RESPONSIBLE BORROWING INITIATIVES (RBI), AMONG OTHER THINGS....

BOB COLLINS
VICE PRESIDENT, FINANCIAL AID
WCET ANNUAL CONFERENCE
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TOPICS TO COVER

• WGU Financial Aid Delivery Model

• Responsible Borrowing Initiatives

• Regular and Substantive Interaction

• Educational Activity – week of instructional time

• Student/Employer satisfaction
FINANCIAL AID DELIVERY MODEL

• Monthly starts first day of every month
• Academic year is 12 consecutive months
• Two six-month payment periods (terms)
  – Tuition and fees (learning resources) = $3000
    • Fixed price: all you can learn for $6000/year
• No tuition increase since 2008
• Accelerate time-to-degree completion
  – Undergraduate average: 2.5 years to graduate
RESPONSIBLE BORROWING INITIATIVES

• Help students make an informed decision, borrow wisely

• Modified CFPB Shopping Sheet (July 2013)
  – Personalize to student program and grade level
  – Recognize annual/aggregate federal loan limits
  – Recommend students borrow unmet direct costs
  – Significant reduction in loan dollars disbursed
WGU RBI RESULTS

• Average Borrower Indebtedness (ABI) declining
  – Undergraduates graduating between July – June
    • FY2013 = $21,102  FY2015 = $19,050
    • FY2014 = $19,917  FY2016 = $16,862

• Loan repayment rate (principal reduction within 3 years)
  – WGU = 79% versus national average of 68%

• Cohort Default Rates (CDR) trending down nationwide
  – Less than half the national average (11.3%)
    • FY 2011 = 6.6%  FY 2012 = 5.0%  **FY 2013 = 4.8%**
  – Lower than national average of every 4yrs(+) segment
From July 2013 – June 2016, average borrowing per student went from $7,870 per year to $4,640 per year.

Average borrowing per student decreased 41%.

Next iteration: Loan Scenario Calculator
- Full visibility of total student loan debt & monthly payments
- Encourage interest only in-school payments on unsub loans
REGULAR AND SUBSTANTIVE INTERACTION
RESOURCES

• Dear Colleague Letter - December 19, 2014

• C-RAC Press Release
  – June 2, 2015 (www.cbeinfo.org)

• Dear Accrediting Agency Executive Directors
  – June 9, 2015 (www.cbeinfo.org)

• Dear Federally Recognized Accrediting Agency
  – April 22, 2016 (www.cbeinfo.org)

• Federal Student Aid CBE Guide – August 2016
REGULAR AND SUBSTANTIVE INTERACTION

• All Title IV eligible programs must be designed to ensure that there is regular and substantive interaction between students and instructors

• Interactions are considered “regularly” if the program is designed to ensure that they occur on a predictable and regular basis

• Interactions that occur only upon the request of the student (either electronically or otherwise) are not considered regular and substantive interaction
REGULAR AND SUBSTANTIVE INTERACTION

• Interactions are considered “substantive” if they are:

  – Substantial (i.e. more than just a grade) and relevant to the academic subject matter in which the student is engaged

  – Provided by a faculty member who meets accrediting agency requirements for instruction in the subject matter under discussion
REGULAR AND SUBSTANTIVE EXAMPLE

• An institution’s CBE program does not necessarily include regular classes, but could meet the requirements for “regular and substantive” by requiring, for example, one or more of the following:

  – Student attendance at weekly faculty supervised discussion groups
  – Regular faculty-initiated conversation with students
  – Regular submissions of assignments where faculty provide substantive, written feedback
• An institution that considers its CBE programs to be offered using distance education must document how each program’s design meets the requirement for regular and substantive interaction.
EDUCATIONAL ACTIVITY DEFINITION OF A WEEK OF INSTRUCTION

• The requirement for weeks of instruction is not the same as the requirement for regular and substantive interaction.

• ED does not consider an institution to be offering a week of instruction if academic resources and faculty are not available to students during the week.

• There is no requirement that the institution be able to document that each student is engaged academically for every week of instructional time.
TYPES OF EDUCATIONAL ACTIVITY

• For all CBE programs, “Educational Activity” includes (but is not limited to):
  – Participating in regularly scheduled learning sessions (where there is an opportunity for direct interaction between the student and the faculty member);
  – Submitting an academic assignment;
  – Taking an exam, an interactive tutorial, or computer-assisted instruction
TYPES OF EDUCATIONAL ACTIVITY (CONT’D)

• Educational Activity includes (but is not limited to):
  
  – Attending a study group that is assigned by the institution;
  – Participating in an online discussion about academic matters;
  – Consultations with a faculty mentor to discuss academic course content; and
  – Participation in faculty-guided independent study
BEST PRACTICES FOR TRACKING EDUCATIONAL ACTIVITY IN CBE MODELS

• Complete Student Engagement Inventory
  — Review all WGU student interaction types
  — 63 interactions catalogued

• Identified 35 as educational activities
  — 16 electronic interactions
  — 19 human interactions

• Technology Driven – High Tech, Personal Touch
  — Create central repository of activities to consume and analyze
  — Automate for efficiencies, LMS intersection with SIS continues to evolve
  — Use data strategically to maximize interactions that matter; measure academic success; and have meaningful conversations with the right students at the right time on the right topics
  — Adapt, Iterate, Improve
WGU NATIONAL RECOGNITION

• National League for Nursing named WGU’s nursing programs as a Center of Excellence™ through 2019

• WGU Teacher Education Program Ranked #1 by NCTQ

• #1 provider of STEM teaching degrees
  • WGU confers 15% of all master’s degrees and 5% of all bachelor’s degrees in STEM teaching in the U.S.

• Top 5 producer of bachelor’s degrees and master’s degrees in nursing for minorities
A BETTER STUDENT EXPERIENCE

2015 NSSE RESULTS

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<tr>
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<th>WGU</th>
<th>National</th>
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<tbody>
<tr>
<td>Acquisition of job-related knowledge and skills</td>
<td>79%</td>
<td>69%</td>
</tr>
<tr>
<td>Challenged to do their best work</td>
<td>77%</td>
<td>60%</td>
</tr>
<tr>
<td>Quality of interactions with faculty</td>
<td>72%</td>
<td>60%</td>
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<tr>
<td>Quality of academic support</td>
<td>85%</td>
<td>73%</td>
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<tr>
<td>Would attend the same institution again</td>
<td>72%</td>
<td>44%</td>
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<tr>
<td>Rating of entire educational experience</td>
<td>62%</td>
<td>43%</td>
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A BETTER STUDENT EXPERIENCE

• 79% retention rate vs. 74% 4-year public

• 96% student satisfaction

• Average time to a bachelor’s degree is 2½ years

• WGU alumni are almost twice as likely as graduates from other U.S. universities to be thriving in all elements of well-being — purpose, social, financial, community, and physical
### ALUMNI SATISFACTION

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<tr>
<th>Harris Poll Results</th>
<th>WGU</th>
<th>National</th>
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<tbody>
<tr>
<td>Majority of competencies related to work</td>
<td>80%</td>
<td>65%</td>
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<tr>
<td>Recommended university to others</td>
<td>96%</td>
<td>75%</td>
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<tr>
<td>Satisfied with overall experience</td>
<td>82%</td>
<td>69%</td>
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<tr>
<th>Gallup Survey Results</th>
<th>WGU</th>
<th>National</th>
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<tr>
<td>My university was the perfect school for people like me.</td>
<td>92%</td>
<td>65%</td>
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<td>I had a mentor who encouraged me.</td>
<td>89%</td>
<td>53%</td>
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<td>My university is passionate about the long-term success of its students.</td>
<td>80%</td>
<td>59%</td>
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<tr>
<td>I was challenged academically.</td>
<td>83%</td>
<td>77%</td>
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<tr>
<td>My education was worth the cost.</td>
<td>91%</td>
<td>65%</td>
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On average, WGU graduates earn $10,600 more within 1-2 years of graduation. With an average cost of $15,000 for a bachelor’s degree, the return on investment of a WGU degree is less than 2 years.
Help students make an informed decision, borrow wisely

WCET Outstanding Work (WOW) Award - September 2016