this package to be sent at your own pace.

GET SCHOOLED

Content Downloads for the Preparing for a Successful Senior Year Bundle

Last updated September 6, 2020

Check these resources out, pass them along to students, post them in your virtual classroom, or link them on your school website! Copyand-paste emails will be sent weekly to be forwarded to your students or can be found in this package to be sent at your own pace

How to Balance Work and School

Many of our students will hold a job or volunteer while in school. Download this student-friendly flyer to help them find the perfect balance between the responsibilities of work and school.



Subject

Looking to catch up, review content, or get ahead in

class? Check out this list of great (free!) places to ...

How to Practice Self-Care When You **Return to School**

It's important to remember the time you spend on and with yourself is valuable and essential to your overall...

DOWNLOADS

FOR STUDENTS

as

ENGAGING SOCIAL

We'll deliver content directly to students via social media; delivering compelling content and campaigns that deepen student engagement.

TARGETED EMAIL & <u>TEXT</u>

Students may receive regular contact via text with ADVi, and counselors will push emails directly to students. All communications will focus on key milestones, such as testing dates & preparation, FAFSA and TASFA support, ApplyTexas requirements, college list-making, etc.

1:1 SUPPORT

For answers to specific college and financial aid questions, our highly-trained textline responders and virtual advisers will answer individual questions on weekdays.

We're in a different academic and social emotional space. How can digital outreach be leveraged to build capacity and effectively support more students in this space?

STUDENT EXPERIENCE

STUDENT PERSONAS TAILORED & COLLABORATIVE SUPPORT

How we envision the student experience will determine:

- Who we hire and their roles/responsibility
- What data we collect, what we do with it, and how we know our efforts are successful
- What programs we implement collaboratively
- <u>How we design our advising and differentiate our student support</u> <u>structures (Are they comprehensive, structured, and clear?).</u>

GEN Z STUDENT PERSONA SEGMENTS

A Mindsets, Motivations, and Goals



Interested in having strong job prospects postgraduation.

Parent Involvement

Social Media Usage

AT 10AM ON A SATURDAY

help him find the right pathway.

Parent Involvement

Social Media Usage

🚽 AT 10AM ON A SATURDAY



Future-oriented achievers who are at the top of their class and excited to experience new ideas and perspectives. Driven by academic achievements and success.

Parent Involvement



EMPATHY MAP STRUCTURE



A HAVE YOU MAP OUT THE STUDENT JOURNEY?





Q. How to create each datadriven student persona?

A. 1) Analyze your current student database 2) Connect with students to fill in the gaps

3) Gather market research relevant to your student population



SOCIAL CONNECTION

Not motivative by academic challenges, wants the college to play to their strengthens, risk adverse, and likes the idea of going to a local college that will help him find the right pathway.

Parent Involvement

Social Media Usage

AT 10AM ON A SATURDAY

EMPATHIZE WITH YOUR STUDENTS

- **01** Give your persona a name
- **02** Write a short summary of the persona
- **03** Provide demographic information
- **04** List the sources that influence & inform them
- **05** Write one goal, motivation & challenge
- **06** Provide a relevant quote

DEMOGRAPHICS: Age, gender, first-generation, FTC, job status, location, transportation, etc...





CAREER/NEXT LEVEL

Future-oriented achievers who are at the top of their class and excited to experience new ideas and perspectives. Driven by academic achievements and success.

Parent Involvement

Social Media Usage

AT 10AM ON A SATURDAY



Create a POV statement that includes your student (or advisor), a need, and an insight.

For example: A first generation, high achieving student needs a manageable way to stay on top of her financial aid and personal finances in order to stay in college. She is apprehensive about loans. [FINANCIAL]

For example: A young college advisor, has difficultly providing meaningful support to her large caseload of students. She feels that her work is more transactional than transformational. [Situational / College Knowledge]

want to solve for this

student?



CREATING MEANING THRZZOUGH A COLLABORATIVE SUPPORT STRUCTURE MODEL. What student persona does your current system work best for?

- 1. Understanding how our systemic structure impacts student behavior and success is critical to removing processes that perpetuate equity gaps.
- 2. Rather than moving students through a funnel or escalating their issue to different tiers, create a collaborative support model that operates on a network of shared knowledge, proactive support, and employee empowerment.

ROCK STAR TAILORED SUPPORT

IS YOUR SUPPORT STRUCTURE TAILORED?

Tailored Support in order to better build advisor capacity and support at-risk populations. Human Capital is invaluable. Inventory and automate transactional processes to create a foundation for transformative support. 00 00

O1 ADVOCACY Network of Care to support and resolve complex challenges.

O2 MEANINGFUL TOUCH

One-on-one coaching and meaning-making. Holistic approach to support students.

O3 TEXT & AUTOMATED NUDGES

Timely engagement mixed with both transactional tasks, network building opportunities, and skill/character development. **Pulse checks are key.**

O4 DIGITAL RESOURCES

Content & Connection: Social Media Post, YouTube, & Interactive Downloads for chunking pathway and milestone information.

05 WEBSITE AND EMAIL

Make it Happen: First-line of Advising. Layout and flow are highly important.



How might we build advisor capacity to better increase student engagement and support?



ENGAGE ON THEIR TERMS

Self-motivated, may seem a bit withdrawn, but has a lot of confidence and efficacy to get things done. Interested in having strong job prospects postgraduation.





FFTX Resources are great for reaching DIY-ERS



FFTX Resources are great for reaching DIY-ERS



VISUAL CONTENT

HOW TO BALANCE

WORK & SCHOOL



USE EMAIL RESOURCES AS NEEDED

DIY-ERS





25+ Companies with College Tuition Reimbursement Programs

Last updated March 24, 2022



College can be expensive! For some students, financial aid and scholarships can only cover so much of the cost of a degree or certificate. There are companies that offer tuition reimbursement programs, where an employer gives money to an employee to help cover some of the education costs of going to school. Some companies pre-pay up front, while others provide a refund. So why not work for a company that will help pay for your college education while you earn money?

Check out this list of companies with tuition reimbursement programs, and a breakdown of how their programs work!



Stay organized

Maintaining a busy schedule requires lots of organization, planning, and time management. Use a calendar or app on your phone to schedule all of your daily tasks to stay organized. Make sure to include all of your homework assignments, exam dates, study time, work schedule, extracurricular activities, and social plans. Review your schedule everyday and make adjustments as needed.

SCHOOLED



Learn how to prioritize

Knowing how to prioritize your school and job responsibilities is an important skill. Review all the tasks on your daily schedule and identify which ones are urgent and must be completed immediately, and which ones can be saved for later. There will be days when you can't tackle everything on your list (and that's okay), focus on the urgent tasks first, then the important tasks - everything else can wait.



Take care of yourself

When you are juggling work and school, it can seem impossible to take time for yourself, but it is important to have "me time" (even if you have to schedule it) to help manage your stress and keep from burning out. Try to always get a good night's sleep, get fresh air, and take downtime from work and school to refresh.



Have a support system

Having a strong support system is critical when working and going to school at the same time. When challenges inevitably arise, don't feel like you have to go at it alone. Reach out to your support system for advice and help.



Know when to make adjustments

Balancing a packed schedule will take time to adjust to. However, if you start to fall behind in school or are working too many hours at your job, talk to your boss and teachers immediately to explore ways to get back on track. If your responsibilities feel overwhelming for a prolonged period of time, it might be time to reevaluate your schedule. How can I support this <u>segment</u> or persona of student at this <u>period of time</u> in a way that is conducive to their learning?





PACKAGING DIGITAL INFORMATION

MESSAGING THE RIGHT WAY



with Novell

Use

Student

Voice

Are your messages aligned with the student journey?

End Game should always be evident!



EXPLORER

CERTIFICATION PATHWAY Material Science and Advance Manufacturing Mix "Familia

- Stackable Certification = "4 Months and Done"
- \$45K Per Year Career Opportunity
- Celebrate each win (How are you doing this?)
- Wraparound services "It's ok to feel overwhelmed let's do this together."



ASSOCIATES OF ARTS Digital Information and Technology

- Community College credits leading to an A.S.
- Flexible scheduling means college on your terms
- \$55K+ per year, dream entry level career with benefit of continuing education
- "You got this! Building a future that is right for you starts one step at a time."



THE DIGITAL PACKAGE



Content and Videos

Freshmen Experience 101 **Success Coaching**

Future Focused TX Content



Creating a Successful **First Semester**

Students have been accepted, completed their summer checklist, and are ready to officially start college. We've got articles, videos, and downloadable resources to help them start strong and create a solid foundation for the upcoming months. From distance learning tips to learning how to ask for help, these resources are created for students to help them succeed in college! Check them out, pass them along to students, share them in advising and counseling sessions, or link them on your school website.



Understanding Financial Aid As A First-Year In College Know what to expect before school starts! Whether

How to Set Up Your Study Space at Home Creating a space at home where you can study and work will help you focus. Here are tips to set up your.

Dos and Don'ts of Going to Office Hours

Going to office hours can be a great way to get help make sure you're on track, and to demonstrate

In-Person, Hybrid, and Online Learning Understanding the difference to prepare for a

textbooks for a significantly d

0

w the transition may not I Here are our tips to be...

you are heading off to a four-year college or sticking

Getting the Best Price on College Textbooks There are a number of ways to get your college

CONTENT **& VIDEOS**

How to Balance Work and School

Many of our students will hold a job or volunteer while in school. Download this student-friendly flyer to help them find the perfect balance between the responsibilities of work and school.

Download



DOWNLOADS

TARGETED CONTENT

Community College is a Great Option

Last updated December 21, 2021

There are so many alternatives to a traditional 4-year college education - like community college! Here's why community college is a great financial and academic option.

You save money.

Paying for courses at a community college can be much cheaper than at a 4-year university. If you look at the per credit cost, one community college credit can be \$100 versus \$400 at a public university (<u>Seattle Central</u> vs <u>University of Washington</u>). Some states/cities have also made community college free for residents -<u>check out the list here</u>!

Smaller class sizes.

Most community colleges don't have big lecture halls like universities. Class sizes can average 30 students per class, even for introductory courses. In a university setting, this number can be in the hundreds. This means that in community college, your teacher will know your name and when you go to office hours you can get help from the teacher instead of a teacher's assistant like in a large university setting.



Admission and Recruitment High School Counselors

What is a Trade School? Everything You Need to Know

Last updated January 31, 2022

Thinking about pursuing a trade career after graduating high school? Trades are professions like electrician, plumber, welder, automechanic, construction, carpenter - generally professions that require specific training and manual work. If you don't see yourself working in an office or going to college, trade school is a great way to quickly learn hands-on skills and get hired into stable, in-demand careers. Great for job security!



PACKAGING DIGITAL INFORMATION

Is your <u>digital content and structure</u> causing decision fatigue and cognitive overload?

COMBAT THE PARADOX OF CHOICE

An abundance of choice can complicate decisionmaking resulting in inaction, or action postponed by uncertainty and frustration.



- 1) CHECK YOUR...
 - a. Website
 - b. Handouts
 - c. Emails
 - d. Text messages

REDUCE COGNITIVE LOAD

Call to actions should only require small decisions at a time which lead to larger ones They tend to avoid it. START SMALL... END BIG



- 2) USE...
 - a. Good Mood Factor: Fun illustrations, subtle, and lighthearted copy
 - b. Design Delighters
 - c. Aesthetic / Trendy
 - d. Key information with (Chunking)

PERSISTENCE

Congrats! You're in college. Now let us help you master college's challenges.



🗇 13 items

First-Year Orientation We'll teach you why orientation is

important, and what to expect!

Check out this series \rightarrow



🗇 6 items

Scholarships for College

Check out this series \rightarrow



🗇 5 items

Paying for College Learn about your college tuition bill, textbooks, campus resource...

Check out this series \rightarrow







EASILY ACCESSIBLE, QUICK TO DIGEST, AND ACTIONABLE (CALL TO ACTION).



Email: Use interactive elements and student voice



Text Messaging: Clear, include video, short and actionable



Infographics: easy to digest and mood enhancing



App Technology: ongoing support, roadmap, student first



EMAIL EXAMPLE

If your FAFSA was flagged for verification - don't panic! Being selected for verification does not mean you are suspected of doing anything wrong. There are so many reasons someone might be flagged for verification, but most commonly it just means a simple mistake was made. Read this quick article to learn more about the verification process (it's in Spanish too!) and then make an appointment with me so I can help you with any more questions you

Subject Line:

[%student name%],

My FAFSA Got Flagged For Verification? What Should I Do?

Last updated February 9, 2022

If your FAFSA was flagged for verification, don't panic! Being selected for verification does not mean you are suspected of doing something wrong. There are a variety of different reasons someone's FAFSA might be flagged for verification. Here's what you need to know if this happens to you and how to proceed!

What is FAFSA verification?

Verification is a process a college or university uses to confirm the data reported in your <u>FAFSA</u> is accurate.

[%signature%]

might have.



AMPLIFYING DIGITAL SUPPORT



DIGITAL ENGAGEMENT AMPLIFIED MOVE STUDENTS TO ACTION

01. How to deliver time-sensitive information:

- Create a range of content types include infographics, short-form videos, and gifs alongside more traditional social media content like images and long-form videos
- Make it multi-platform Ensuring that the time-sensitive content you produce works on a multi-platform level

02. Best student engagement websites have:

- Clear and concise Call to Actions (1 to 2 on landing page.)
- Limited steps needed to execute a task
- Takes students through a roadmap

03. Higher open and click-through rate emails:

- Subject lines should speak directly to your students and motivate them to open the email. Personalize it.
- Make sure your subject line is consistent with the action you'll ask subscribers to take inside the email.
- Mix CTAs, images, and hyper links (inventory what your students tend to click on most),

SOCIAL MEDIAENGAGEMENT



Description

Great for creating viral campaigns, niche content, and has high organic engagement.



Description Spark interest in the nonacademic aspects of your college and drive students to your site for similar content. Great place to host ideas about daily college routines and character building.



Best for real-time communication among users. Allows for quick student support options such as private chats.



Description

Build stronger engagement and showing the human face of the institution.

Used most for learning. Pathway options, howto, study tips, etc...

UP YOUR STUDENT-FIRST DIGITAL ADVISING GAME

Partner to reach students through their preferred method of consuming information and engaging with your campus



Text Nudging and Student Support

How can we better support higher education and what digital resources are needed?

THE Statewide Impact PARTNERSHIP OPPORTUNITY

FFTX PARTNERSHIP MODEL STRENGTHS

Real Build a culture that fosters relationships, trust, and respect across participants.



BREAKING SILOS THROUGH

bringing people together, in a structured way, to impact college enrollment.



LEARNING TOGETHER TO drive innovation and better impact student success.



ALIGNING, INTEGRATING, AND COORDINATING ACTIONS TO reduce duplication and accelerate desired outcomes.







TXCAN & FFTX PARTNERSHIP OPPORTUNITY

LET'S BUILD A COMPELLING FUTURE TOGETHER ;

01. Sign up for FFTX and Spread the Word



OPT into <u>FFTX</u> Email Us:<u>Info@futurefocusedTX.com</u>

02. Partner to guide the direction of FFTX campaign



Executive Director/ CEO , United for College Success <u>Yvonne.eype@ufcs-hq.org</u> 832.800.0701

03. Reach out to let us know how we can better support higher education and what resources are needed.



Shareea Woods Director, Texas College Access Network, Educate Texas <u>swoods@cftexas.org</u> 214.346.5527



Thank You!