

Re-enrollment Coaching helps stopped-out students return, complete and gain higher-wage jobs



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

Upon their return, many students also gain 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 2,996 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 52,053 students. Using email, texting and phone calls, coaches outreach to stopped-out students to help them navigate back to complete their degree or credential.

NC Reconnect Results*

52K

total students
outreached

27%

student
contact rate

21%

contacted student
re-enrollment rate

2,996

total students
re-enrolled

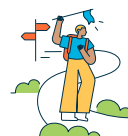
**Results as of Fall 2025 from five cohorts, totaling 24 partner institutions*

Thus far, 48% of NC Reconnect learners have earned a degree or credential after returning. What's more, NC Reconnect students saw a 12 percentage point higher wage gain than students who didn't re-enroll. For example, continuing education and career & technical education students who re-enrolled and completed are now earning a median wage of **\$17,100 to \$20,700 more per year than before they re-enrolled.** This means NC Reconnect doesn't just help students finish their education — it helps them gain higher-wage jobs.



\$5.3M

institutional ROI
since 2021



48%

of NC Reconnect
learners earned a
degree or credential



\$17K+

median annual earnings
increase for re-enrolled
CE and CTE students

PARTNER INSTITUTIONS: 29 community colleges across six cohorts

Cohort 1:

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

Cohort 2:

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

Cohort 3:

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

Cohort 4:

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

Cohort 5:

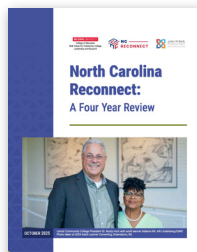
- Carteret Community College
- Halifax Community College
- Isothermal Community College
- Southeastern Community College

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 \(Oct. 2025\)](#)



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

"Students are returning to **gain the skills necessary for better jobs**, and that investment is paying off. These numbers reinforce that we are changing the lives of adult learners — not just through credentials, but through genuine economic mobility."

— **SARAH DEAL**
Director of Research,
The Belk Center for Community
College Leadership and Research

"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**