The New Blueprint for Student Success
Build a More Scalable, Effective Student Support Model with Population Health Management Principles

Colleges and universities have started to make big investments in student success, but improving outcomes is still a challenge with highly complex student populations and limited capacity. An emerging strategy from the health care industry could provide a new blueprint for student success efforts. Population health management has improved outcomes—like fewer ER visits and avoidable readmissions—and reduced costs by helping hospitals change the way they deliver services to patients with different needs. Could higher education do the same?

This infographic outlines four key elements of a population health management approach to student success, including strategies you can implement today to begin the shift toward population-based student support.

An Innovative Framework
Organize Your Student Population with Risk Stratification

HIGH RISK
Students with easily identifiable but often multidimensional risk
- High predicted risk score
- Low risk score
- Part of pre-identified high-risk group (e.g., first generation)
- On probation
- Flagged by faculty or staff

RISING RISK
Students whose profiles and behaviors indicate possible risk escalation
- Moderate predicted risk score
- Indicators of escalating risk (e.g., falling GPA, bursar hold)

LOW RISK
Students with no visible signs of attrition risk
- Low predicted risk score
- No data-based or observed risk indicators

Building Blocks for Success
Create Differentiated Care Pathways to Match Different Student Needs

Care Pathway A
Coordinated, Holistic, High-Touch Care
- Provide dedicated high-touch care that addresses the many dimensions of student risk and manage high-risk students' interactions with the support system

Care Pathway B
Monitoring for Risk Escalation and Immediate Intervention
- Continuously monitor students for early warning signs of risk escalation and create a responsive infrastructure to proactively intervene and course correct

Care Pathway C
Preventative Education and Enabled Self-Direction
- Keep low-risk students from encountering roadblocks through positive behavioral nudges, resources for effective self-advisement, and streamlined access to support services

The Student Support Toolbox
Provide the Required Technological Capabilities for Population Health Management

Predictive risk analytics
Unified and shared student records
Closed-loop referrals and case management
Observation and data-based alerts
Advanced filtering by student attribute
Cutting-edge communications tools
Interactive student self-service
Real-time tracking and reporting
Effectiveness analytics

Explore how the Student Success Collaborative™ helps institutions bring the student success blueprint to life.

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The New Architects
Develop Accountable Owners

Senior Leader for Student Success
- Oversees and coordinates institution-wide success efforts
- Organizes personnel, resources, and incentives to promote action
- Tracks relevant KPIs and reports progress against defined goals

Next-Gen Advisors
- Responsible for success of an assigned population of students
- Accountable to relevant student outcomes metrics
- Equipped with data and resources to conduct proactive population management and support

Metrics-based performance evaluations and promotion processes
Unfunded budgetary incentives