



Solving Common SAP Issues

February 18 | 12:00 - 12:45 p.m. Eastern Time

Practice Deep-Dive Series: Breaking Down Silos Between Financial Aid
and Student Success

Navigate Student Success Collaborative

We will begin at 12:02 p.m. Eastern Time
once everyone has joined!

Zoom Audio Options



You are confirmed for the following event:

Practice Deep-Dive Series: Breaking Down Silos Between Financial Aid and Student Success

Thursday, February 18 | 12:00 p.m. - 12:45 p.m. Eastern Time

Zoom Details

Join the Meeting : [Click Here for Your Personalized Meeting Link](#)

Note: This link should not be shared with others; it is unique to Lindsay Kubaryk.

For better sound quality, we recommend using your computer audio. However, if your internet connection is not stable or you prefer to dial-in by phone, we have included dial-in information below.

Telephone Dial-In: +1-312-626-6799

Meeting ID: 980-3620-8992

One-Touch Mobile Dial-In: 13126266799,,98036208992#

International numbers available: <https://eab.zoom.us/j/98036208992>

Using Your Computer Speakers

If you select the "Computer Audio" option, please be sure that your speakers or headphones are connected.

Using Your Telephone

If you select the "Phone Call" option, please dial in with the phone number and access code provided on the calendar invitation.



Zoom Webinar Features



The image shows a Zoom Webinar interface with a dark blue background and a pattern of light blue geometric shapes. The text "EAB Virtual Session" is displayed in white and teal, with "2020" below it. At the bottom, there is a dark grey control bar with buttons for "Audio Settings", "Chat", "Q&A", "Leave Meeting", and "EAB". Two callout boxes with orange borders and arrows point to the "Chat" and "Q&A" buttons. The "Chat" callout box contains the text: "Use the Chat feature to send messages to all panelists or everyone". The "Q&A" callout box contains the text: "Use the Q&A feature to ask questions".

EAB
Virtual Session
2020

Use the Chat feature to send messages to all panelists or everyone

Use the Q&A feature to ask questions

Audio Settings ^ Chat Q&A Leave Meeting EAB

Today's Presenter



Christina Hubbard

*Senior Director,
Strategic Research*

Follow me on Twitter:
CM_Hubbard



Today's Featured Partners



Kristin Daiber

*Academic Counselor & First Coordinator
University of Pittsburgh | Johnstown*



Anne Van Der Karr

*Executive Director for Student Retention
Rutgers University | Newark*

Quick Poll

My current role can best be described as:

- Advisor
- Financial aid staff
- Other student support staff
- Vice-president or Provost
- College president
- Teaching faculty
- Faculty leadership (Dean, chair, etc.)
- Other (please share in the chat)

College Students Face Financial Pressure

Data Highlights Students' Struggles in the US

Basic Needs



44%

of community college students are food-insecure



36%

of university students experienced housing insecurity last year

College Costs



\$9,314

Average unmet need for students at four-year institutions regardless of income level



6 in 10

college students worry about having enough money to pay for school

College Experience



88%

Increase in the cost of textbooks between 2006 and 2016



74%

of students cannot afford common "extras," such as unpaid internships

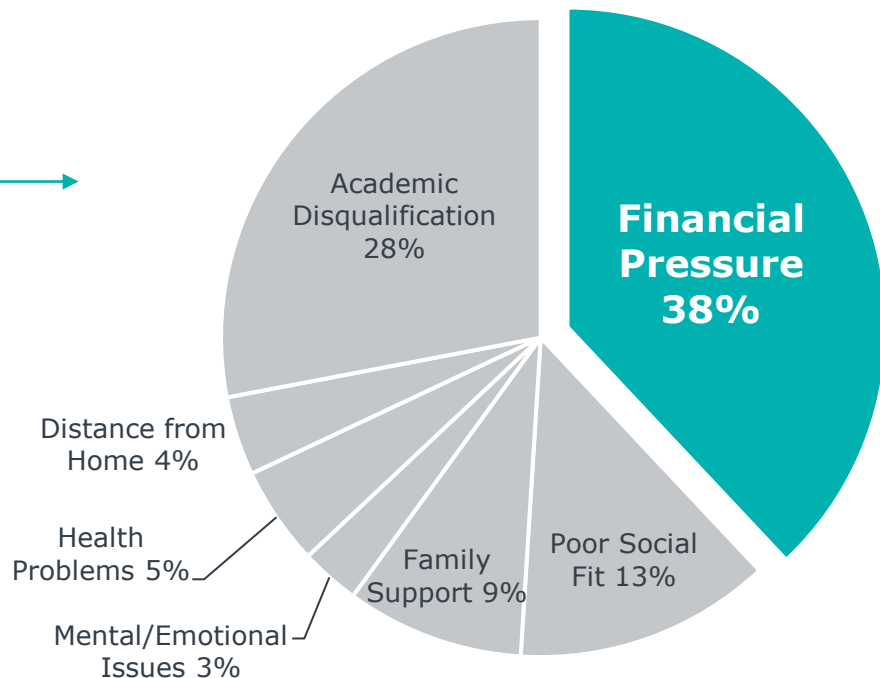
Why Do Students Leave Before Graduating?

Finances Are the Leading Cause for Leaving Higher Education



1375%

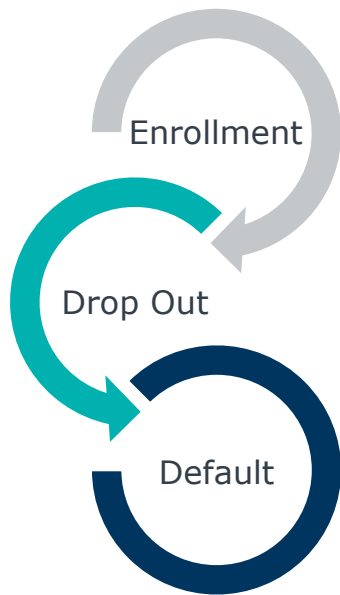
Increase in tuition
rates since 1978



Source: <https://educationdata.org/college-dropout-rates#:~:text=Students%20from%20low%20income%20families,more%20likely%20to%20drop%20out.&text=As%20many%20as%2089%25%20of,receive%20a%20degree%20or%20credential.>

Perpetuating the Cycle of Poverty

College Can Be a Risky Gamble for Those Who Don't Complete



◀ **1 in 5**
Americans has some college but no degree

◀ **\$9,300**
Average student debt at the time of departure
(public four-year)¹

◀ **17%**
Loan default rate for college dropouts

1) Private four-year: \$10,900
Public four-year: \$9,300
For-profit: \$7,500
Public two-year: \$5,700

Source: Overflow Solutions analysis of US Census data, <http://overflow.solutions/interactive-visualizations/how-do-americans-differ-by-age-16/>; U.S. Department of Education, 2013; "Federal Student Loan Debt Burden of Noncompleters"; Nguyen M, "Degreeless in Debt: What Happens to Borrowers Who Drop Out," American Institutes for Research (2012); EAB interviews and analysis.

Practice Deep-Dive Series:

Breaking Down Silos Between Financial Aid and Student Success



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Thursday, February 18
12:00 pm – 12:45 pm ET

**Solving Common SAP
Issues**



2

Thursday, March 4
3:00 pm – 3:30 pm ET

**Breaking Down Silos
Between Financial Aid,
Advising, and Faculty**



3

Thursday, March 18
1:00 – 1:45 pm ET

**Proactively & Creatively
Engaging Students to
Reduce Financial
Barriers to Persistence**

Satisfactory Academic Progress (SAP) Fundamentals



Completion Rate (67% Rule)

Students must successfully earn 67% of the credits they attempt in a term



Maximum Hours (150% Rule)

Students must successfully complete their chosen course of study within 150% of the total credit hours it takes to complete the program

A+

Cumulative GPA Minimum (GPA Rule)

Students must maintain a certain cumulative GPA based on credits completed

Two Key Areas for SAP Support: Course-Correction and Appeal

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Proactive Outreach BEFORE SAP Failure

- Provide in-the-moment notice of potential risks and consequences based on mid- or end-of-term performance
- Identify and provide info on how to course-correct
- Connect with resources for ongoing support

Streamline Appeal Process with Coordinated Care

- Conduct outreach to help students identify a path forward through an appeal
- Reduce back-and-forth from advising to financial aid using case management
- Identify resources that will help student successfully meet SAP Plan requirements



Proactive Intervention Helps Students Make Good Decisions

Advisors Conduct Outreach During Add/Drop to Prevent SAP Failure



Satisfactory Academic Progress (SAP) Risk Advising Strategy



List generated using Advanced Search of first-term students at **risk of failing SAP**

- GPA below 2.0
- <70% course completion
- Recipients of state grant requiring 24+ annual credits who are off-track



Outreach to **request appointment** before end of add/drop

- Taught about SAP definitions and requirements



Students **coached to make changes** to maintain SAP

- Most students participated in ongoing advising support

100

first-term students were at risk of failing SAP

60%

of students made schedule changes during add/drop after advisor meeting

88%

of students indicated at least general understanding of SAP requirements post-intervention

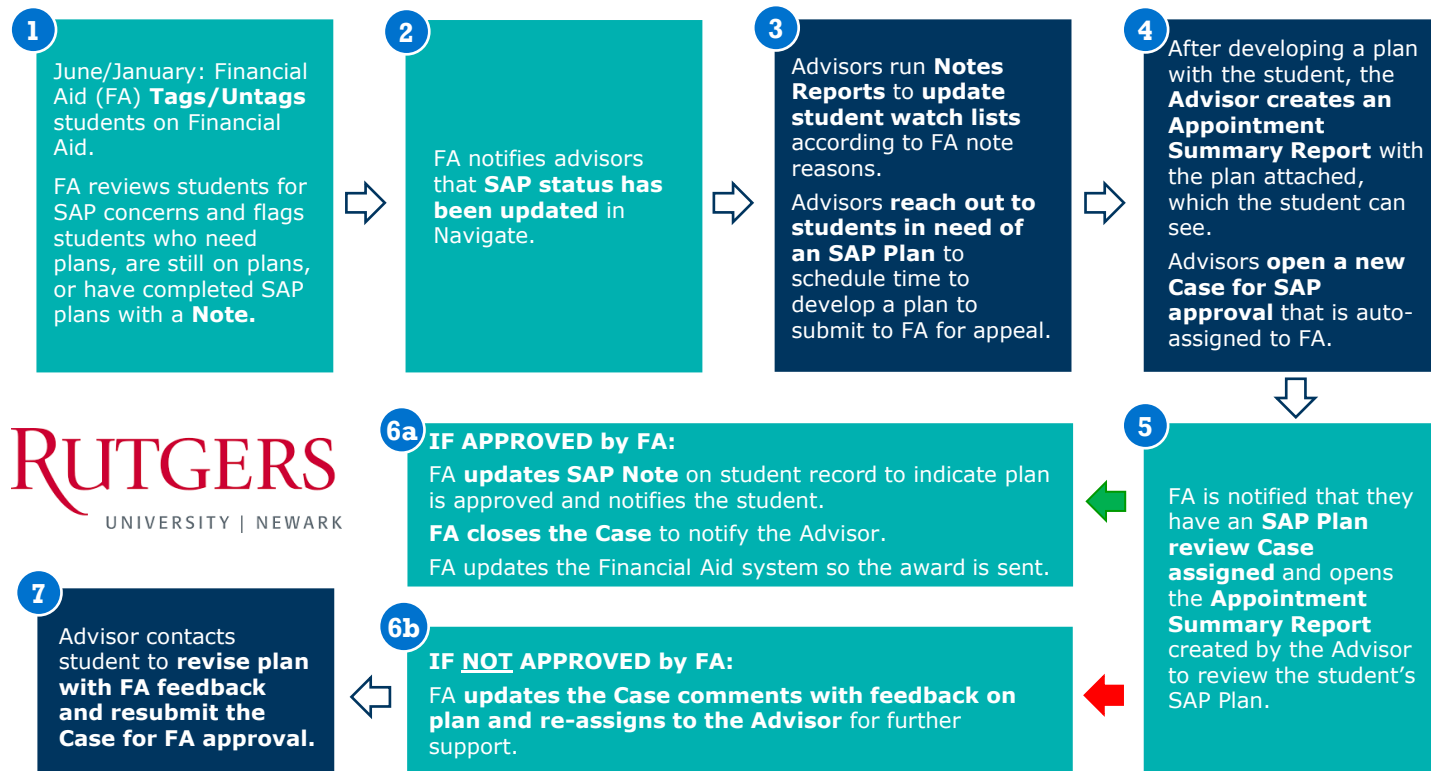
44%

of students who received this intervention met SAP requirements by Fall 2020

Students Get Support from Financial Aid Without Visiting Their Offices

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How Rutgers' Financial Aid Office Uses Navigate to Facilitate the SAP Plan Process from Behind-the-Scenes



Q&A

Type in your questions in the Q&A box



Kristin Daiber

*Academic Counselor & First Coordinator
University of Pittsburgh | Johnstown*



Anne Van Der Karr

*Executive Director for Student Retention
Rutgers University | Newark*



Conclusion

SECTION

Your SAP Support To-Do List

- 1 Assess and **strengthen fundamental financial aid knowledge** amongst academic advisors with **formal training and collaboration** between offices



- 3 Explore how **Case Management functions in Navigate can streamline and enhance the SAP appeal process** and strengthen cross-silo collaboration



- 2 Collaborate to **identify Advanced Search parameters** based on your institution's data in Navigate that will help you **identify and intervene proactively** with SAP at-risk students, and map out those interventions to expedite support



- 4 **Register and join us** for the March 4 and March 18 webinars!



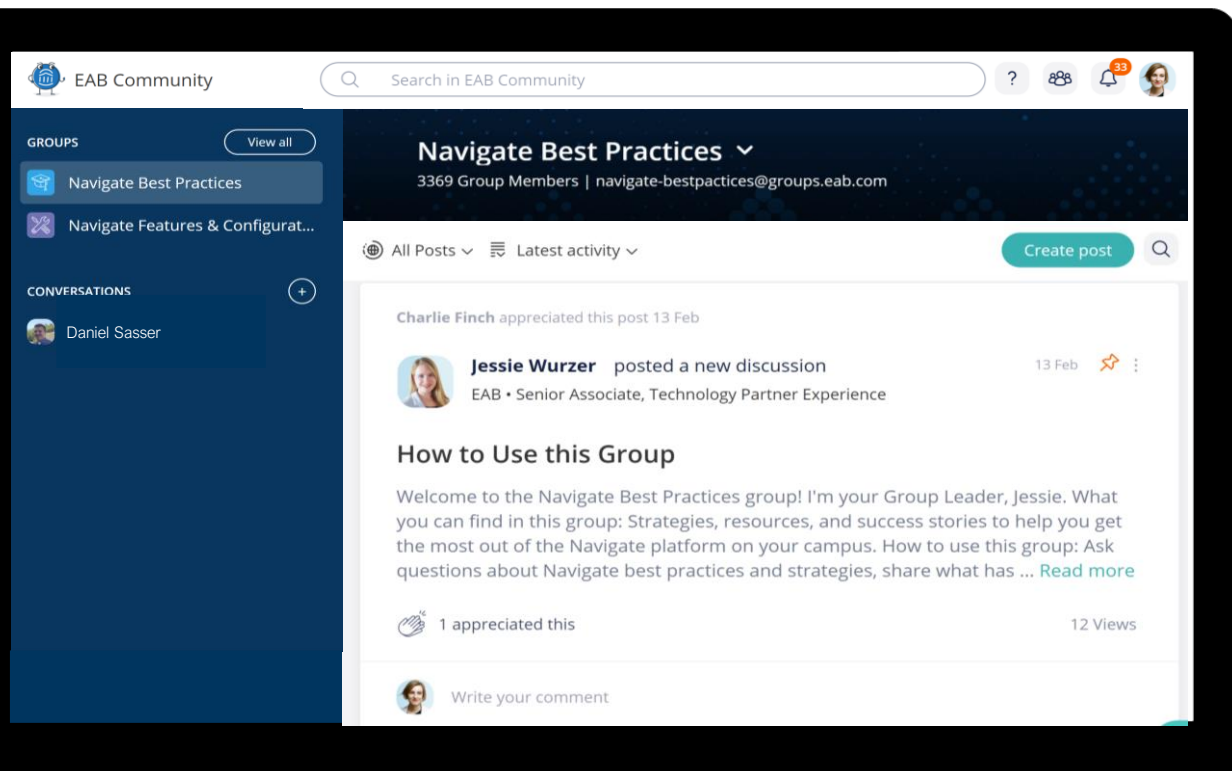
March 4: *Breaking Down Silos Between Financial Aid, Advising, and Faculty*



March 18: *Proactively and Creatively Engaging Students to Reduce Financial Barriers to Persistence*

Coming February 25: The EAB Community

Visit networking.eab.com to sign up and log in



NETWORK with other
Navigate-using practitioners

**SHARE STUDENT SUCCESS
STRATEGIES** that are
working on your campus and
find new ones to implement


ASK QUESTIONS about
Navigate or student success
best practices to learn more
from your peers and EAB

Final Thoughts



Please take a moment to answer this final poll question to provide your overall experience on today's session.

We have also shared a link to a short online evaluation in the **Chat** and we would appreciate if you could take 2-3 minutes to give us additional feedback on your experience today.





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