The New Face of Student Affairs in Graduate School

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Graduate Student Services

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December 10, 2022
CGS Winter Meeting
Expanding Expectations on Graduate Student Services

• Quality of Services:
  • Response times, accuracy, number of interactions, consistency, resolution time

• Types of Services:
  • Tutoring, upskilling, career services, counseling, engagement, crisis help

Student Success Metrics:
• Completion rate, time-to-degree, career outcomes, graduate student experience
Frameworks

- Academic Enrichment: Tutoring, Academic Advising, First Year Experience, Professional Development, Career Education and Services
- Student Affairs: Accommodations, Mental Health, Student Organizations, Community Engagement, Housing
- Enrollment Management: Admissions, Registration, Degree Verification, International Education, Funding

Services = organization + technology platform + policies
Maslow’s Hierarchy

Basic Needs
- Food, water, shelter

Psychological Needs
- Self-fulfillment Needs
  - Self-improvement, creativity, entertainment
  - Respect, recognition
  - Family, friendship

Self-Actuation
- "Map to Grad Students"
  - Academic enrichment, degree progression, work/life balance
  - Publications, awards, recognitions
  - Research team, advisor relationship, community

Love & Belonging
- "Map to Grad Students"
  - Campus/lab safety, enroll. management, physical/mental health,
  - Food, housing, finances

Security
- Employment, safety, health

Esteem
- Respect, recognition

Physiological
- Food, water, shelter

https://www.simplypsychology.org/maslow.html
One-Stop Shop Service Model

Customer Response Management (CRM) System

Simple Requests: chatbot, student assistants, trending questions

One Stop Shop
Concierge, Triage

Academic Enrichment
Career Services
Departmental Advising
Academic Support Services
Health Counseling
Registrar
Financial Aid

Examples: One Stop – U Tenn, U Minn (55k); Global Campus – Penn State
Case Management Model

Features:
• Keeps holistic records of interactions with offices
• Allows for developmental, prescriptive, and intrusive advising actions
• Clear point-of-entry and paths for inquiries
• No need to retell story
• Coordination in responses

Georgia State University Example
• EAB Navigate System
• Undergrad Predictive Analytics:
  • # Bachelor’s degrees for African Americans up by 103%
  • Parity among demographic groups
• Started at Grad Level in Fall 2022
Online Program Service Model: remote and at-scale

Self-Services (how-to videos and sites; peer mentoring/tutoring)

Customer Relationship Management Systems (SLATE and Salesforce)

Offices that do Enrollment Management Services
- Residential
- Online

Student Affairs
- Counseling Providers
- Student Integrity
  - Online
  - Standard

Academic Enrichment Career Education
- Shared online resources
- Specialized educators for mid-career
Graduate Education
- Recruiting and Admissions
- **Student and Academic Affairs**,
  - Onboarding, First-Year course
  - Fellowships, tuition waivers, employment, degree completion
  - Policies
  - Advocacy

Career and Professional Development
- Postdoctoral services
- **Campus Career Center (joint with undergrad)**
  - Graduate Career Education
  - Professional Development
  - Mentorship Training

Enrollment Management

Student Affairs

Academic Enrichment

Grad Education is a hub for networks: Graduate Resource and Information Network (GRIN); Grad Coordinators/Directors; Assoc. Deans; Student Government
The new face of student affairs in graduate education
Adaptation to the needs of today’s graduate students

POLICIES

SUPPORT PROGRAMMING & SERVICES
Time to Degree and Leaves of Absence

• “Currency in the field” as driver of time-to-degree limits

• Part-time enrollment vs. time-to-degree pressure
Expansion of Policies for Leaves of Absence

• Coursework phase: notification only; readmission after three years (longer for military leave)

• Leaves from “Continuous doctoral enrollment”:
  • Medical
  • Documented Disability
  • Military
  • Family Caregiving
    □ “becoming a parent, or care of an immediate family member (spouse, domestic partner, child, or parent) with a serious health condition”
Support Services: Counseling & Mental Health

Individual workshops:
- Imposter Syndrome
- Coping with Change
- Surviving Your Dissertation
- Success Strategies for Int’l Students
- Dealing with Anxiety
- Depression
- Healthy Sleep
- Building Resilience
- Stress Management
Support Services: Counseling & Mental Health

Group Workshop series:

- Thriving with my ADHD Brain
  - 4 sessions; groups of 6

- Success and growth in the US
  - for international students
  - 9 week workshop; groups of 8
Monthly News Column from Counseling Center

February: “Love and Graduate School”
March: “Taking a Break”
April: “Sun Salutations”
September: “Social Connections”
Broader Student Support Groups

• True Colors: A Support Group for African American Identified Students and Blacks in the Diaspora as they Cope with a Time of Growth
• Creative Stress Relief Group
• Graduate Student Support Group
• Trans Support Group
Unified Platform

Blends professional development, funding opportunities, events, and support services into one monthly communication
Supporting International Graduate Student Success

Chris Nelson, Ph.D.
Dean, School of Graduate Studies
University of North Dakota
How to Address International Student Challenges

Satisfaction linked to
- Language skills
- Confidence in personal and academic life
- Community involvement and sense of belonging

1. Direct attention to transition to U.S. academic culture
   - Expectations
   - Fear of questioning advisors/professors

2. Integration into community
   - June Saturday event
   - Socials at Gershman GC
   - Bus to downtown Farmers Market
   - Tour of City Hall
   - Picnic on Greenway at Lincoln Park
   - Bus trips to Winnipeg
International Student Transition(s)

- Culture
- Community
- Campus
- Academic

Weather: It’s North Dakota!

Basic Services: food staples, personal and medical care, transportation, community integration
External Partners

**City of Grand Forks**
- City-SGS-Student Government outreach coordination
- Introduction to and integration into community: transportation, bus passes
- List of events, services, businesses (Global Friends Coalition, New Hope for Immigrants)
- International food staples
- Greenway: Park District
- Arts and culture events

**Grand Forks EDC**
- Dine Downtown
- Housing (High Plains Fair Housing)
- Town Square Farmers Market
- Efforts to educate, recruit, and keep talent produced at UND (Young Professionals)
- EDC member education
  - CPT
  - OPT
  - Visa sponsorship
  - Immigration attorney
Internal Partners

- International Center
  - Comprehensive International Student Handbook
  - International Student Orientation
  - Advisors
  - Immigration Status
  - Travel
  - Employment
  - Health insurance
- Housing
- Wellness Center
- University Counseling Center
- Campus Mail Services
- Parking

- Teaching Transformation and Development Academy
  - Technology training
  - Universal course design
  - Inclusive and culturally aware pedagogy
  - Professional development sessions, book reads, resources focused on DEI

- Student Diversity & Inclusion office
  - Feast of Nations
  - Culture Nights
  - DEI Conference Fall 2022

- Equal Opportunity & Title IX
  - Bias, discrimination reporting
Integrated into Campus Programming

**Student Support**
- Graduate School Orientation
- Mentoring Handbook and training for faculty
- Gershman Graduate Center: space, social
- Workshops and 3MT/GRAD training
- University Counseling Center

**Career Services and School of Graduate Studies**
- HR Panels: Interviewing skills
- CV to Resume
- Career Fairs, Interstride, Versatile PhD
- Dedicated Office Hours in Gershman Graduate Center
- Employer education
Connecting Beyond Campus

**School of Graduate Studies’ Accelerate to Industry program**
- Internships (multiple models)
- Employer site visits
- Immersion experiences
- Leadership/skills speaker series
- Employer education

**External Partners**
- ND Department of Commerce
- ND Workforce Development Council
- City of Grand Forks
- Grand Forks Region EDC
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<th>Span of Areas to Address in Graduate Student Affairs</th>
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| **Career Exploration**
  - Workshops/coaching |
| **CV-to-Resume and**
  - Interview practice |
| **Preparing Future Faculty & Professionals courses** |
| **Digital tools for career exploration** |
| **Mental health / anxiety support and counseling** |
| **Support Groups** |
| **Women/Gender Resources** |
| **Support to parenting students** |
| **Creating community / social engagement** |
| **Imposter syndrome** |
| **Food pantries, interview clothing, crisis support $$** |
| **Housing resources / dispute resolution** |
| **Int’l Student Advising / Academic Support** |
| **Writing Center, Speaking Studio, other academic support** |
| **Diss. Writing Workshops** |
| **Grant-writing Workshops and external funding** |
| **IT skill-building** |
| **3MT and other academic competitions** |
| **DEI workshops / training** |
| **Mentor/mentee training** |
What do you think?

- Please complete the survey below to learn more about trends in graduate student services and your approaches.