

How a Technical College Improved Grad Rate with Tech-Enabled Academic Planning and Streamlined Onboarding

York Technical College, Two-Year Technical College, Rock Hill, SC

- **About:** York Technical College, part of the South Carolina Technical College System, enrolls 5,819 undergraduate students in 108 academic programs. They have an 18% FTFT graduation rate and 64% fall-to-fall retention rate.
- **Challenge:** Faced with several years of stagnant persistence and completion rates, York Tech undertook a large-scale approach to improving student success utilizing a Guided Pathways framework. They focused on addressing their fragmented onboarding process and inconsistent advising experience that failed to provide adequate support to undecided students, a population with higher attrition.
- **Solution:** York Tech partnered with EAB in 2017 and launched Navigate to empower and better guide students inside and outside the classroom. York Tech leveraged Navigate's Academic Planning module to help students craft better plans. They also streamlined onboarding, implementing the Navigate Student app to engage students in their first year.
- **Impact:** The implementation of various improvement efforts to onboarding, major exploration and pathways, and academic planning in conjunction with other initiatives contributed to a 4.4% increase in the overall graduation rate across two years, as well as \$1.39M in preserved tuition revenue.

Impact Highlights

4.4%

Increase in overall graduation rate in two years

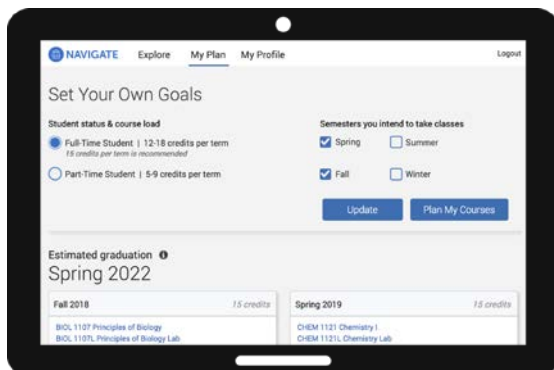
\$1.39M

Estimated preserved tuition revenue from reenrolled students

Academic Planning Helps Students Maintain Momentum Toward Completion

Students Who Create Plans in Navigate Are More Than Twice as Likely to Reenroll

- ▶ Navigate's Academic Planning allows students to set a graduation goal, plan courses for each term, and collaborate with their advisor in a shared workspace



ENGAGING STUDENTS

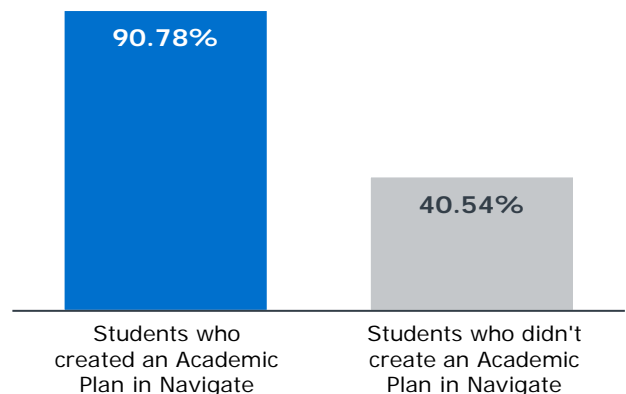
Students learn about Navigate's Academic Planning during Orientation and receive push reminders to create a plan

ENGAGING ADVISORS

The Advising Center leads trainings to teach advisors how to help students understand, craft, refine their academic plans

Fall-to-Spring Reenrollment Rate

With and Without Academic Plans



665 students

Who may not have reenrolled without a Navigate Academic Plan

\$1.39M+

Estimated preserved tuition revenue from reenrolled students

Navigate Improves Onboarding and for Undecided Students

BEFORE: Fragmented Process



Undecided students filled out a **confusing application** that did not include options for exploring or finding a potential major



All undecided students were tagged as general Associate of Arts seekers in the computer system, but **staff couldn't determine** which students were truly seeking this degree and which were undecided



Some students were referred to a counselor or advisor, but **this wasn't consistent** for all students

AFTER: New Streamlined Process



1 Student indicates potential **meta-major of interest** on the application, even if undecided



2 Student **accesses Navigate**, which provides a clear list of next steps for enrollment



3 Student's FAFSA and high school transcript accessible through the **Navigate Student Profile**



4 Admissions **initiates contact** in Navigate, using meta-major of interest to help students register

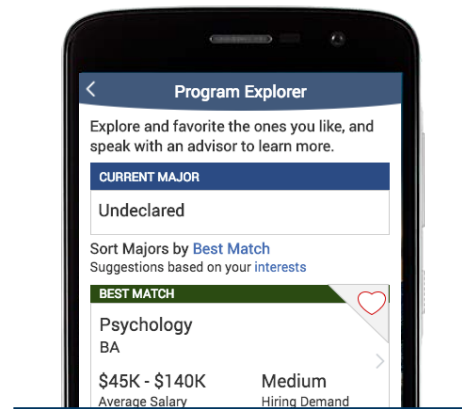
Addition of New Course Improves Major Exploration



A new College 101 course section specifically for undecided students provides **dedicated support** as they transition to college and find their path

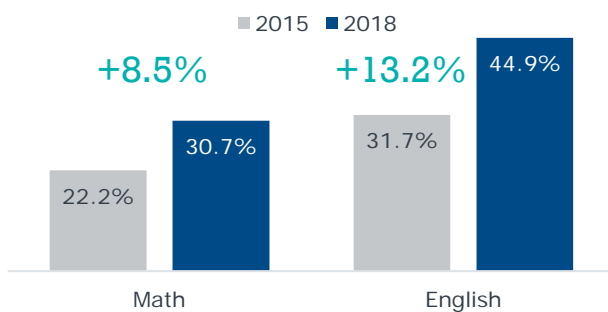


Student Success leadership added Navigate's Program Explorer into the College 101 curriculum to help students **identify programs and careers** of interest

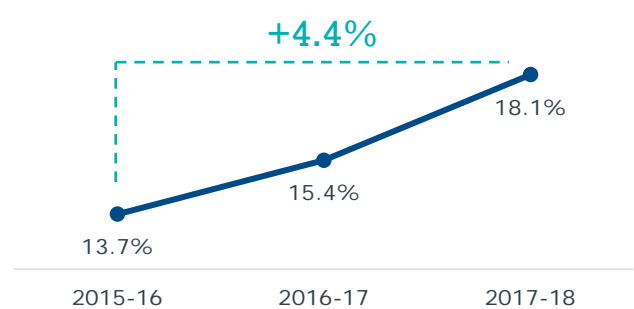


Grad Rate Up 4.4%, with Notable Increases in Course Completion Rates

Degree-Level Course Completion Rates



Graduation Rate



“Navigate is entwined in both the classroom and structural changes we've made. It is the primary mechanism by which we will truly accomplish a streamlined, Guided Pathways approach for our students.”
 -Executive Vice President of Academic and Student Affairs at York Technical College

Key Outcomes Are at Their Highest in York Tech History

97%

Post-completion job placement rate

66%

Fall-to-Fall persistence rate

75.2%

Overall course pass rate

18%

Graduation rate

\$125K

Additional revenue from various initiatives to improve completion