

RNL Regional Workshop

Traditional Undergraduate Enrollment

WELCOME



Housekeeping items

Introductions

- Name
- Title
- Institution

Agenda Review

Round Table Lunch Topics

- Generating High Quality Applications
- Analytics in Action

Wi-Fi Network Info on Tables

Goals for today

- 1** We want you to leave today armed with additional context and research focused on:
 - Benchmarking data
 - Analytics
 - Building a foundation for growth
- 2** Connect and exchange ideas with other university leaders.
- 3** Leave with tactical and strategic ideas you can implement on your campus.

1

Shifting Trends for the Traditional Student Population

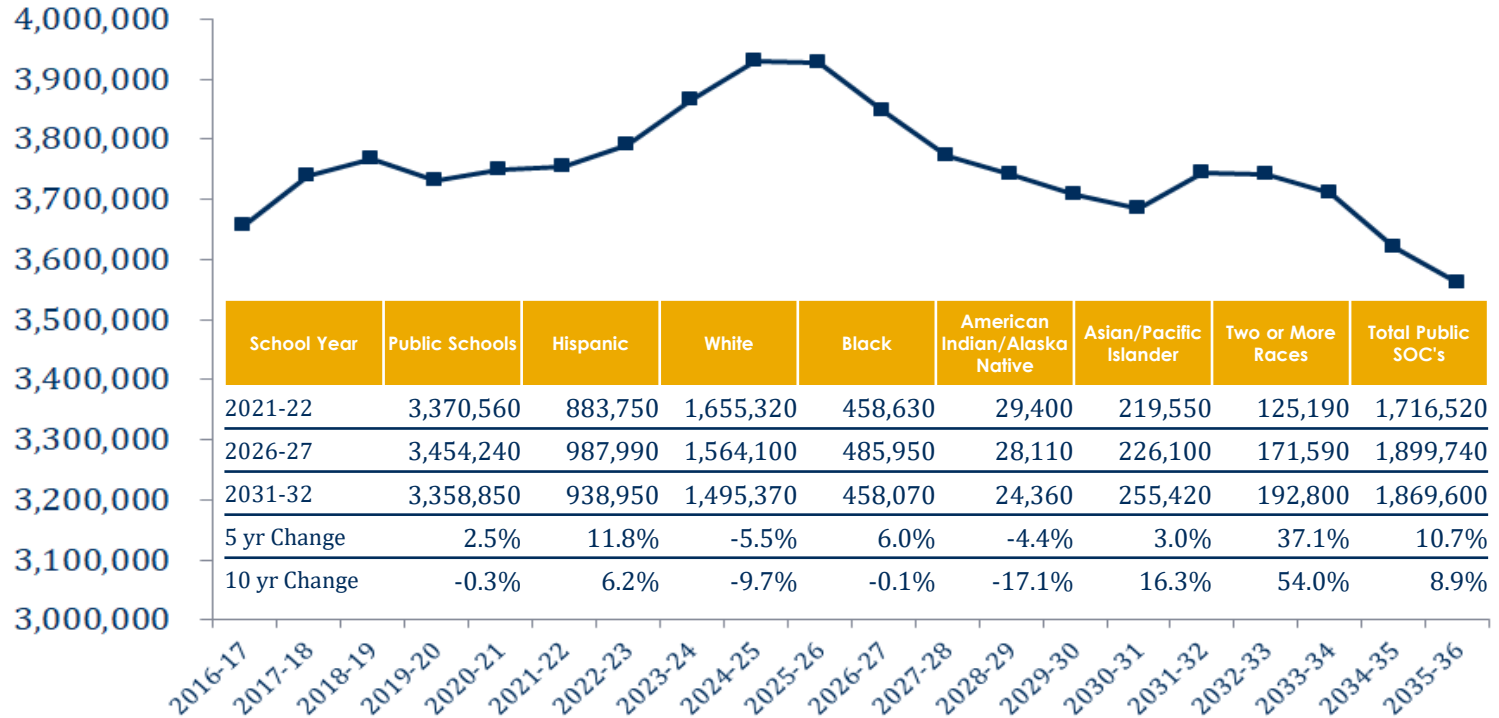


Changing demographics will create winners and losers in enrollment management.

The pie is shrinking, and we need to be ready.

“*The time to repair the roof is when the sun is shining...*”
—President John F. Kennedy

Projected change in high school graduates



Source: Western Interstate Commission for Higher Education, *Knocking at the College Door: Projections of High School Graduates, 2020*, www.knocking.wiche.edu

Connecticut

The competition factor



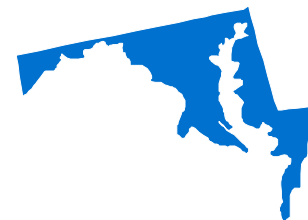
	In-state Counts	Percentage	Rank
2021-22 High School Seniors*	43,520		29th
Institutions of Higher Education**	49		33rd
College Continuation***	36,695	84.3%	3rd
Leave the State to Go to College***	15,378	35.3%	2nd

Largest Institutions***	In-state Freshman***	Estimated Market Share^
University of Connecticut	2,492	6.79%
Southern Connecticut State University	1,454	3.96%
Central Connecticut State University	1,372	3.74%
Naugatuck Valley Community College	1,301	3.55%
Manchester Community College	1,214	3.31%

Remaining Students	Remaining Institutions	Students Per Institution
13,484	44	306

Maryland

The competition factor



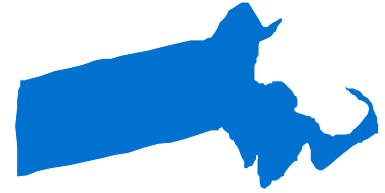
	In-state Counts	Percentage	Rank
2021-22 High School Seniors*	71,830		18th
Institutions of Higher Education**	53		31st
College Continuation***	51,926	72.3%	26th
Leave the State to Go to College***	17,374	24.2%	12th

Largest Institutions***	In-state Freshman***	Estimated Market Share^
University of Maryland-College Park	3,901	7.51%
Community College of Baltimore County	3,137	6.04%
Montgomery College	2,984	5.75%
Towson University	2,412	4.65%
Anne Arundel Community College	2,010	3.87%

Remaining Students	Remaining Institutions	Students Per Institution
20,108	48	419

Massachusetts

The competition factor



	In-state Counts	Percentage	Rank
2021-22 High School Seniors*	78,760		14th
Institutions of Higher Education**	111		12th
College Continuation***	64,529	81.9%	7th
Leave the State to Go to College***	21,555	27.4%	6th

Largest Institutions***	In-state Freshman***	Estimated Market Share^
University of Massachusetts-Amherst	3,512	5.44%
Bunker Hill Community College	2,099	3.25%
University of Massachusetts-Boston	1,950	3.02%
University of Massachusetts-Lowell	1,905	2.95%
Bridgewater State University	1,430	2.22%

Remaining Students	Remaining Institutions	Students Per Institution
32,078	106	303



Sources:

*Western Interstate Commission for Higher Education, *Knocking at the College Door: Projections of High School Graduates, 2020*. www.knocking.wiche.edu

**National Center for Education Statistics, IPEDS, 2020

***National Center for Education Statistics. Freshman Migration Data for 2018-19

New Jersey

The competition factor



	In-state Counts	Percentage	Rank
2021-22 High School Seniors*	114,770		9th
Institutions of Higher Education**	100		14th
College Continuation***	94,592	82.4%	6th
Leave the State to Go to College***	34,769	30.3%	5th

Largest Institutions***	In-state Freshman***	Estimated Market Share^
Rutgers University-New Brunswick	5,866	6.20%
Montclair State University	3,035	3.21%
Bergen Community College	2,584	2.73%
Rowan University	2,560	2.71%
Middlesex County College	2,550	2.70%

Remaining Students	Remaining Institutions	Students Per Institution
43,228	95	455

New York

The competition factor



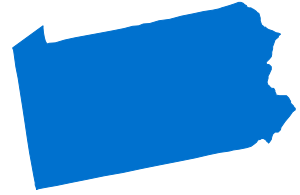
	In-state Counts	Percentage	Rank
2021-22 High School Seniors*	206,590		4th
Institutions of Higher Education**	318		2nd
College Continuation***	180,929	87.6%	2nd
Leave the State to Go to College***	33,654	16.3%	20th

Largest Institutions***	In-state Freshman***	Estimated Market Share^
CUNY Borough of Manhattan Community College	6,361	3.52%
Suffolk County Community College	4,627	2.56%
University at Buffalo	3,714	2.05%
Nassau Community College	3,474	1.92%
CUNY New York City College of Technology	3,356	1.85%

Remaining Students	Remaining Institutions	Students Per Institution
125,743	313	402

Pennsylvania

The competition factor



	In-state Counts	Percentage	Rank
2021-22 High School Seniors*	145,000		6th
Institutions of Higher Education**	236		4th
College Continuation***	106,106	73.2%	22nd
Leave the State to Go to College***	21,022	14.5%	25th

Largest Institutions***	In-state Freshman***	Estimated Market Share^
Pennsylvania State University-Main Campus	4,486	4.23%
Community College of Allegheny County	3,733	3.52%
Temple University	3,596	3.39%
Community College of Philadelphia	3,296	3.11%
Harrisburg Area Community College	2,574	2.43%

Remaining Students	Remaining Institutions	Students Per Institution
67,399	231	292



Sources:

*Western Interstate Commission for Higher Education, *Knocking at the College Door: Projections of High School Graduates, 2020*. www.knocking.wiche.edu

**National Center for Education Statistics, IPEDS, 2020

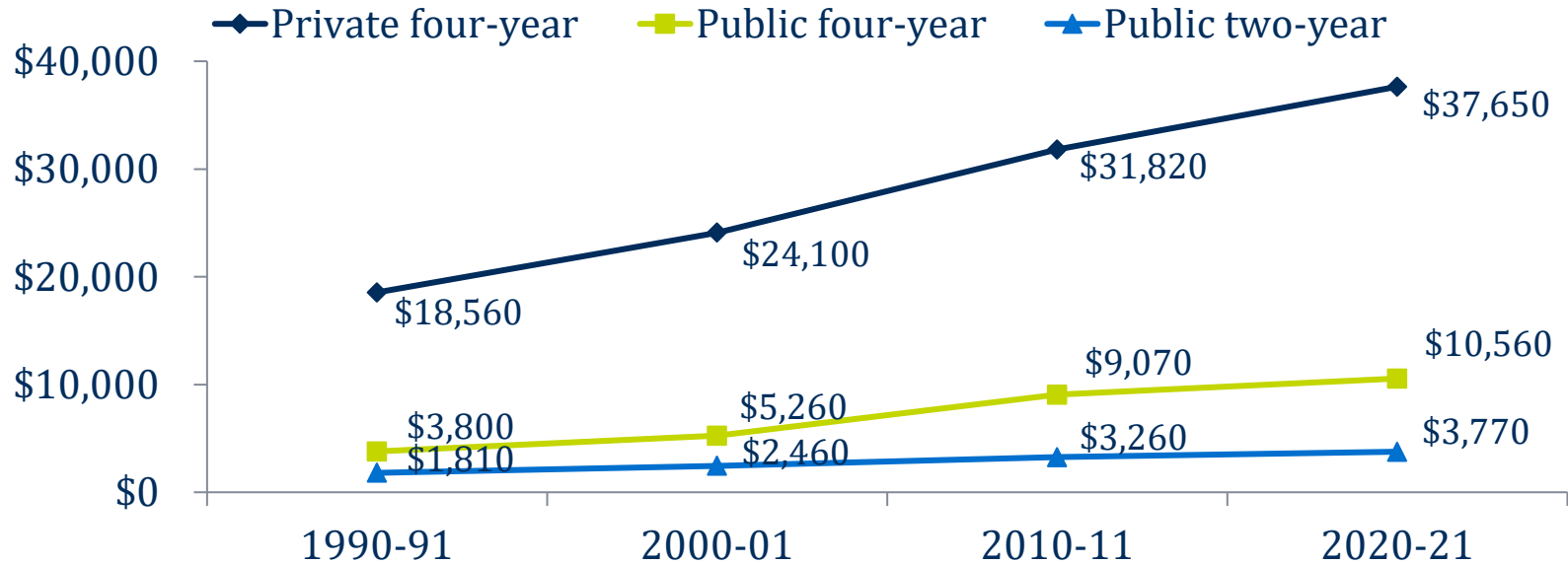
***National Center for Education Statistics. Freshman Migration Data for 2018-19



**What efforts have you taken
(or plan to take) to adjust to
these shifts while the sun is
still shining?**

Tuition and fees continue to climb with some prospective students wondering if it's worth it

Average tuition and fee charges in constant dollars



Source: Data derived from 2020 Trends in College Pricing. Copyright © 2020, the College Board. www.collegeboard.org.
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Even with aggressive pricing discounts/strategies, you could be missing out on recruits as 50% of prospective students rule out a school based on sticker price alone.

How has price and discounting played a role in your enrollment strategy?

Increased channels, higher expectations, and on-demand personalization dominate student behavior trends

79 times is the average number of times a student unlocks their phone each day

81% rate their family, friends and online reviews as their top influence when deciding what to purchase

Financially savvy—**debt averse**

99% of parents say they are involved in the college search process



Top channels

- Website
- Email
- Social Media
- Text

Top desired content

- Academic programs
- Cost/Aid/ Scholarships
- What the community is like
- Videos



What new initiatives have you added to engage with students or parents?

How are you keeping up with content and channel expectations from students and parents?

Key takeaways

- Demographic shifts are underway and a strong strategic plan is necessary for growth.
- The cost of an education is a detractor for some students and should be addressed in the search phase (more on the analytics of this later).
- To be competitive, we must meet students where they are and not expect them to follow the same predictable path as students in the past.
- What are other key takeaways from this session?



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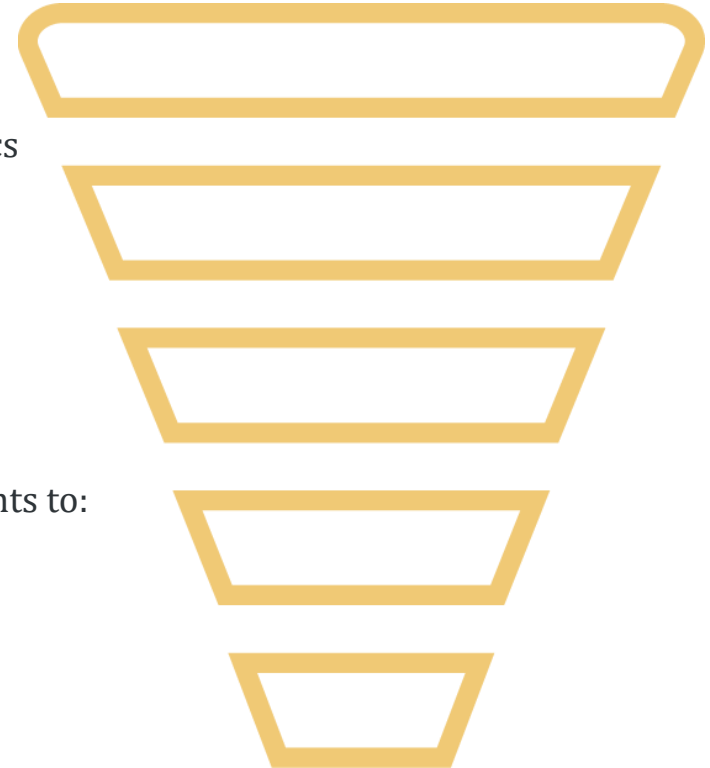
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Leveraging Analytics to Maximize ROI

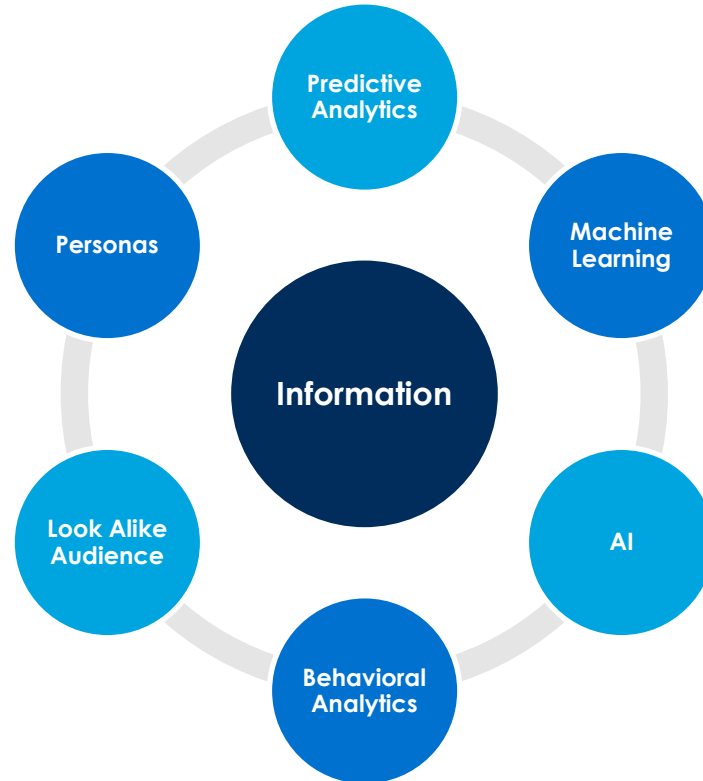


Data and analytics play an increasingly important role in forecasting, decision making, and investment strategies.

- Analytics at each stage of the funnel evaluate:
- Health of each stage beyond volume—e.g., behavior analytics help better predict the likelihood of an inquiry to apply.
- Trackable financial aid communications help predict the likelihood of a student to enroll.
- Better understanding of your funnel allows for **proactive** interventions instead of reactive tactics including adjustments to:
 - Communication flow
 - Territory management



The importance of multiple types of analytics



Analytics play a critical role at each stage of the enrollment funnel

Smarter Name Acquisition

SEARCH MODELING

- Predictive inquiry-to-application model
- Inform strategic decisions across all vendors and list sources

Target Search Messaging by Estimated EFC

AFFORDABILITY PREDICTOR

- A capability exclusive to RNL
- Establishes each student's likely EFC range (low, moderate, high)
- Provide more nuanced and specific aid-related outreach
- Inform affordability messaging earlier early in the cycle

Convert and Yield

INQUIRY SCORING

- Historic actuals combined with real-time engagement scoring of the inquiry pool allows for a better assessment of the inquiry pool
- Invest in the right students (time and marketing resources) through ongoing scoring

ENGAGEMENT SCORING

- Real-time behavior scoring allows for targeted messaging
- Ensure your best leads are always receiving the most attention



How do you use modeling to make decisions or set priorities?

What metrics do you use through the funnel to assess health and forecast outcomes?



Analytics are increasingly important as you build the top of our funnel

Modern search acquisition goes well beyond the traditional name buy to include digital channels, organic traffic, and top-performing lead aggregators.



Comprehensive Lead Acquisition from New and Next Sources

Not all new sources offer the same ROI. It's important to apply predictive analytics, personas, and targeting characteristics to any new source, especially digital channels.



Identify New Market Opportunities

As the high school population flattens and competition increases in your markets, demographic and socioeconomic data should be used to identify strategic growth opportunities.

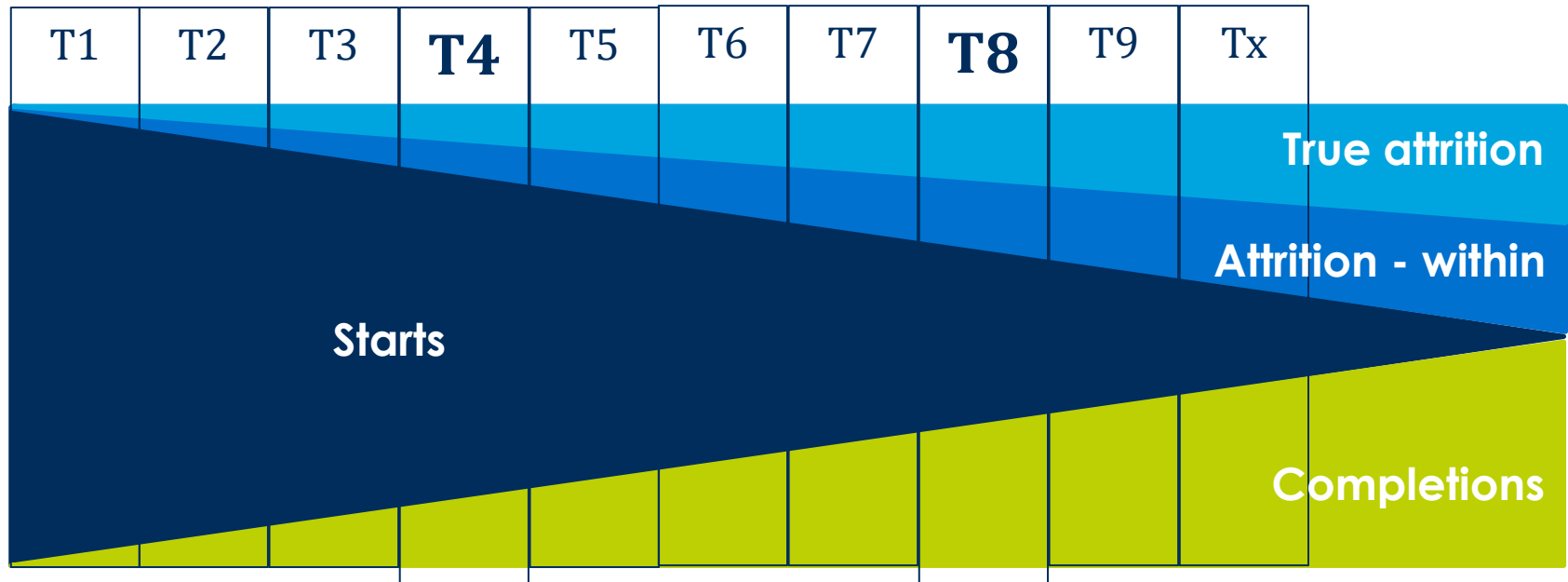


Efficiently Plan Counselor Activity

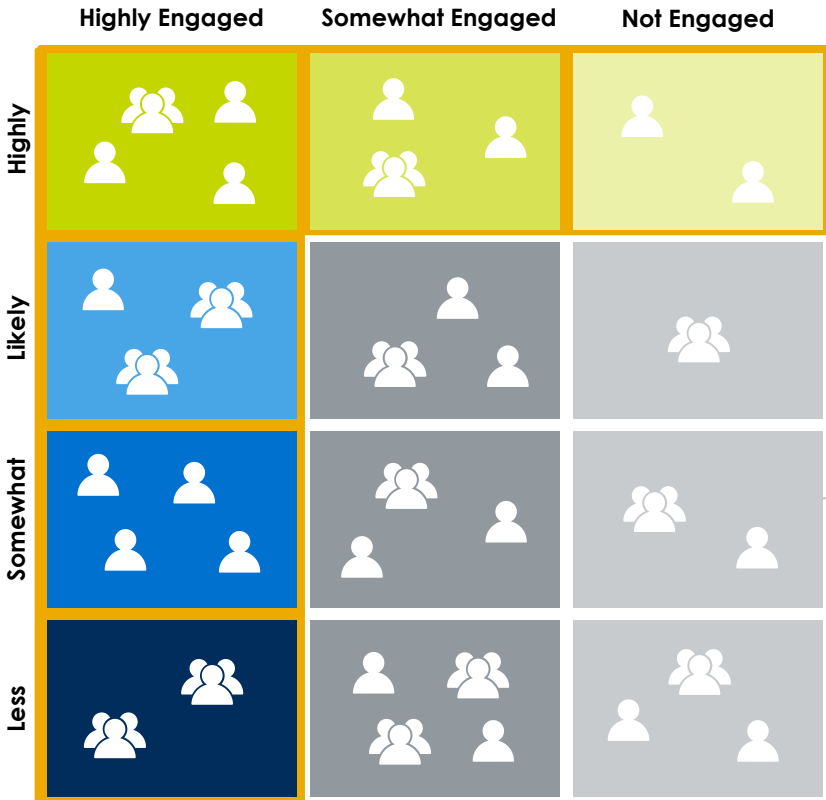
With increasing travel costs, analytics to score high schools and ZIP ranking help prioritize counselor time and strategically allocate your travel budget.

Attrition analysis is critical to the budgeting process and should drive support and intervention investments

Evaluation by term is important



Mid-funnel analytics drive communication, prioritization, and accurate forecasting.



Modeling
Inquiry, Applicant, Admit (Example)

Action: Intensify marketing outreach for the students most likely to apply and those highly engaged.

Action: Optimize channel mix and test new strategies to drive engagement.

Analytics drives strategy and content for all audiences





How do you translate data into action?

What do you wish you could better track compared to your current state?

Internal and external analytics provide context to the environment necessary for success

Three additional types of analytics for consideration

- 1 Demand / Market Share Analysis:**
What are the portfolio moves that offer the greatest potential?
- 2 Employment analysis:**
Who's hiring? What jobs? What skills and credentials are employers looking for?
- 3 Survey research:**
Understanding market perception to find viable opportunities.

Key takeaways

- Take a fresh look at your data and ask yourself how you can positively impact results with what you already have on hand.
- Evaluate additional metrics and add new KPI's that provide value.
- Review external data to ensure you are prepared for known shifts and transitions.
- What are other key takeaways from this session?



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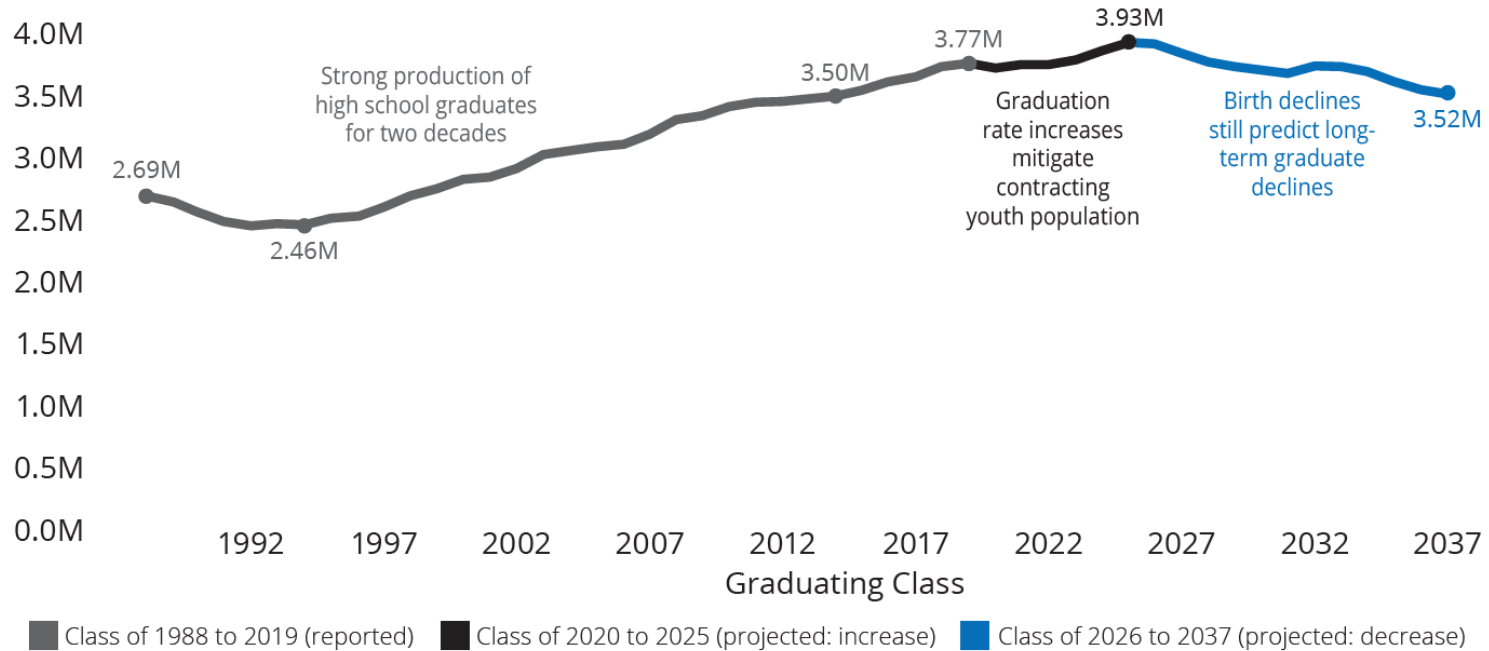
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The Growing Importance of Student Success



With the number of “new” students expected to shrink, the focus will shift to retaining our existing student population

Slowing growth in number of U.S. high school graduates, then decline (U.S. total high school graduates)





How important is student retention on campus?
**Does retention receive the same level of focus
and investment as recruiting new students?**
Who owns retention on your campus?

When striving to increase retention for first-year students, connections, and careers dominate where campuses should focus efforts

TOP 10 PRIORITIES FOR INCOMING FIRST-YEAR STUDENTS	2020	2019
Meet new friends	75%	73%
Help selecting an educational plan to get a good job	70%	69%
Talk about qualifications needed for certain occupations	67%	69%
Find out more about clubs and organizations	66%	57%
Receive help to improve student habits	65%	69%
Receive instruction on how to take college exams	65%	68%
Talk with someone about getting a scholarship	63%	67%
Talk with someone about salaries and future occupations	57%	60%
Meet an experienced student to seek advice	55%	56%
Talk about advantages/ disadvantages of various careers	53%	55%





**Understanding the need for
career, life, and academic
engagement and coaching,
what efforts are underway to
meet student's needs?**

One in every four current students question their investment in higher education

DESIRE TO FINISH COLLEGE	ASIAN	HISPANIC	NATIVE	BLACK	WHITE	OVERALL
I am strongly dedicated to finishing college.	95%	95%	94%	95%	95%	95%
Of all the things I could do now, going to college is most satisfying.	77%	78%	78%	81%	75%	77%
I wonder if college is worth the time, money, and effort.	30%	29%	22%	34%	20%	25%

More than 1 in 4 first-year students have financial problems that distract them from their educations

ITEM	2020	2019
Have financial problems that are distracting	27%	30%
Bad financial position and pressure to earn extra money will interfere with school	23%	21%



**Do you see the role of student retention and persistence changing in the next 3-5 years?
Why or why not?**

Key takeaways

- Retention will continue to be an important driver for institutional financial health.
- Many students start day one with challenges – either financial, social, or directional.
- Explore opportunities to identify who needs help and then layer on support systems to meet students where they are.
- What other key takeaways from this session?



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4

The Foundational Framework for Growth



Building a strong foundation for growth



Decisions driven by
data and analytics



Direction guided by
a comprehensive
strategic plan



Culture of
investment



Remember your
mission

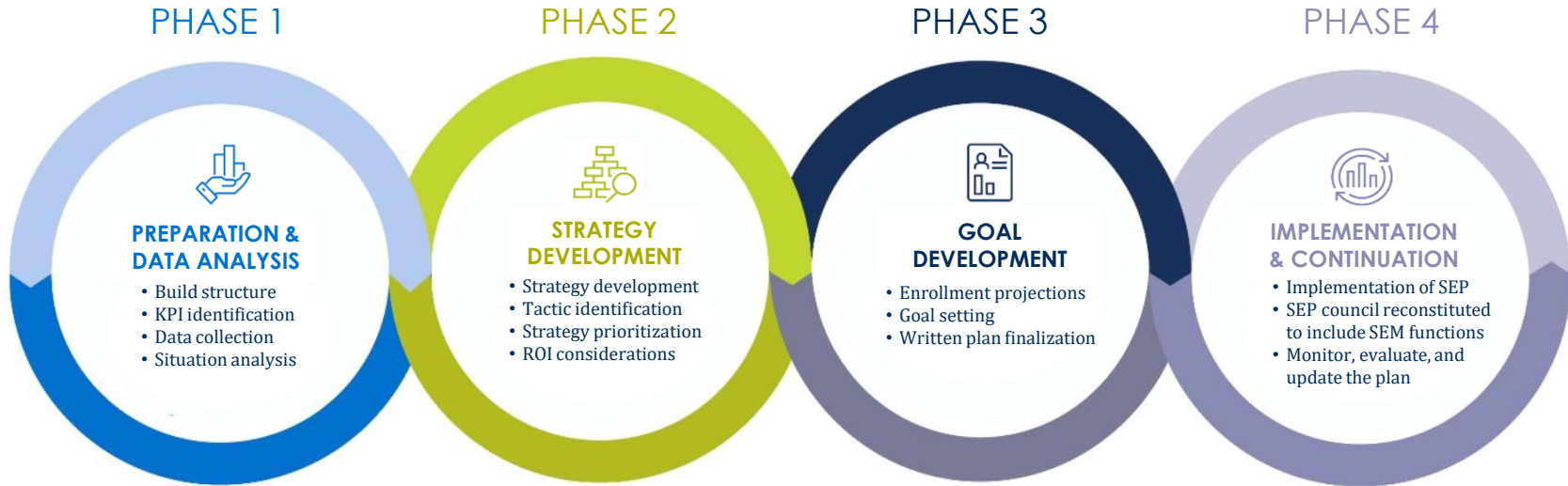
Strategic enrollment planning involves:



- **Program** (academic, co-curricular, services, support)
- **Place** (on-site, off-site, online, hybrid)
- **Price and Revenue** (tuition, fees, discounts, incentives)
- **Promotion** (marketing, recruitment, web presence)
- **Purpose and Identity** (mission, distinctiveness, brand)
- **Process** (data-informed, integrated planning)

Strategic enrollment planning

SEP is a dynamic, continuous, and scalable process



Planning for success: Building your enrollment plan to advance your mission

“...committed to excellence and distinction in the discovery, dissemination, and application of knowledge.”

“...enable our students to be productive, ethical, and socially responsible participants in the rapidly changing global marketplace.”

“...providing leading-edge management programs in a world-class, innovative, and inclusive environment throughout our regions.”





What types of strategic plans
exist at your institution?

Do they help drive results?
Why or why not?

Thank you for attending!

EVALUATION FORM

Please complete evaluation form and leave at the table or hand to an RNL staff member

RESOURCES

Resources are at the check-in table and online. An email will be sent out with a copy of the slides from today.

CONNECT WITH RNL

Connect with an RNL staff member if you are interested in talking through:

- Modern lead generation
- Enhancing our conversion strategy
- Finance aid leveraging
- Retention and student success services



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WORKSHOP PARTICIPANTS

**\$595 flat rate
on 2023 RNLNC
registration!**

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to receive this special offer.

Use code:
Workshop595



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