

Total Participants	480	
Is your institution currently teaching:	#	%
All online	27	11.07%
All on campus	32	13.11%
Blended / Hybrid	185	75.82%
	244	

What is your role, or department, at the institution?	#	%
Financial Aid	15	6.38%
Admissions	18	7.66%
Career Services	24	10.21%
Education	43	18.30%
Administration	135	57.45%
	235	

What are the top four most common reasons student currently provide for not completing?	# included in top four	% included in top four
Finances	150	87.72%
Health (emotional/mental anxiety, physical)	160	93.57%
Technology (availability / skill set)	90	52.63%
Transportation (comfortability w/ mass transit during COVID)	50	29.24%
Program Viability (availability of jobs)	30	17.54%
Total Replies to this question	171	

Did you learn something during this session to help you address your one "pain point"	#	%
No	3	1.35%
Yes	220	98.65%
	223	

Can you think of a single student that you might be able to help to be successful using the information from today's session?		
No	5	1.26%
Yes	226	97.84%
	231	

What reasons do your student's cite for pursuing post-secondary education and training at this time?
1) Want to change the lives of their family. 2) They have time to focus on school. 3) They see the need for nursing and respiratory therapists in the field
1. Change their situation 2. Be able to provide for their family
1. I need a change in my life. 2. To better the lives of my family.
Because of COVID they have lost their job and so now they have the time to pursue their dream. Home schooling their kids gives them more freedoms to go back to school They don't want to ever be stuck in a "job" again and want control of their life by building a career.
Being clear about program expectations (time, commitment, cost)
better job
better job than the one they had prior. More job security, especially with medical related fields
Better life for their family
Better life for their family
Better my life for my children
better their life situation
Building relationships is critical
Career change
Career opportunity
Career stability
Change in career
Covid/2020 and the loss of so much has spurred students on to finally follow their dreams. I hear "being home all the time made me start thinking about what I really wanted" -we are an acting conservatory
Faculty communication of at risk students.
Fear of the unknown
Financial/ Change/ Need Degree to Advance
Financial/career stressor, career change
Got laid off and need new career
guest speakers
Hands on classes early on in the year to keep them interested
I don't want to wait to change my career. I want to get it done now!
I haven't had any comments specifically to things related to these times. Most of the students that come into our program say that they want to change their lives, they need to support their parents, children, etc.
I personally work in the Dental assisting program. Dental is always going to be here because we have to have it for our health. However, this is not something that directly deals with the pandemic. Our students want to be in healthcare but not directly involving sickness. They want a career instead of a dead end job.
Improve Lives. They need a job. They have always had an interest in...
In our case we are mostly an Allied Health school. Job stability is a big one.
Increase income and provide for family
Jen Bergeron - Commissioner, Demand in field still high in the industry we serve...even during COVID19.
Job loss
Job Loss - Need to find job stability

Job security
Job security,
laid off - looking for new career
Laid off and want to start a new career.
Laid off, ready to change
Learn a different skill
Letting them know that you are also a student, Mom and employee. That you get the struggles.
life/career change because they aren't happy where they are
like an adventure/don't want to sit behind a desk (commercial diving)
Looking for a better job
looking for a new career/different career
Loss of current employment and the huge demands for welding.
many of our programs are considered essential services so they can get a skill within one year and get back to work
Maybe special funding (VA, WIOA) and also highly due to layoffs. We are seeing that withdrawn students are returning. Also company reimbursement is increasing because they want to retain their workforce and that is nice. NJ
money
More secure future
Most of the students want to change careers because they were former manufacturing employees and their company closed.
My students are looking to better their future/careers to have amplify their ability to get in the workforce
Need for a better quality of life
One on one communication
Passion for flying and/or aviation
Pre-meetings BEFORE orientation that are personable
Ready for a career change/ Need hands on learning
Really concerned about a student's ability to learn self-start and from home. Our school may have to lean more on prior GPA
Reevaluated their career path.
Smaller group orientations.
social distancing and individual attention
Some are frustrated with the situation in the US now and want to find a way to help, find a purpose and make a difference. We hear often they want to help others now more than ever.
Some have lost jobs that they don't seeing coming back - service industries - and they feel it's a good time to switch careers. Also, people who were always busy with family activities and teams for their kids are finding they have time in their schedules now.
staying connected to the students at all times
Students are looking to better their career (pay increase). Switch a more "essential" career
Students see that with various programs, the employment options offer a regular schedule and consistent pay (i.e. at a medical office) so stability is super highly valued. Especially those with families!
Students tend to change career path to go after a dream when they have lost their job
Taking advantage of being home. Had been putting off going back to school. Now is a good time, especially online.

They lost their job
They want a career change. They go from nursing to culinary.
They want to do better for their family
They want to have a better job that will provide for their family.
They want to make a difference
To be in a reliable industry and be able to provide for their family
To become one of those hero's in Healthcare
To better themselves and for their family
To capitalize on their military training
To fulfill their dream
To obtain a better job and to inspire/support their kids
To obtain the hands-on skills for future employment.
want to develop more practical & transferrable skills
Wanting to know more from having to care for a family member at home
we're an LPN school they always say they want to help people
Work

Please share one retention best practice for the first month/term of school
1. Follow up with students at every stage. Admissions to Grad.
3 day and 10-day welcome calls
6-week intro class
Academic advisor support reaching every student weekly to check their status
ACCSC has a Letter for Students that can be given to students at Orientation or through the program! It is downloadable from our website.
Annoying the crap out of them if they miss a class!
Any students who are struggling are brought up at weekly staff meeting. Faculty brainstorm on how to assist the student to achieve the learning objectives.
better life, take care of kids
Call them when you see they are having issues. Sounds easy, but you'd be surprised.
calling them when they are absent, showing them that you care about them.
Calls from Student Services
Campus Leadership Team in student presentations and during hands on skills training
Change of career
Checking in with students weekly for the first month from admissions
Childcare
Congratulatory call from admissions team, congratulatory card from admissions team, congratulatory letter from Director of Admissions
Congratulatory letter/Orientation prep letter from Executive Director
Connecting students who are enrolling in the same program so they have a support system amongst each other. This could retain their motivation to start if they do not feel alone.
Constant communication with the student is key to letting students know they are part of a community...from Admission reps, instructors, Student Services.

Contact student on the first absences
Continuous check ins to see how they are doing
Create a colorful Visual Learning map that shows all of the things they've already completed, what they have left, so they can see where they've been and what they've done and what they have left to go before they graduate. Sometimes it helps seeing how far you've come to help motivate you to keep going.
elderly sick parents, feeling on their own and needing to help the older generation is a new one
Employer involvement and industry motivation. Speaking to students that things will improve with the employer/industry representative there to tell their story and current experience. Additionally, administrative support - Directors reaching out to students to check in on them, increased communication across the board.
Encouraging weekly student emails!
faculty/staff mentors for first term students
I feel that the main issue faced by enrolled students is to balance the work / school/academic hours. They have the same exact narrative---bills need to be paid and so academics suffer, slowly they veer towards an SAP or an LDA drop. What I reiterate is that staying in college is the solution as Health care is for keeps. Many say they want to do it for themselves!
I offer guidance/mentor assistance to keep them engaged. Also try to give them confidence if possible.
I think what many are dealing with is supporting students who are struggling with having to homeschool their own kids. BUT>> we have associates who are to uplift and support along the life cycle and they too are really struggling. We need to speak of the balance needed. thanks, NJ
Implementation of mentors for each student
Income
Individual meetings to set up students for virtual success
It's pretty much equal throughout ---that poll !!
Lunch & Learn regular sessions (maintain relationships)
Meeting with instructors
Mentor/Buddy
Mentoring through the admission process and orientation. We then bring them to campus within the first two weeks.
Multiple orientation sessions (virtual for the blended program) and in-person at reduced numbers for the campus
Needs to provide for family/kids
one-on-one using Zoom or Teams
Open communication either by phone, email and text to keep the student engaged.
Orientation including Career Services
playfactile.com is also great
Providing resources for students. Early outreach from multiple departments
SAP - Student Ambassador Program. 1st term students have an experienced peer mentor.
School Readiness Questionnaire
Smarter Measures Advising Meetings for All New Students
Supporting family
That COVID fear we saw with our students that graduated during covid.
To help the medical community
Tree of Life Assignment in first class
utilizing career services for attendance calls...they discuss why they started school in the first place and they discuss career

Virtual tours/Facetime tours- Our Team has been great because Staff/Instructors continue to be involved on our Admissions tours even if its via facetime. The engagement piece is still there
We do a First Hour First Call every day for every student. The students are contacted each day if they have not contacted us prior.
We had our students go through a "soft skills virtual bootcamp." We brought in people who interview at different companies. We required the student to dress up and sit in a professional setting. The guest interviewers dug into each answer and broke it down on how they can interview better, what they did well, etc. We also worked on elevator pitch, etc.
We have a full student success team for our students comprised of advisors specializing in various areas of support, k-12 tutoring, monthly contacts, zoom appointments, Kahoots games, raffles, community clubs- all virtual.
We have assigned mentors to every student
we have everyone reaching out to our new students, ED PD DOE DOA before classes even start

Please share one retention best practice you deploy for later in the program
*clubs
Additional "special" communications/content just for students enrolled & waiting for our next start
biweekly retention meeting with a target list of students we're "keeping an eye on"--those often get followed up with individual conversations with staff
contacting the employer and ask what the requirements are..and be that employee...volunteer at the place you want to work, like for the Medical Field, volunteer at the facility you see yourself working.
DOE meets with at risk students 1/1 to discuss challenges and set path for success
every instructor send you an end of the day report on at risk students and what they did to help them
Have the students write down one thing they want me to remind them of to keep them going
Mentor /Buddy, Orientation
MUST- remember to adjust hours to meet the needs of all populations. these are great ideas. We have them complete a why I chose Concorde card and often refer back to that when the student hits the wall
new career
Our Career Services team is involved in orientation but also we do career planning meetings during the other classes (spread across our tiers) and she lectures several times and does mock interviews in our Career Development classes.
Program lead instructors contact students the week of Orientation.
Reinforce the temporary nature of a pandemic. Help the student focus from short term to long term educational value.
Remind them about how they worked so hard to get into classes. Bringing that to their attention makes them know that they can work hard to get the course done.
remind them constantly why they are there..
Reminding students "Only 3 classes left", "Only 2 classes left till you graduate!", etc
Secondary orientation, night of class to prepare students on how to navigate their LMS
Sent the school mangers a at risk list so everyone can reach out to the absent students
Staff weekly meetings for at risk students
students bond together and create study groups..
Suggesting group studies using ZOOM

this was something fun we did, a Virtual Interview Runway show, to get the students excited about showing off their interview outfit to
Try on your Cap & Gown, take a picture! Keep it on your mind or in front of you.
Virtual career fairs
We sent rubber bracelets to all of our students with an inspirational message to show unity and support
weekly debriefs with my instructors to discuss "at risk" students
we've sent inspirational post cards to students signed by all the staff

Please share one creative way you keep students focused on the end goal - their career
Career Services hosting virtual events- speed interviewing, industry guest speakers
COVID concerns have resulted in a lot of job offer declines. Also changing industries can result in a temporary reduction in pay, and fear.
during every orientation I have a guest speaker that is either newly graduated or doing their extern hours to talk about their journey to the new students coming in.
field trips to various organizations that show what they will be doing
FUN!! We've added specific and intentional opportunities for community and fun between the students and faculty. Online and in person. It's been a game changer for mental health this year.
Guest speakers from employers
Guest speakers from employers we work with- online or in person
guest speakers in the career
Have them write a letter to themselves during Orientation that can be kept to open at the end/another pt during program
I am biased too! Yay Student Affairs! We have great connections with our workforce agencies and they will really help with virtual career fairs! Use employers to do first look fairs. Have them interview your seniors. The employers jockey for that "first up" spot!
Invite current students to our virtual commencement- see the end goal!
it's not what they thought it was going to be. they had a different idea of what it would be like in the workforce
keeping their end goal in mind
Next month: more virtual employer events "Ask the Expert"
next week: each department identifying activity to connect with students
Placed in a career should be our moral compass!
Pre-term should include reenergizing your faculty. Outreach from faculty goes a long way to new and continuing students.
Reflection of what we've done to get to where we are. Important to recognize that progress before identifying where it is we can continue to improve.
Round table discussions with people in the field
start with the end in mind
Success stories of recent graduates, alumni
Supporting group Dynamics
transitioning between classes with a vision for how the upcoming course leads to your career goals
Virtual employer engagement for mock interviews and guest speaking opportunities.

virtual field trips
virtual job fairs!
vision boards. Talk about what their dream job is, and envision themselves already working there
We are taking "lunch and learns" that would ordinarily be on campus between employers and students to an online platform. It is reassuring to students that the career opportunities are still there and that employers understand that clinical hours may be limited in this environment and that they are there to support and supplement new hires in those ways.
we have contests between students then post it on facebook and facebook votes on who is the best for the winner.
We have to remind students about that first job and the "life stability" that it will bring. They focus at times on just the \$\$ without thinking that is a temporary factor. Life Stability will come with a "career". NJ
we have weekly externship calls with faculty and Career services department to make sure we are all on the same page when it comes to the potential of a student not making it through externship
Zoom Employer/Career Services Presentations every day
Zoom meeting with professionals from the industry

Please share ways you have devised to celebrate successful milestones without bringing large groups together
also just bonding exercises- trivia nights
Employers have "popped in" to Zoom lectures to speak to what's going on in the industry
fun video messages posted to your student portal
Have the instructor in constant communications
Immersion questions focused on the future and their plans
Next week: fun gift for each staff and faculty member with a cute note - Campus President responsible
Reverse career fairs - allowing students present their projects to employers versus employers presenting about opportunities at their companies
Speakers and employers addressing our students and reinforcing the students goals. We have done these even now via zoom.
Virtual activities via FB page has been good too.
Virtual Assemblies
We use our welcome team for 2 initial touchpoints; virtual fun activity; campus president virtual message;
Youtube videos about exciting job opportunities.