SERVING GRADUATE STUDENTS

Faculty Institute – Fall 2018
Alayne Thorpe, Glynis Bradfield
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

- Career preparation? "Not enough help to secure jobs." 46%
- My experience? "Wonderful people & friendships, but AU doesn’t…" 52%
- Grad scholarships? "Are there any?" 54%
- Admissions? "Takes too long to hear back." 58%
- Library Services? "No private rooms. Hours not for grads." 58%
- Marketing? "Non-existent." 73%
- Student Life? "Nothing for graduates." 77%
- School of Graduate Studies? "Had no idea of the school." 80%
- Recruitment? "I recruited myself." 88%
My department keeps me in the know about pertinent information. 72%

My academic advisor is a trustworthy aide. 48%

My professors show me that they are invested in my success. 42%
## GRADUATE ADVISING ROLES

<table>
<thead>
<tr>
<th>Enrollment Counseling</th>
<th>Academic Advising</th>
<th>Financial Advising</th>
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</thead>
<tbody>
<tr>
<td>• Timely</td>
<td>• Trustworthy</td>
<td>• Timely</td>
</tr>
<tr>
<td>• Responsive</td>
<td>• Competent</td>
<td>• Accessible</td>
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<tr>
<td>• Change-friendly</td>
<td>• Mentor-Advocate</td>
<td>• Accurate</td>
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<td></td>
<td>• Meets at least annually</td>
<td>• Communicates</td>
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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
<table>
<thead>
<tr>
<th><strong>Undergraduate</strong></th>
<th><strong>Graduate</strong></th>
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<tbody>
<tr>
<td>Students Learn What is Already Known</td>
<td>Students Learn to Create New Knowledge</td>
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<tr>
<td>• Proactive. intrusive &amp; appreciative</td>
<td>• Collegial &amp; appreciative</td>
</tr>
<tr>
<td>• Registration &amp; life skills-oriented</td>
<td>• Research &amp; profession-oriented</td>
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<tr>
<td>• Undergrad resource connections</td>
<td>• Grad resource connections</td>
</tr>
<tr>
<td>• Undergrad student life</td>
<td>• Grad student life</td>
</tr>
<tr>
<td></td>
<td>• FAQs &amp; Best Practices</td>
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</tbody>
</table>
• 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?
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…
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
GRAD-INCLUSIVE CO-CURRICULAR OPTIONS

Learning Outcomes

**A Healthy U**
- Build physical fitness
- Maintain a balanced diet
- Achieve personal well-being

**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](andrews.edu/life/involvement/co-curricular-education/index.html)
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
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
OFFICE OF GRADUATE DEAN

- Location
- Admissions liaison
- Academic probation & continuation
- Infrastructure & communication
- Promoting research
- Creating community
AU ONLINE STUDENT SERVICE
SHARED RESOURCE DRIVE

- 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?