

Department of
Education

ENGAGE TN

Program Contacts



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Our Organization...

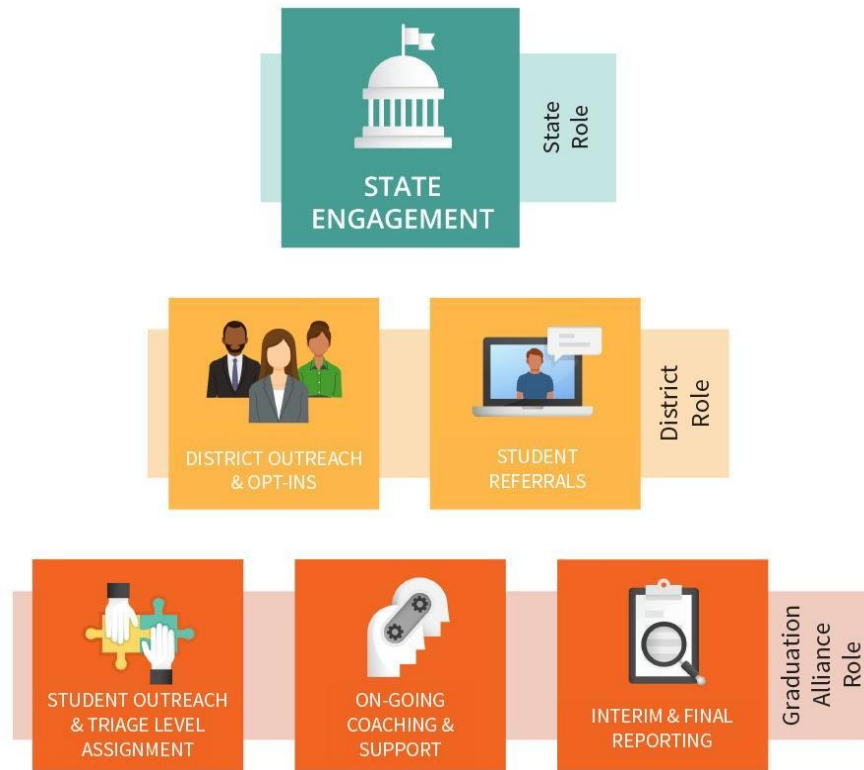
650+ State and District
Partners Nationwide

100,000+ Alternative
Education Students

Our mission is to advance student lives by empowering them to engage in today's economic opportunities and equipping them with the education, professional skills, and career training they need to obtain livable wage employment in the communities in which they live.



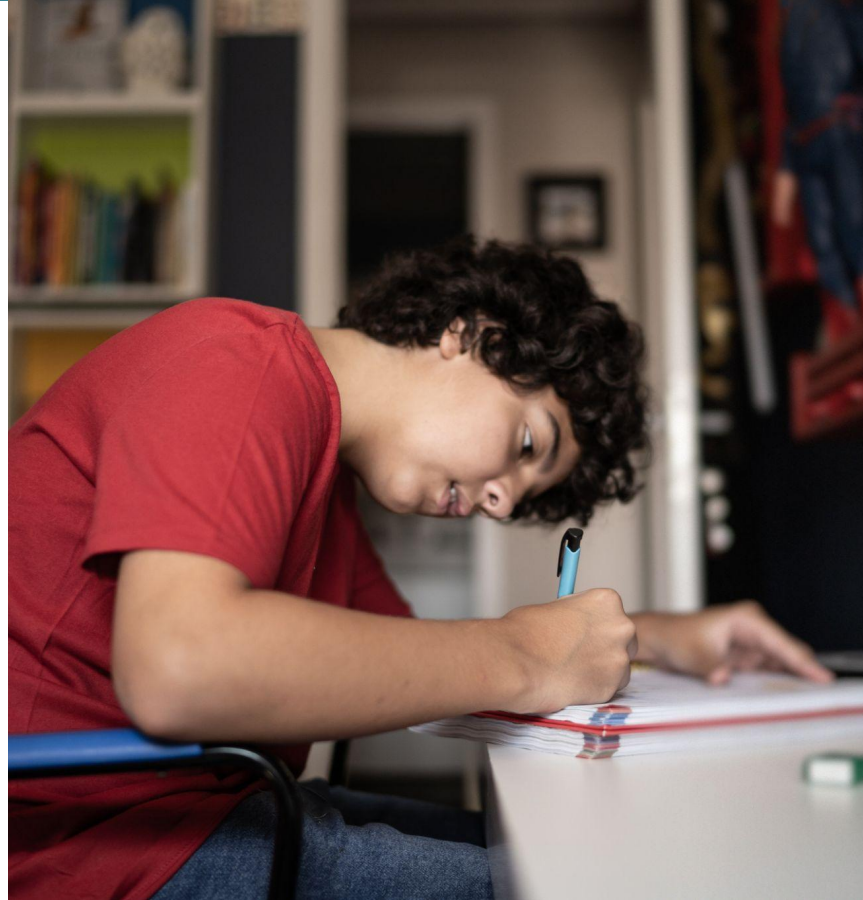
ENGAGE: How it Works



Student Eligibility

Students who are in grades K-12 and who:

- Are chronically absent or at-risk of being chronically absent
- Are academically at-risk (i.e. in danger of failing one or more courses)



Program Reach

Attendance Recovery

475,000

Students & Families
Referred

83%

Participating
Seniors Graduated

17,000+

Disengaged
Students
Located

150,000+

Families
Requested
Support

Total Outreach
Attempts

6.7 Million



Student Experience

1

Outreach

phone | email | text | social media | US mail

ENGAGE programs have made **5.5 million outreach attempts since 2020**

2

Support Needs

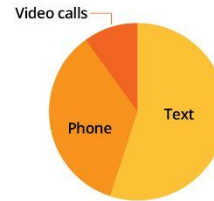
risk assessment profile or records update

3

Working with an Academic Success Coach

welcome call | personalized plan | on-going communication

Preferred Modalities



5.1 Million

Academic Success Coaches have made more than 5,100,000 intervention outreaches to participating students since 2020

5.5 Outreaches

Typical Level 3 participants received on average more than 5.5 intervention outreaches over a two week period



Student Outreach

ENGAGE Program Dashboard - Student Outreach - Current Year Referrals

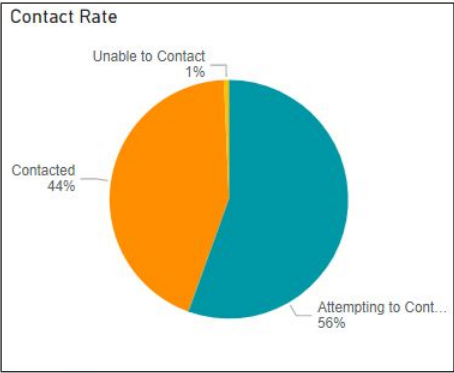


Referred Students
14,827

Attempting to Contact
8,233

Contacted
6,494

Unable to Contact
100

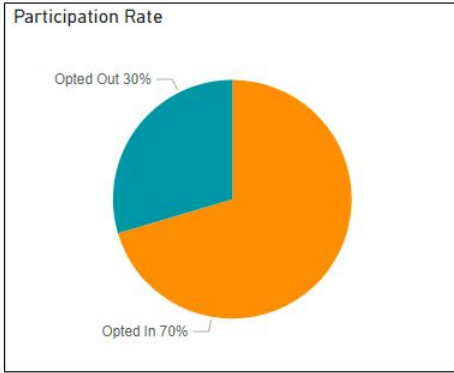


Contacted Students
6,494

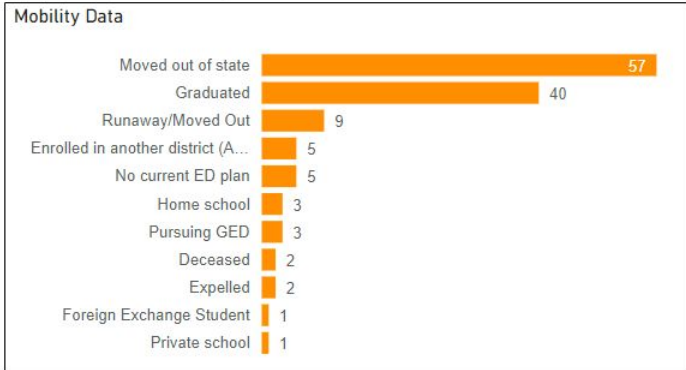
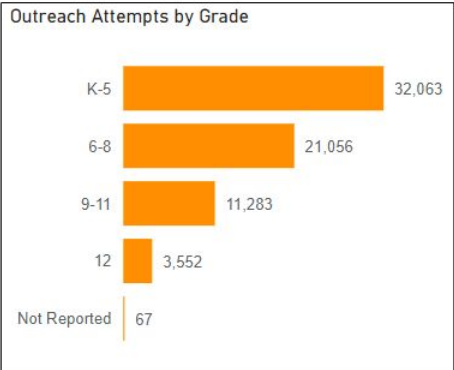
Opted In
4,482

Opted Out
1,884

Student Mobility
128



Outreach Attempts
68,021



Date
[Redacted] [Redacted]

State
[Redacted] ▼

District Name
[Redacted] ▼

Grade
All ▼

Ongoing Support Level
All ▼

Language
All ▼

Disengaged
All ▼

Go to Student Details
➔



Engagement Methodology



**Multimodal
Outreach**



**Differentiated Treatment
Strategies**



**Easy On-Boarding
Process**



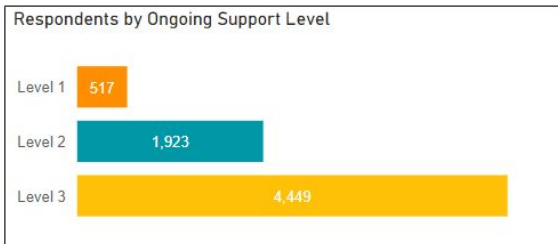
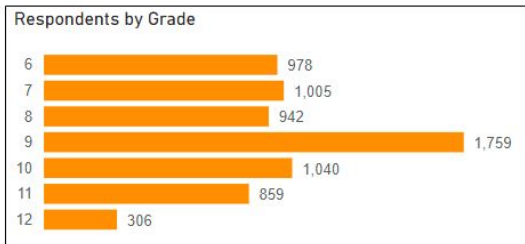
**Personalized Education
Success Plan**

Student Barrier Assessment

ENGAGE Program Dashboard - Student Barriers (6-12) - Current Year



Total Respondents
6,889



Date

1/1/2022 8/2/2022

State

District Name

Grade

Ongoing Support Level

Language

Disengaged

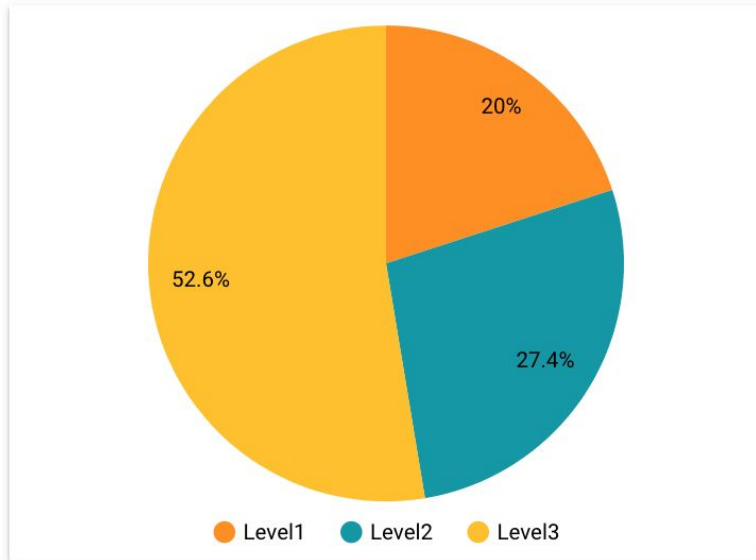
Question Type	Question Text	% Yes	% No	Respondents (N)
Academic Performance	Do you find your current courses difficult?	78%	22%	6,885
Academic Performance	Do you have any courses with a grade below a C?	71%	29%	6,885
Academic Resources	Are you currently enrolled in school? (if no, follow up - do you need assistance with the registration process?)	98%	2%	5,635
Academic Resources	Do you attend school at least four days a week?	97%	3%	6,578
Academic Resources	Do you feel comfortable asking your teacher for help?	66%	34%	6,885
Academic Resources	Do you have a career or education plan after graduation?	42%	58%	6,885
Academic Resources	Do you have access to a working device?	88%	12%	1,499
Academic Resources	Do you have access to the internet?	96%	4%	1,457
Academic Resources	Do you have reliable transportation to and from school?	23%	77%	6,564
Academic Resources	Do you know how to access your assignments?	88%	12%	1,690
Academic Resources	Do you know how to contact your teacher?	91%	9%	1,693
Social Emotional Factors	Are you currently in foster care?	1%	99%	6,889
Social Emotional Factors	Are you currently living with family members who aren't your parents?	6%	94%	6,885
Social Emotional Factors	Are you currently McKinney-Vento eligible? (read aloud)	7%	93%	6,889
Social Emotional Factors	Are you responsible for taking care of siblings or helping other children with their schooling?	18%	82%	6,885
Social Emotional Factors	Do you currently have an adult checking on your progress?	94%	6%	6,885
Social Emotional Factors	Do you have other commitments outside of school?	36%	64%	6,885

Go to Student Details

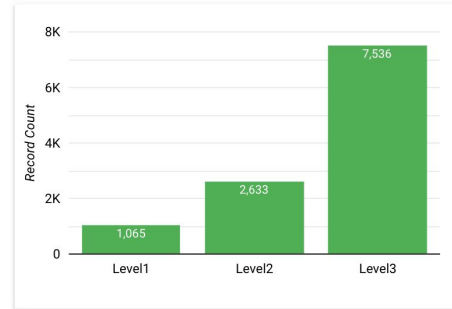


On-Going Support Levels

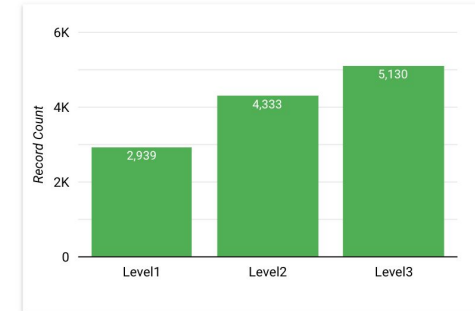
Percentage of Students by Support Level - All Students



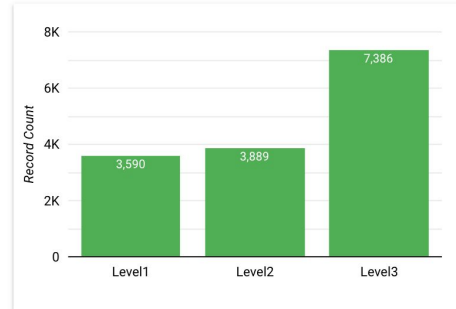
Number of Students by Support Level - K - 5th Grade



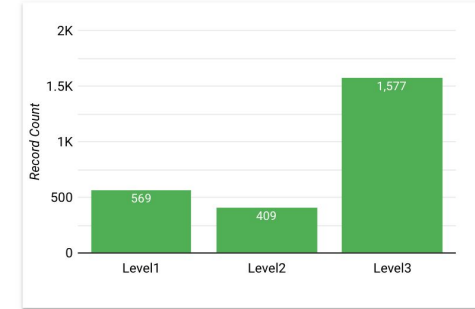
Number of Students by Support Level - 6th - 8th Grade



Number of Students by Support Level - 9th - 11th Grade



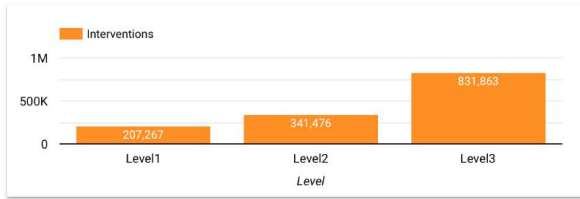
Number of Students by Support Level - 12th Grade



Academic Success Coach Interventions

Academic Interventions - Year to Date

Interventions
1,380,606



Avg. Interventions/Student
33.03

Avg. Interventions/Level1
24.8

Avg. Interventions/Level2
29.84

Avg. Interventions/Level3
37.83

% Students w/2-Way Contact
87%

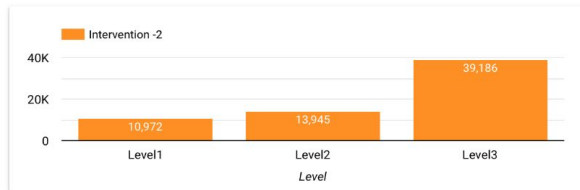
% Level1 w/2-Way Contact
72%

% Level2 w/2-Way Contact
89%

% Level3 w/2-Way Contact
92%

Academic Interventions - Last Two Weeks

Interventions
64,103



Avg. Interventions/Student
1.53

Avg. Interventions/Level1
1.31

Avg. Interventions/Level2
1.22

Avg. Interventions/Level3
1.78

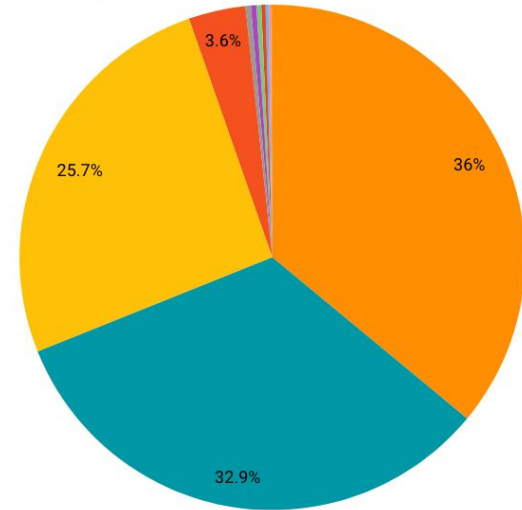
% Students w/2-Way Contact
11%

% Level1 w/2-Way Contact
4%

% Level2 w/2-Way Contact
11%

% Level3 w/2-Way Contact
13%

Intervention Type Breakdown



- Encouragement and Support
- Academic Resources/Strategy
- Personalized Plan Development & Refinement
- Other
- Post-Secondary Planning
- Technical Support - Internet/Device

- Connecting Students to Their Teachers
- Community Resources
- Technical Support - Course Access
- Behavioral Health Resources
- General Health Resources

Program Outcomes



Engagement



Academic Performance

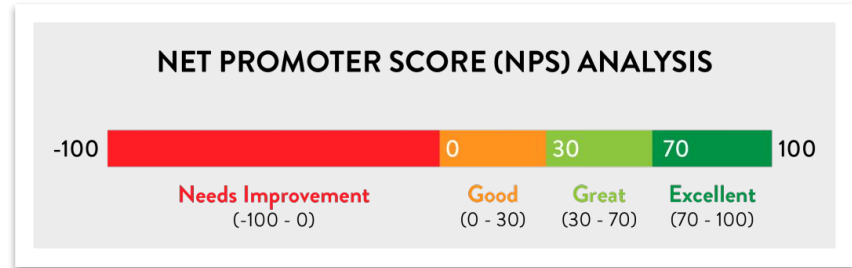


Confirmed Graduates

Independent research shows that students who participated in the program made **significant gains in attendance, grades, credit earned rates, and graduation rate** compared to students who were referred to the program but did not participate.

Net Promoter Score (NPS)

Rankings translate to an overall score ranging -100 to 100



Graduation Alliance Statistics

★ NPS 79

Net Promoter Score [NPS] = measure of customer satisfaction & loyalty

Users rank on a scale of 0-10: "How likely are you to recommend this program to your friends or family?"

9-10 = Promoters

7-8 = Neutral

0-6 = Detractors

Student NPS Responses

- Our coach is very caring and helpful. I appreciate her checking on my daughter and providing resources to help her learn.
 - I am going to refer our coach to a friend/coworker of mine. She also needs support with her child who is online. Coach, thank you so much. You made me feel like I am not alone.
 - Thank you for helping me and kids
 - She was patient and genuine. We felt confident that she could have a professional and supportive conversation with our child.
 - Best smile, most heartwarming conversations with my son. Love having him in our life.
- Our coach connects with the student and reinforces good habits for success
 - It was nice to have interaction with someone outside the school regarding my kids academic situation.
 - I am very happy with her because she is helping me a lot to be able to go to university and that is something that I value very much and I am very grateful to be able to have this opportunity. Muchas gracias [Coach] por tu ayuda y tiempo 😊
 - Muy amable y ayuda a mi hijo con mucha paciencia
 - Es un excelente programa

How to Get Started

- LEA [Opt-In Page](#)
EngageTN.GraduationAlliance.com
- LEA [Toolkit](#)
 - Referral template
 - Parent Flyers
 - Information for school staff



The screenshot shows the top navigation bar of the Engage Tennessee website. It includes the logos for the Tennessee Department of Education and the Graduation Alliance, with the text "WORKING IN PARTNERSHIP" below them. The navigation menu consists of several buttons: "Program Overview", "Student Eligibility", "Student Experience", "Program Results", "Program Feedback", and "Next Steps". Below the navigation is a dark blue banner with the text "ENGAGE Tennessee Attendance Recovery Program". To the right of the banner is a photograph of a woman sitting at a desk working on a laptop. Below the photograph is a blue button that says "Opt-In Now".

Program Overview



- Participating LEAs refer eligible students to the ENGAGE Tennessee's team.
- ENGAGE Outreach Counselors reach out to students and their families using every tool in our toolbox — phone, email, text message, social media, and U.S. mail.
- When we connect with the family, our outreach team will assess their needs and offer them the support of an Academic Success Coach for the duration of the program. There is no cost to them or to you for this support.
- We will report back to you about our progress and interactions with your students through a dashboard, which is updated weekly.

Program Feedback

“Any additional resource we can use to help our students and families is excellent. The issue we are seeing is no matter how much we do for some students we are not seeing results. However, the additional resources and help is a great piece to add.”

Adam Hoskins
Landmark Academy
ENGAGE Michigan

“The ENGAGE New Mexico program has helped me become a better student. My Academic Success Coach has helped me become more motivated and excited about learning. They are extremely helpful and always want to know other ways they can help. They are always encouraging me to do better than yesterday! I am extremely grateful I have the help from this program!”

ENGAGE New Mexico student

“The program helped the students they were able to reach, and even if only one student benefited, it was good. We had a senior that graduated due to the program, so it was well worth it.”

Toni Hopkins
Mulberry–Pleasant View
Bi-County School District
ENGAGE Arkansas

EngageTN.GraduationAlliance.com

Contact me: christian.shiverdecker@graduationalliance.com