



insidetrack



## Capacity Building Programs

### **Building an effective, scalable coaching program has countless benefits.**

Coaching is an impactful and cost-effective way to increase enrollment, persistence, completion and career readiness. Developing a coaching program that delivers personalized support to every student while adapting to the changing needs of your institution is a challenge.

InsideTrack's proprietary coaching methodology is based on decades of research, including the latest developments in behavioral psychology. Benefit from our 15+ years of experience coaching more than a million students and assisting more than 1,300 academic programs in reaching their goals.

### **Tangible results**

Enhancing your ability to effectively support students not only benefits students, but also staff, administrators and others. But don't take our word for it, here's what some of our clients have to say:

**"In less than three years we recouped our costs, including the cost of hiring and training new staff. InsideTrack's expertise in evaluating and enhancing our capabilities proved invaluable and we enjoyed excellent return on investment."**

*Larry Abele, Provost Emeritus, Florida State University*

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**"InsideTrack, greatly facilitated our efforts to operationalize continuous improvement. They not only enhanced our ability to provide support and outreach, but also enabled us to execute organizational change at a much more rapid pace."**

*Saskia Knight, Executive Vice Chancellor for Enrollments and Student Affairs, Brandman University*

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**"In the past, my questions seemed out of the blue to students and I wasn't always sure how to get at what needed to be addressed without upsetting them. I was surprised by how well they responded when I started using what InsideTrack taught us, they gave me tools that help me dig deeper and feel more effective."**

*Neil, Advisor*

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## Immediate Results. Lasting Change.

InsideTrack's phased approach produces immediate impact on student outcomes while building the foundation for long-term improvement. From the start, we put a coaching team onsite to work in close coordination with your existing staff, generate insights for the development of your internal program and model best practices.

Beyond strategic advice, you receive the training, guidance and infrastructure you need to generate lasting results. From assistance with hiring and certification of coaches to putting in place management and technology systems, we're with you every step of the way.

### Assess & Implement

We work with you to establish a baseline of your current student-facing operations, implement an initial coaching program and define your long-term people, process, data and technology needs.

### Develop & Support

We help you hire, train and certify your coaches and managers. We work with you to implement quality assurance, professional development and other continuous improvement programs, and deploy your technology infrastructure. We also support you in developing tailored coaching models, analytics, workflows and technology strategies.

### Transition & Re-assess

our team takes over the coaching program. We offer licensed access to our uCoach platform and continue to support the transition with advanced skill training, process refinement and ongoing needs assessment.

### Extend & Expand

InsideTrack coaches, trainers and other staff are available to add flexible capacity, expand training and provide ongoing strategic support.

## Capacity Building Elements:



### Assessments

Needs Assessments  
Review of Current Operations  
and Staffing



### Program Design

Tailored Coaching Pedagogy,  
Analytics and Workflows



### Data / Analytics

Student Surveys  
Analytics and Algorithms  
Reporting and Analysis



### Instructional Design

Custom, Interactive Content for  
uCoach Web and Mobile Apps



### uCoach® Technology

uCoach(r) Platform  
Licensed, Branded Instance  
Interactive Coaching Content  
Technical Support



### Training & Quality

Staff, Advisor and Manager  
Training and Certification  
Quality Assurance and  
Professional Development  
Programs



### Multichannel Coaching

Coaching Pedagogy Optimized  
for Multi-Channel Communication  
Crisis Referral Support



### Consulting

Change Management  
Program Management  
Recruitment Consulting  
Custom Consulting