

# Re-enrollment Coaching gives stopped-out learners the tools to return to college and complete their degrees



**NC RECONNECT**

**STUDENT BASE:** Adults with some college, no credential

**SOLUTION:** Re-enrollment and Retention Coaching



**John M Belk Endowment**  
ELEVATE THROUGH EDUCATION



**EDUCATION FOUNDATION\***

**FUNDED BY:**

John M. Belk Endowment,  
Strada Education Foundation

access to Retention Coaching, offered for four to six months after their initial return. This use of personalized coaching helps students overcome barriers in order to re-enter their programs, all while ensuring they have the support they need to persist and complete.

## THE IMPACT

So what's the result of this statewide effort? A total of 2,896 learners have successfully re-enrolled as of Fall 2025.

## THE OPPORTUNITY

North Carolina has an ambitious college attainment goal for two million residents to become college-degreed workers by 2030. As part of reaching this goal, education leaders seek to target the more than one million adults in the state with some college, but no degree or certificate. In response to the projected shortcoming of hundreds of thousands of workers, education leaders formed the **NC Reconnect re-enrollment initiative** — with funding from the John M. Belk Endowment and Strada Education Foundation — to help working adults with some college/no credential complete their education and move into higher wage, in-demand skilled jobs. Twenty nine colleges across six cohorts are involved in NC Reconnect, and 24 are far enough into the work to have results to share.

## THE PARTNERSHIP

Launched in 2021, the initial goal of NC Reconnect was to use InsideTrack Coaching to re-engage up to 12,000 North Carolina adult learners who had stopped out of their community college. An initial pilot program with five North Carolina community colleges — Blue Ridge, Durham Tech, Pitt, Fayetteville and Vance-Granville — was successful and has subsequently expanded into a statewide initiative impacting tens of thousands of learners.

**As of Fall 2025, InsideTrack coaches have outreached to nearly 48,000 students.** Using email, texting and phone calls, coaches outreach to stopped-out students to help them navigate back to complete their degree or credential. Upon their return, many students also gain

## NC Reconnect Results\*

**47,831**

total students  
outreached

**27%**

student  
contact rate

**23%**

contacted student  
re-enrollment rate

*\*Results as of Fall 2025 from five cohorts, totaling 24 partner institutions*

While the re-enrollment results have proven favorable, the initiative has also seen promising persistence and completion outcomes. According to [a recent report from the Belk Center for Community College Leadership and Research](#), thus far, 28% of NC Reconnect learners have earned a degree or credential after returning to college, and 17% of the graduates earned a degree or credential within the first year back. What's more, 67% of NC Reconnect learners in continuing education programs have earned a passing grade. NC Reconnect doesn't just prioritize re-enrollment — the initiative is working to ensure that students have what they need to persist and graduate.



**2,896**

total students  
re-enrolled

**\$4.9M**

institutional ROI  
since 2021

**28%**

of NC Reconnect  
learners have earned  
a degree or credential

*\*Results as of Fall 2025 from five cohorts, totaling 24 partner institutions*

## PARTNER INSTITUTIONS

### Cohort 1:

- Blue Ridge Community College
- Durham Tech Community College
- Fayetteville Community College
- Pitt Community College
- Vance Granville Community College

### Cohort 4:

- Central Piedmont Community College
- Haywood Community College
- James Sprunt Community College
- Robeson Community College
- Wayne Community College

### Cohort 2:

- Caldwell Community College
- Central Carolina Community College
- Forsyth Tech Community College
- Lenoir Community College
- Wilkes Community College

### Cohort 5:

- Carteret Community College
- Halifax Community College
- Isothermal Community College
- Southeastern Community College

### Cohort 3:

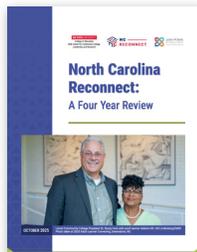
- Brunswick Community College
- Catawba Valley Community College
- College of The Albemarle
- Davidson Davie Community College
- Edgecombe Community College

### Cohort 6:

- Alamance Community College
- Cleveland Community College
- Roanoke-Chowan Community College
- Sandhills Community College
- Western Piedmont Community College

### NC Reconnect: A Four Year Review

[A report from the Belk Center for Community College Leadership and Research](#)



DOWNLOAD PDF:



“These community colleges all have something different to offer, but they’re all servicing the adult learner. So when you get them together and step out of the way to watch them have conversations about what they’re doing well and what they’re not doing well, you see them come together and work for the betterment of the adult learner.”

— MC BELK PILON

*President and Board Chair, John M. Belk Endowment*

“This is my third different college. The biggest difference I’ve seen with [this college] is the outreach. Even when I had to drop the class, I got emails, I got phone calls from people saying, ‘It’s okay. Just stay on the course.’ It is just incredibly supportive. You don’t get frustrated or overwhelmed. You know that they’re here to help you and they want you to succeed. And that has been a saving grace.”

— ADULT LEARNER