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

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**WGU®**

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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
    - [www.ifap.ed.gov/DefaultManagement/DefaultManagement.html](http://www.ifap.ed.gov/DefaultManagement/DefaultManagement.html)



# WGU STUDENT IMPACT

- 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
  - <http://ifap.ed.gov/dpcletters/GEN1423.html>
- C-RAC Press Release
  - June 2, 2015 ([www.cbeinfo.org](http://www.cbeinfo.org))
- Dear Accrediting Agency Executive Directors
  - June 9, 2015 ([www.cbeinfo.org](http://www.cbeinfo.org))
- Dear Federally Recognized Accrediting Agency
  - April 22, 2016 ([www.cbeinfo.org](http://www.cbeinfo.org))
- Federal Student Aid CBE Guide – August 2016
  - <https://experimentalsites.ed.gov/exp/guidance.html>



# 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



# REGULAR AND SUBSTANTIVE INTERACTION

- 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

	WGU	National
Acquisition of job-related knowledge and skills	79%	69%
Challenged to do their best work	77%	60%
Quality of interactions with faculty	72%	60%
Quality of academic support	85%	73%
Would attend the same institution again	72%	44%
Rating of entire educational experience	62%	43%



# 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

Harris Poll Results	WGU	National
Majority of competencies related to work	80%	65%
Recommended university to others	96%	75%
Satisfied with overall experience	82%	69%

Gallup Survey Results	WGU	National
My university was the perfect school for people like me.	92%	65%
I had a mentor who encouraged me.	89%	53%
My university is passionate about the long-term success of its students.	80%	59%
I was challenged academically.	83%	77%
My education was worth the cost.	91%	65%



# GRADUATE SUCCESS

Employment Outcomes	WGU	National
Total employed	94%	89%
Employed in degree field	86%	76%
Employed full time	86%	74%

## INCREASE IN INCOME FOR GRADUATES WITHIN 4 YEARS OF GRADUATION



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.



**WGU**



**Help students make an informed decision,  
borrow wisely**

[WCET Outstanding Work \(WOW\) Award - September 2016](#)



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