

Remote Coaching Model

Overview

The Remote Coaching model uses a call center model to provide college and career coaching to high school students in any location in Idaho. Coaching services are provided to high school students to help them define and achieve their career goals and future educational pathways. Coaches provide personalized support and direction for students. Remote coaches are highly trained professionals who interact with students by phone, text, email and videoconference. They are focused on this task and are not pulled away into other duties, nor are they subject to the costs of travel across Idaho. Students are empowered by their interactions with the coach to be successful, solve their own problems and take control of their educational and career futures.

The primary responsibilities of a Remote Coach include:

- Work with high school students to develop and support their academic and career plans; ensuring a clear path to successful postsecondary training and access to careers.
- Assist students in problem solving around academic, career and life choices and issues.
- Helping students develop goals, mindsets and good habits that ensure long-term success in their academic and career goals.
- Aid in the completion of postsecondary applications, FAFSA and scholarship applications.
- Support students to enroll in advanced opportunities courses that are tied to their academic and career plans.

Benefits of Remote Coaching

- Model is scalable to any size student cohort
- Remote Coaches can serve students in multiple school districts
- Readily available and centralized data collection
- Centralized quality control- eliminates issues of inequality
- Managed solution to reporting requirements
- Strict quality control over student interactions- every conversation is recorded

Idaho Examples

- Idaho PTECH Network – The Idaho PTECH Network is currently working with 16 schools all across Idaho. This service provides remote coaching for high school students and has most success with juniors and seniors.
- Strive for College – Boise State University is using the Strive For College model which is a national non-profit organization that enlists current college students to mentor low income high school students.

Delivery

Remote coaching is typically accessed through a third party vendor. Individual districts may contract for services with a vendor, or with another school district to provide remote coaching and mentoring services. School districts may also join together to pool available resources and contract jointly with a vendor.

Remote Coaches are employed by a vendor and interact virtually with students on a schedule that meets the students' and their parents' needs. Coaches interact with students at least every two weeks. Coaches work with students on attitudes, skills, beliefs and knowledge- the non- cognitive skills that make them successful. Each remote coach could be expected to handle a caseload of approximately 150 students.

Cost

As an estimate of cost, PTECH anticipates paying \$312 per student, based on a minimum of 32 students, in 2017. Cost savings may be achieved by aggregating demand and developing targeted coaching models (e.g. semester modules aimed at students pursuing technical careers). Further costs could be reduced by use of an app-based platform to supplement coaching sessions. Any contract should include provisions that assure the school district will have access to the data necessary to submit their annual reports on the effectiveness of the program for the school or school district's students.

Schools

These schools are currently using remote coaching through Idaho PTECH Network:

Clark Fork High School	Kuna High School
Forrest Bird Charter High School	Marsing High School
Homedale High School	Melba High School
Horseshoe Bend High School	Rimrock High School
Idaho Distance Education Academy	Sandpoint High School
Jerome High School	Wallace High School
Kellogg High School	Weiser High School
Kootenai High School	

Performance Measures

School districts and charter schools using funds provided through the college and career advising allocation will be required to report on the effectiveness of their program. Performance measures must align to the requirements pursuant to Idaho Code §33-1212A. Measures may vary depending on students served and could include the following:

- Students Advised
- Group Presentations
- FASFA Completion Rates
- College Application Completion Rates
- College Scholarship Completion Rates
- Postsecondary Enrollment Rates

Contact Information for Remote Coaching Models Currently in Use:

Alan Millar, Executive Director, Idaho PTECH Network, (208) 610-1670, www.idahoptech.org

Strive for College – <https://nextsteps.idaho.gov/program/strive-for-college/>

- Boise State University, boise@striveforcollege.org