



From Setback to Success: Meeting Comebacker Students Where They Are

6+ million Californians ages 25–64 have
some college but no credential

TO BETTER SERVE THIS POPULATION

4 partners in the
CaliforniaAttain!
collaborative conducted

52 interviews with
students and advanced
reforms through

1 community
of
practice

TO DEVELOP THE FOLLOWING

KEY RECOMMENDATIONS FOR HIGHER EDUCATION LEADERS



Adapt to Meet the Needs of Today's Students

- ✓ Increase flexible learning modalities and structures.



Conduct Strategic Outreach

- ✓ Reach out to students who stop out.
- ✓ Use inclusive marketing materials and language.
- ✓ Reframe academic probation and provide support.



Remove Reenrollment Barriers

- ✓ Reinstate students' priority registration status upon their return.
- ✓ Review catalog rights policies.
- ✓ Offer credit for prior learning.
- ✓ Help students overcome failed grades.
- ✓ Forgive institutional debt.
- ✓ Waive application and reenrollment requirements and fees.
- ✓ Offer payment plans and other forms of financial assistance.
- ✓ Develop a comebacker-specific orientation.



Provide Ongoing Support

- ✓ Provide adult-focused advising.
- ✓ Leverage online resources.
- ✓ Facilitate a community of support.
- ✓ Take the uncertainty out of academic planning and progress.