



FINISH WHAT THEY STARTED.

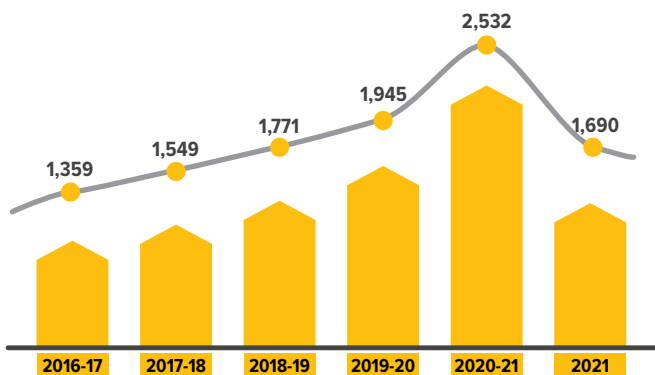
csudh.edu/returning



Once A Toro, Always A Toro is about helping students with some college, but no degree finish what they started.

California State University, Dominguez Hills (CSUDH) is taking bold steps to redefine student success by supporting degree completion for all students, including those whose journey was interrupted. These students, termed **Some College, No Degree**, total 40.4 million individuals nationally, with 6.6 million in California alone, according to a 2023 study by the National Student Clearinghouse.

CSUDH STUDENTS WHO HAVE STOPPED OUT



WHY STUDENTS LEAVE

CSUDH has engaged **Some College, No Degree** students in listening sessions and identified the themes in order to launch **Once a Toro, Always a Toro** and build upon a returning-student-centric-culture to support them. These findings matched the data from the Strada-Gallup Educational Consumer Survey (2019) on why students took college classes but did not finish their degree.



WORK-RELATED

Schedule of classes was difficult to work around; or challenges of balancing career and school (17%)



FINANCIAL ISSUES

Financial aid was not sufficient or unavailable due to issues with satisfactory academic progress (12%)



PERSONAL PROBLEMS

Other life events or personal problems (11%)



OTHER

Just wanted to learn or didn't need a degree (7%)
Pregnant or had children (7%)

ONCE A TORO, ALWAYS A TORO

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CSUDH HAS RE-ENVISIONED WHAT IT MEANS TO SUPPORT THE SUCCESS OF ALL STUDENTS.

For many students, life happens. Interruption. It was important to rethink what it means to our commitment to supporting student success by creating a returning-student-centric-culture. To do this, CSUDH has implemented the following strategies:

OUTREACH & RECRUITMENT

- Identify and evaluate the population of students with some college, no degree.
- High-touch recruitment with targeted phone calls, digital messaging, and social media campaign.
- Concierge services for returning students with a centralized point of contact.
- Branded marketing and communications that creates a sense of belonging, removes shame, welcomes students, and highlights the value of a college degree.
- Targeted reengagement programming through virtual and in-person opportunities.

ADMISSIONS & REACTIVATION

- Streamlined reactivation with processes clearly delineated and communicated.
- Facilitate outreach that includes admissions, financial aid, advising, and campus programs and services. Coaching returning students each step of the way to degree completion.
- Follow-up case management of prospective returning students with some college, no degree who may not return, exploring alternative options for degree completion.

ONBOARDING & ENROLLMENT

- Offer diverse course and degree offerings. Highlight flexibility with evening, weekend, hybrid, online courses and degree completion offerings.
- Credit for prior learning – validate knowledge, professional development, and expertise into college credits.
- Provide financial aid, scholarships, and financial wellness programs and resources.

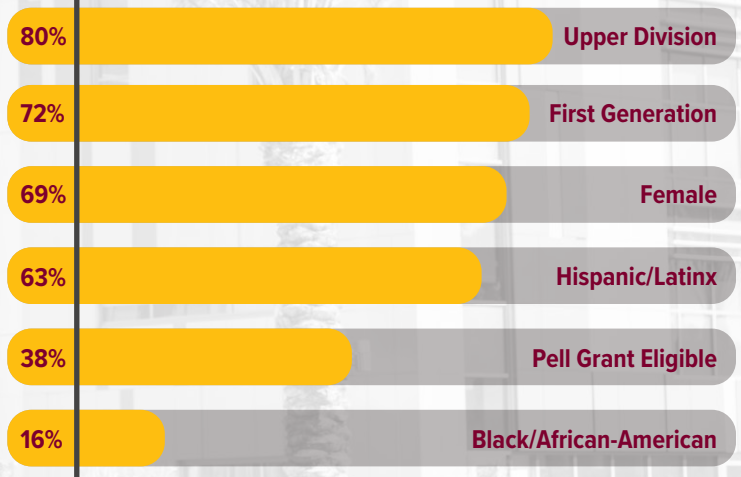
STUDENT SUCCESS & RETENTION

- Raise the perception in recognizing and supporting returning students across the campus landscape, understanding the unique needs they have.
- Go Far Together – build a clear pathway to degree with appreciative advisement wrap-around and seamless student services facilitated by College Student Success Centers.
- Maximize use of degree analytics platform to support student success journey.

CAREER DEVELOPMENT & ALUMNI

- Workforce integration and corporate partnerships. Clearly articulate skills taught, map majors to industry and earning averages connecting returning students to industry partners.
- Mentor programs for returning students alongside university alumni and industry professionals.

This past academic year, CSUDH reenrolled 491 returning students back to campus to complete their degrees. These returning students represented the following communities:



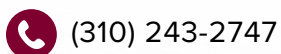
CSUDH Institutional Research, 2023

CSUDH is rethinking higher education practices for reengaging **Some College, No Degree** students. It is critical to review outdated structures, think broadly about serving working adult learners, and consider what returning students, with their years of work experience, military service, and professional skills, bring back to the classroom.

CSUDH is proud to lead efforts in providing inclusive, equitable practices and accessible education to those whose circumstances interrupted their goal of a college degree. When they are ready, we are here to welcome them back to finish what they started!

ONCE A TORO, ALWAYS A TORO

is **California State University, Dominguez Hills'** commitment to help you **finish what you started**...your **college degree**.



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