

# SERVING GRADUATE STUDENTS

Faculty Institute – Fall 2018

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With Advisor, Alumni, Enrollment, International SS, Library, Student  
Financial Services & Student Life Team Contributions

# SERVICE COMPONENTS

- **Advising Roles & Partnerships**

- Enrollment counseling
- Academic advising
- Financial advising

- **Alumni & Career Counseling**

- Alumni services
- Strategic plans: app demo
- Career counseling?

- **Student Success**

- Graduate admissions
- Academic Records: path to graduation
- Academic Support: probation, tutoring, library

- **Student Life**

- Student voice
- Student-led activities
- Student life

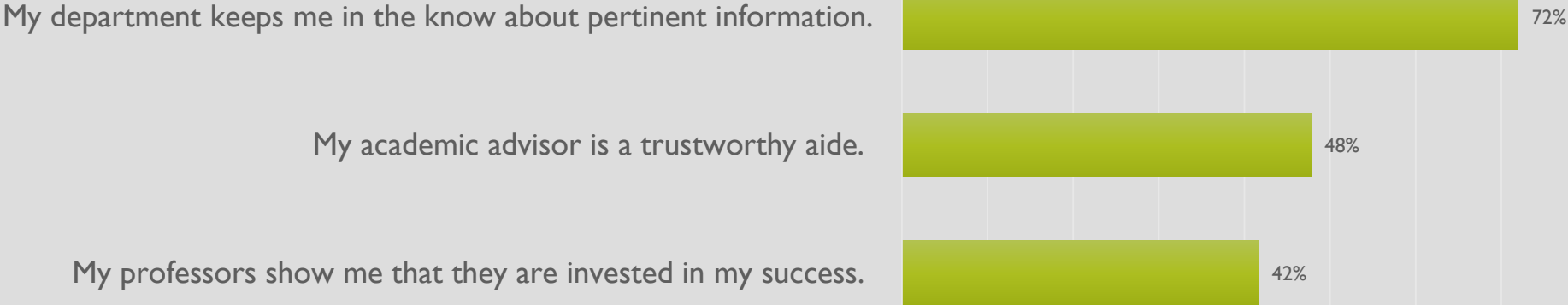
# AU GRAD STUDENTS IDENTIFY CHALLENGES 2018

**% of 26 AU Grad Focus Group Responses Indicating Service Poor or Non-existent**



# AU FAIR GRAD SERVICE

% of 26 Grad Responses Indicating Satisfactory or Excellent Service



# GRADUATE ADVISING ROLES

## Enrollment Counseling

- Timely
- Responsive
- Change-friendly

## Academic Advising

- Trustworthy
- Competent
- Mentor-Advocate
- Meets at least annually

## Financial Advising

- Timely
- Accessible
- Accurate
- Communicates

# GRADUATE ENROLLMENT COUNSELING

- Program information
- Application completion
- Department connections
- Admission decision
- AU grey areas: academic advisor, program & probation changes
- FAQs

# GRADUATE FINANCIAL ADVISING

- Financial clearance overview
  - USA residents
  - International students
- Website
- Ideal contact methods & times
- FAQs

# GRADUATE ACADEMIC ADVISING

## Undergraduate

Students Learn What is Already Known

- Proactive, intrusive & appreciative
- Registration & life skills-oriented
- Undergrad resource connections
- Undergrad student life

## Graduate

Students Learn to Create New Knowledge

- Collegial & appreciative
- Research & profession-oriented
- Grad resource connections
- Grad student life
- FAQs & Best Practices



# GRADUATE ORIENTATION

- **General**

- For all: academic policy & procedure, graduation path
- By campus: student life policy, procedure, activities

- **International**

- **Program**

- **Course**

## **Format Considerations**

- One or more parts?
- Required or optional?
- Incentives? Communication?
- Synchronous or asynchronous?
- Single or multi-track?
- At admission or starting term?
- Online or in person or blended?

8:00 a.m. 8:30 a.m. 9:00 a.m. 9:30 a.m. 10:00 a.m. 10:30 a.m. 11:00 a.m. 11:30 a.m. 12:00 p.m. 12:30 p.m. 1:00 p.m. 1:30 p.m. 2:00 p.m. 2:30 p.m. 3:00 p.m. 3:30 p.m. 4:00 p.m. 4:30 p.m. 5:00 p.m. 5:30 p.m. 6:00 p.m. 6:30 p.m. 7:00 p.m. 7:30 p.m. 8:00 p.m.

**mon**  
Aug 20

Seminary: Hebrew Placement Exam  
2:00 Seminary Chan Shun Lab

**tue**  
Aug 21

Business Orientation  
10:00 Chan Shun Whirlpool Room

Seminary: Greek Placement Exam  
2:00 Seminary N150

Seminary: Vocation & Ministry  
6:00 Seminary Chapel

**wed**  
Aug 22

International Orientation  
10:00 Chan Shun  
*Required for International Students*

Information Fair  
11:00 HPAC  
*Mandatory*

Graduate Experience Orientation Session  
1:30 HPAC  
*Mandatory*

Campus Scavenger Hunt  
5:00 HPAC  
*Mandatory*

Graduate Picnic  
6:00 HPAC  
*Mandatory*

The NEST  
9:00 Quad  
*Late Night Open Allc*

**thu**  
Aug 23

Seminary Orientation  
8:00 Seminary Chapel

Physical Therapy Orientation  
8:30 Physical Therapy Building

Seminary: Church Policy Exam  
7:00 Seminary Chapel

**fri**  
Aug 24

Seminary: Biblical Literacy Exam I  
8:30 Seminary N150  
Social Work Orientation  
8:30 Chan Shun  
Physical Therapy Orientation  
8:00 Physical Therapy Building

Biology Orientation  
10:00 Price Hall Room 210

Beach Trip  
12:30 Lions Beach

Seminary: Welcome Banquet  
5:30 Great Lakes Dining Hall

**sat**  
Aug 25

Seminary: Sabbath School  
9:30 Seminary Chapel

Seminary: Worship Service  
10:45 Seminary Chapel

Physical Therapy Lunch & Nature Walk  
2:00 Physical Therapy Building

**SUN**  
Aug 26

Library Tours  
12:00 James White Library

Graduate Mixer  
4:00 Dining Hall  
*Mandatory*

Block Party  
6:00 HPAC

Registration  
12:00 Administration Building

Counseling & Psychology  
5:30 Bell Hall 183

## Information Fair

- Academic Records
- Campus Ministries
- Enrollment
- Writing Center
- Campus Safety
- Housing
- Student Insurance
- Student Employment
- Health: TB Tests
- Weather Station

# GRAD RECORDS

- What Records tells grad students about graduation from the start
- Petitions, registration changes
- FAQs advisors could help answer



# REGISTRATION HOLDS

- Health: Carolyn Moyer, University Medical Center
- Financial: SFS advisor
- Transcripts/Records: Grad Enrollment
- Student Life: F Faehner, J Burrill, A Palmer or S Yaegley
- Ban Review: Campus Safety Committee, Student Life

# GRADUATE ACADEMIC SUCCESS

- Academic probation & continuation
- Program & advisor changes
- Tutoring - writing, quantitative
- Dissertation/thesis support
- Prior learning assessment
- Career counseling & job placement

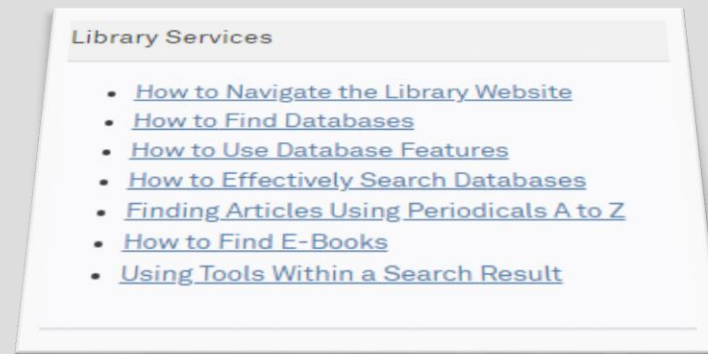
# ALUMNI CONNECTIONS

- New app demo
- Alumni mentoring potential
- Career counseling bridges?



# LIBRARY

- Supporting research
  - Access
  - New services/resources
  - Training videos
- Textbook Options
  - Options through MELCAT
  - Amazon & AU Bookstore



# GRADUATE STUDENT LIFE

- Spiritual nurture
- Care & support
- Counseling
  - Counseling & Testing Center
  - Community Counseling Center
- *Grad student association*
- *Co-curricular activities*
- *International students*

Help with all needs outside the classroom...





# GRADUATE STUDENT ASSOCIATION

What services are offered for the fee paid?

Current challenges:

- Better support for thesis/dissertation process
- Housing
- Socio-emotional community support
- Family-friendly support services & scheduling



[gsa@andrews.edu](mailto:gsa@andrews.edu)



# GRAD-INCLUSIVE CO-CURRICULAR OPTIONS

## Learning Outcomes

### A Healthy U

Build physical fitness  
Maintain a balanced diet  
Achieve personal wellbeing

### A Successful U

Sharpen academic skills  
Boost creative capacities  
Ensure career readiness

### A Committed U

Engage in faith development  
Seek spiritual support  
Pursue a life purpose

### A Better U

Gain cultural competence  
Practice service to others  
Develop leadership ability

Together with the academic curriculum, co-curricular opportunities deliver the whole-person education at the heart of Andrews University's mission.

[andrews.edu/life/involvement/co-curricular-education/index.html](https://andrews.edu/life/involvement/co-curricular-education/index.html)

## GRADUATE OPPORTUNITIES

**CONNECT ANDREWS** exists to provide opportunity for connection between the students within the graduate community of Andrews University. We facilitate these (non-credit) opportunities through three graduate-targeted initiatives.

**The Connect Excursion** is a once-per-semester trip outside of Berrien Springs designed to build community among graduate students while enjoying a culturally enriching experience. Dates TBA

**The Connect Café** is a social gathering where graduate students can connect with each other and de-stress around food and live music! Dates TBA

**The Agora** exists as a space for open and honest dialogue within the Adventist church on controversial issues. The Agora has hosted conversations on contemporary issues like Pro-life/Pro-choice, Adventism and Politics, and other difficult issues. Dates TBA



# INTERNATIONAL STUDENT ASSISTANCE

- Office of Graduate Dean - funds
- Student Financial Services – funds
- God’s Abundant Pantry
  - Tues & Thurs 5 pm at apartments
- Neighbor to Neighbor
- Area churches – e.g. PMC funds
- International Student Services
  - Welcome baskets, coats, coaching, transport, funds (see handout)

## Add flyers & webpage links to google drive

- Housing, food, transport
- Banking, insurance, medical, legal info
- Weather-appropriate driving & clothing
- Academic integrity
- Faculty-student interaction
- Family, emotional, social, spiritual differences
- Learn more: [andrews.edu/international](https://andrews.edu/international)

# IMMIGRATION GUIDELINES FOR ADVISORS

- Full course of study 2 semesters per year: 8 grad credits (9 SDATS)
- Policy re online, audits, withdrawals, last semesters, graduation
- Program extensions – CPT for internships/practicums
- SSN & OPT info
- FAQs & contacts: [iss@andrews.edu](mailto:iss@andrews.edu)



# OFFICE OF GRADUATE DEAN

- Location
- Admissions liason
- Academic probation & continuation
- Infrastructure & communication
- Promoting research
- Creating community

## AU ONLINE STUDENT SERVICE SHARED RESOURCE DRIVE

- [tinyurl.com/AUonlineSS](https://tinyurl.com/AUonlineSS)
  - AU Graduate Advisor Resources
  - Online Student Resource Guide
  - Immigration Guidelines for Advisors
  - Share your flyers & email templates

## NEXT STEPS TO GRAD SUCCESS

- Recruitment
- Marketing
- Admissions
- School of Graduate Studies
- Student Life
- Library Services
- Graduate Scholarships
- Academic Advisors
- Departmental Communication
- Departmental Professors
- Career Success
- My Experience

## E.G. ADMISSION COMMUNICATION TEAMWORK

### Admissions

- Admissions letter followed by emails with steps in enrollment process within 3 days
- Notifies departments when admission is accepted

### Program

- Advisor intro & program welcome within 3 days of admission acceptance?

### Student Financial Services

- Advisor intro with financial steps within 3 days of admission acceptance?