

Project Success Overview

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What is Project Success

- Project Success is a program to assist select Minority-Serving Institutions with institutional consulting and direct student services that help students successfully start higher education, persist toward graduation, and manage their personal finances and student loans.
- Trellis Company, a nonprofit organization and student loan guaranty agency, provides the services of Project Success to your institution.

Colleges Served

Trellis currently serves colleges in seven southern states, representing over 580,000 students.

TEXAS

Amarillo College
Austin Community College District
Concordia University Texas
El Paso Community College
Galveston College
Houston Baptist University
Houston Community College
Huston-Tillotson University
Jarvis Christian College
Lee College
Lone Star College System
McMurry University
Northeast Lakeview College
Northwest Vista College
Our Lady of the Lake University
Palo Alto College
Paul Quinn College
Prairie View A&M University
San Antonio College
St. Mary's University
St. Philip's College
Sul Ross State University
Texas A&M International University
Texas A&M University Kingsville
Texas A&M University San Antonio
Texas College
Texas Southern University
Texas State University
University of the Incarnate Word
Wiley College

OKLAHOMA

Langston University

LOUISIANA

Baton Rouge Community College
Delgado Community College
Dillard University
Grambling State University
Southern University and A&M College
Southern University at New Orleans
Southern University at Shreveport
Xavier University of Louisiana

MISSISSIPPI

Alcorn State University
Coahoma Community College
Hinds Community College
Mississippi Delta Community College
Mississippi Valley State University
Rust College
Tougaloo College

ALABAMA

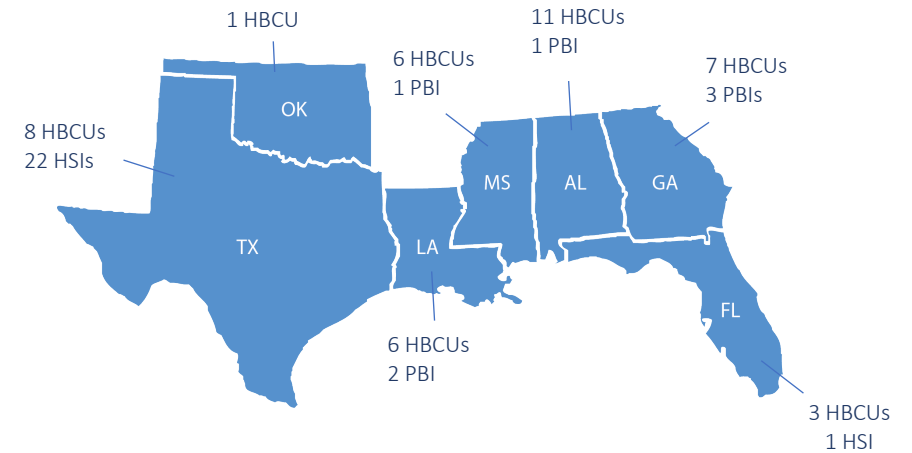
Alabama A&M University
Alabama State University
Bishop State Community College
Drake State Community and
Technical College
Lawson State Community College
Miles College
Oakwood University
Stillman College
Talladega College
Trenholm State Community College
Tuskegee University
University of West Alabama

GEORGIA

Albany State University
Atlanta Metropolitan State College
Atlanta Technical College
Clark Atlanta University
Fort Valley State University
Georgia State University and
Perimeter College
Morehouse College
Paine College
Savannah State University
Spelman College

FLORIDA

Edward Waters University
Florida A&M University
Florida Memorial University
Seminole State College of Florida



Key Points About Project Success



No Cost

The project is no-cost to your institution but does require a strong commitment from the institution's top leaders and regular oversight.



Executive Buy-in

In order for Project Success to be successful, it must be supported by an executive point of contact at your college or university who will communicate regularly with Trellis Company and oversee college personnel in the execution of your institution's individual Project Success plan.



The point of contact

The institution's ideal point of contact will be a leader with broad responsibility for student retention - from those activities that help students matriculate and start classes, to staying enrolled, to transitioning into post-graduation life.



Individual Institution Project Plan

Each institution will have an individual institution plan, developed collaboratively between Trellis and the institution, that can include a combination of services for administrators and direct student services. These are services that will serve the enrollment, persistence, and student loan goals of your institution.

Key Points About Project Success



Provide Data

Trellis will ask your institution to provide data to support many of the strategies in your project plan. These data may include institutional metrics and individual student data. Your institution must provide these data as requested in order for the services to work effectively.



Your Support Consultant

A Trellis Support Consultant will be assigned to work with your institution and connect you to Trellis services that will benefit your institution. You will also work with other members of the Trellis Project Success team, but your consultant will be responsible for the overall service delivery.



Check-in Meetings

Trellis Company will request periodic in-person and virtual visits with the point of contact for review and adjustments to your institution's individual Project Success plan.

Services of Project Success

Services to Students



Integrated Communication Plans for Student Outreach

- Topics include enrollment and retention support, FAFSA, stop-out re-engagement
- Text messages
- Outbound and inbound phone calls
- Postcards and Print Mail



Default Aversion

- Assistance managing students in all active CDR cohorts
- Outbound calls to students in the grace period
- Outbound calls to students past due



FAFSA and Verification Support

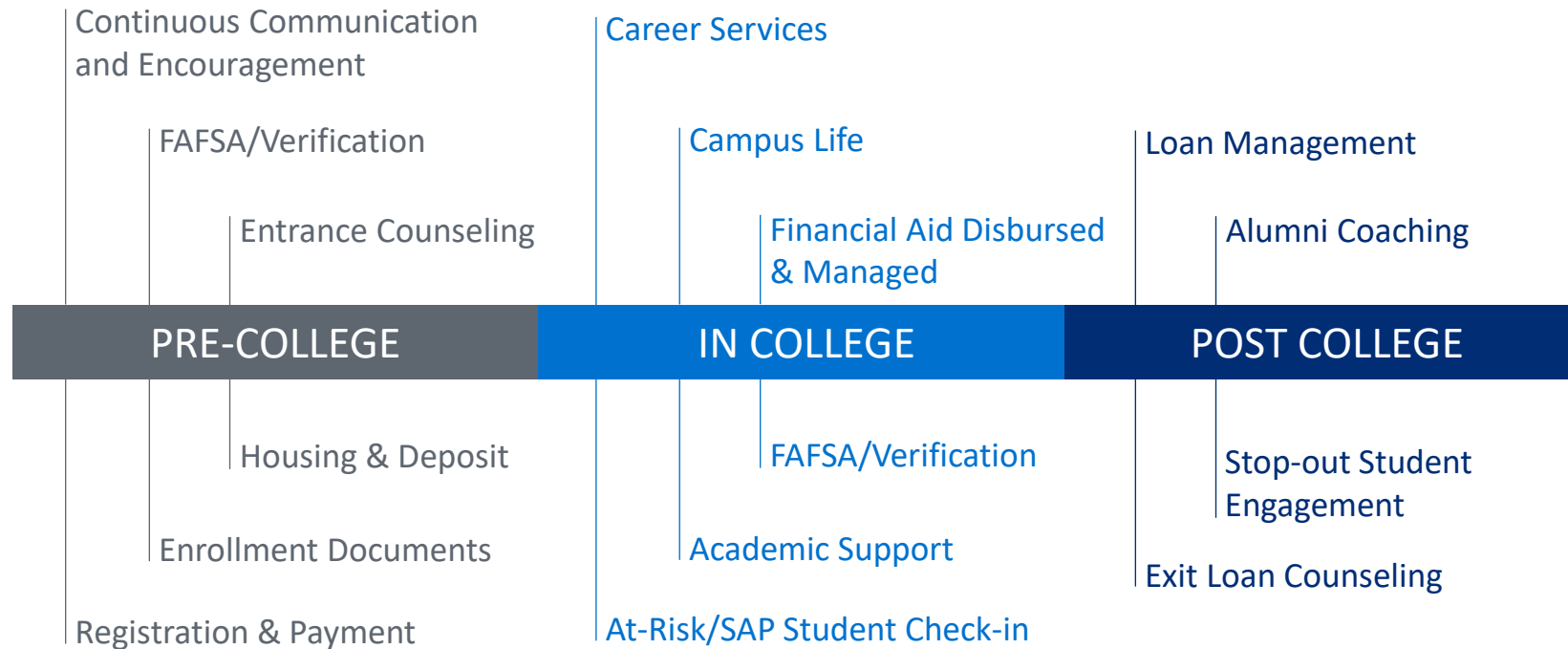
- Communication plans to encourage student completion
- Virtual FAFSA nights for your students and families
- Coaching to assist students with completing the steps
- Inbound phone # for student question



Student Financial Literacy Support

- One-on-one virtual coaching with your students
- Live group sessions on financial wellness, budgeting, understanding financial aid/loans

Project Success Engages the Student Through the Lifecycle



Services of Project Success

Services to Institutions



Research and analytical services

- Retention profiles
- CDR analysis
- Student financial wellness survey
- Exit surveys



Institutional Policy, Procedure, and Process Consulting

- Enrollment management strategic planning, dashboard
- Stop-out engagement
- Communicating financial clearance, financial aid offers



Staff and Faculty Professional Development Training

- Customer service training
- Retention analysis and best practices
- Student financial wellness briefings
- Communication to students training
- FAFSA
- Monthly Webinars

Testimonials

“The responsiveness of the Trellis team has been exceptional! I am extremely thankful for their ability to pivot between various projects that ranged from communication campaigns, to assisting students with financial aid and enrollment, to customer service training for our staff! Their assistance provides Atlanta Metropolitan State College(AMSC) with the ‘bandwidth’ to serve our campus community much better!”

– Dr. Georj L. Lewis, President, Atlanta Metropolitan State College

“Lone Star College is building additional capacity to support student enrollment, retention, and success by identifying opportunities to better understand our students’ needs and communicating with students more efficiently thanks to Project Success with Trellis.”

– Dr. Stephen C. Head, Ph.D., Chancellor, Lone Star College

“Since becoming a Project Success partner campus in 2018, the university’s capacity to serve our students has increased exponentially. This is largely as a result of our partnership with Trellis Company. Trellis has assisted Xavier University of Louisiana with becoming a more student-centered institution by offering a number of services to all members of our enrollment management division.”

– Dr. Keyana Scales, Vice President for Enrollment Management, Xavier University of Louisiana

“The Trellis team has become an extension Mississippi Valley State University’s Enrollment Management team. Because of them, we are able to have more meaningful interactions with our students via text. I would advise any institution that has an opportunity to engage with this group to take advantage of it.”

– Dr. Thomas Calhoun, Vice President for Enrollment Management and Strategic Matriculant Services, Mississippi Valley State University

Contacts

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Proven Services. Extraordinary Support.