Triaging for Student Success: Utilizing a Case Management Model

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Persistence Model (Practice)

Risk Identification & Segmentation

Low Risk Students
Increasing Risk Students
High Risk Students

Individualized Support Strategies

How do we use our resources strategically and efficiently to support the individual needs of these students?

Coordinate High-Touch Care
Work closely with students and manage interactions with support offices/services.

Monitor and Intervene
Use analytics to uncover problems before they escalate.

Enable Self-Direction
Use electronic tools to nudge and advise, freeing staff to focus on higher risk students.

Efficient Scalable Care

Ownership & Accountability

Who owns student success?

Student Success Leadership
• Oversee efforts
• Organize resources & incentives
• Track & report metrics

Advisors
• Responsible for assigned student population success
• Accountable to student outcomes
• Use technology for proactive management

Source: EAB Interviews and Analysis © 2015 The Advisory Board Company eab.com

Dosal, Fernandes, & Thompson, 2017
Who are your partners in providing care to students?

What could case management look like at your institution?