

The New Face of Student Affairs in Graduate School

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Graduate Student Services

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Vice Provost for Graduate and Postdoctoral Education

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CGS Winter Meeting

Expanding Expectations on Graduate Student Services

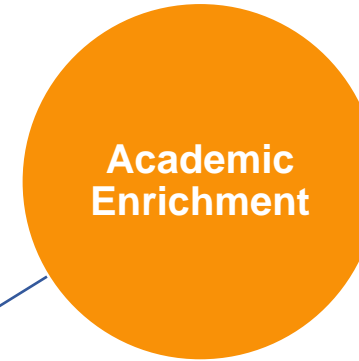
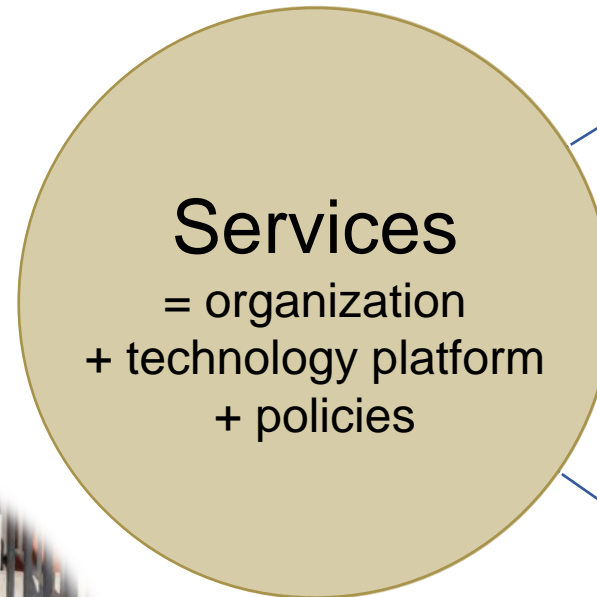
- **Quality of Services:**
 - Response times, accuracy, number of interactions, consistency, resolution time
- **Types of Services:**
 - Tutoring, upskilling, career services, counseling, engagement, crisis help

Student Success Metrics:

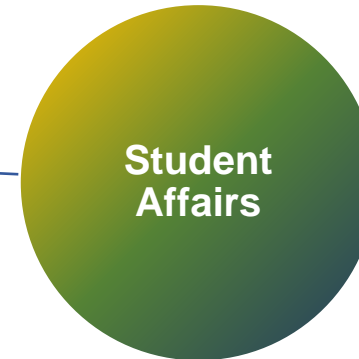
- Completion rate, time-to-degree, career outcomes, graduate student experience



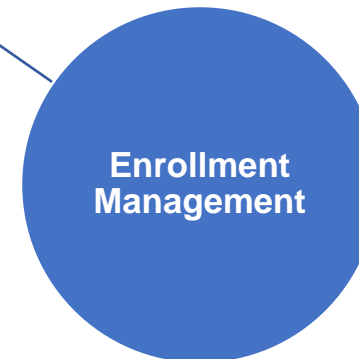
Frameworks



- Tutoring
- Academic Advising
- First Year Experience
- Professional Development
- Career Education and Services

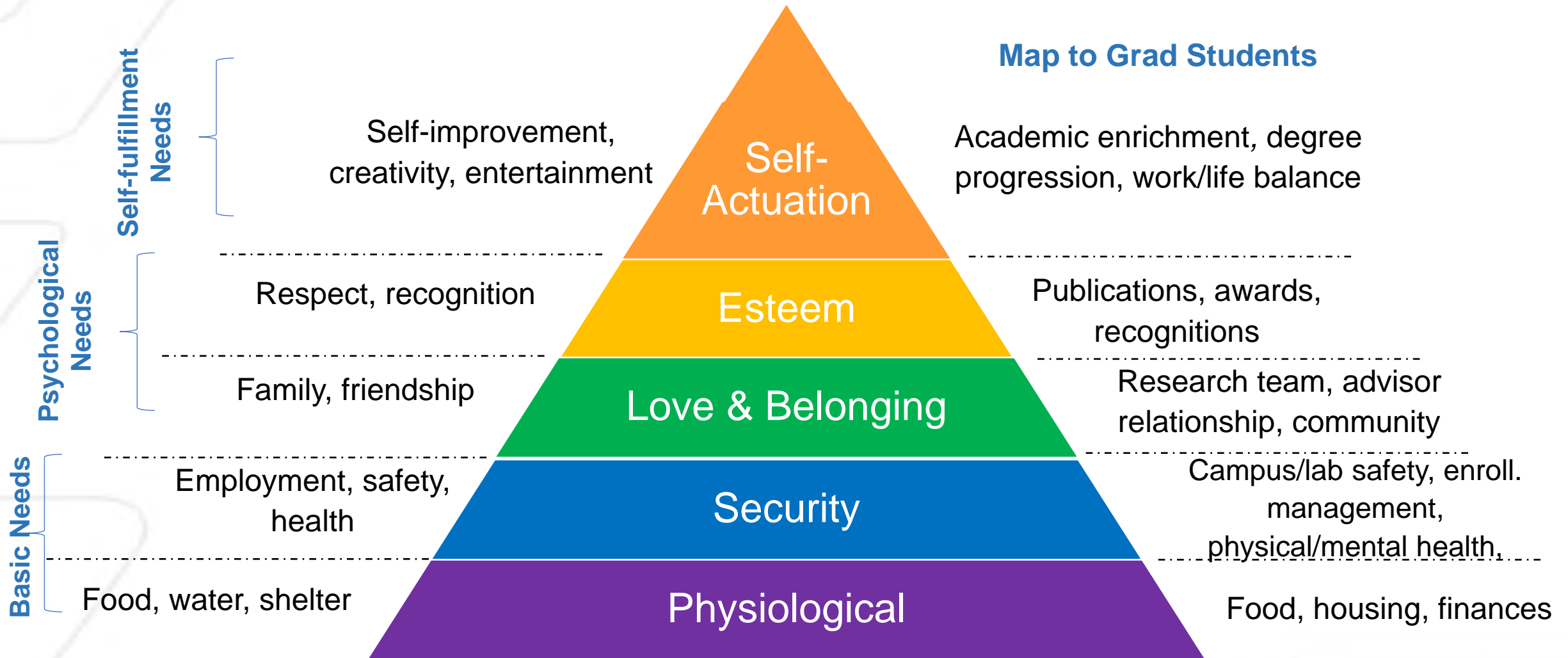


- Accommodations
- Mental Health
- Student Organizations
- Community Engagement
- Housing



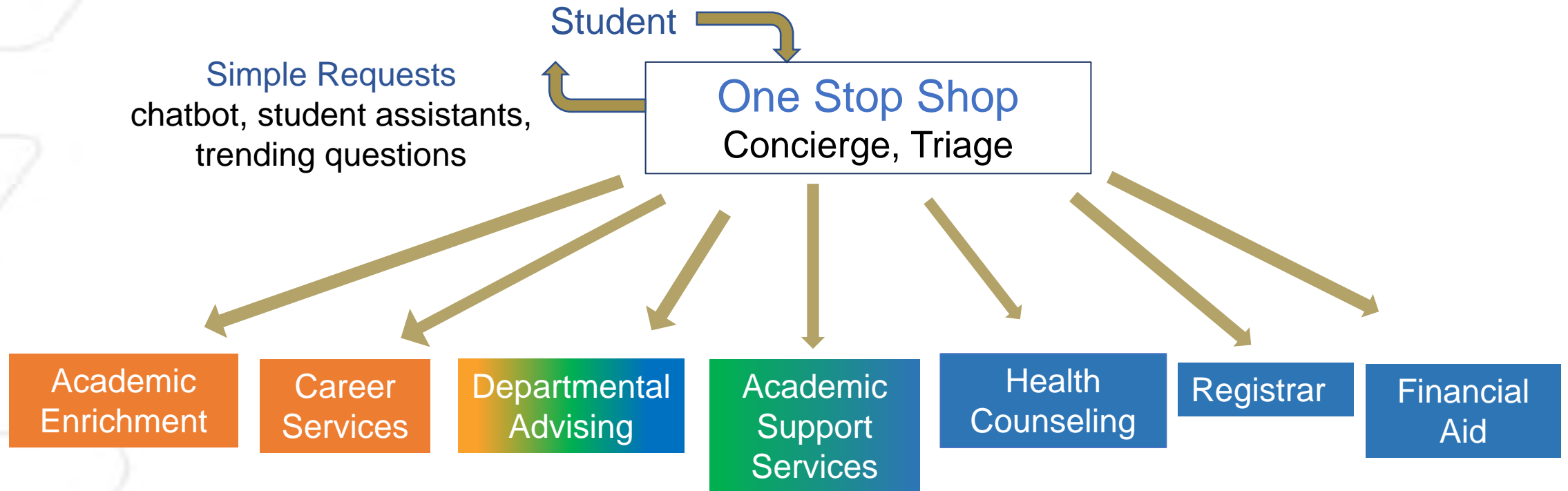
- Admissions
- Registration
- Degree Verification
- International Education
- Funding

Maslow's Hierarchy



One-Stop Shop Service Model

Customer Response Management (CRM) System



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

Case Management Model



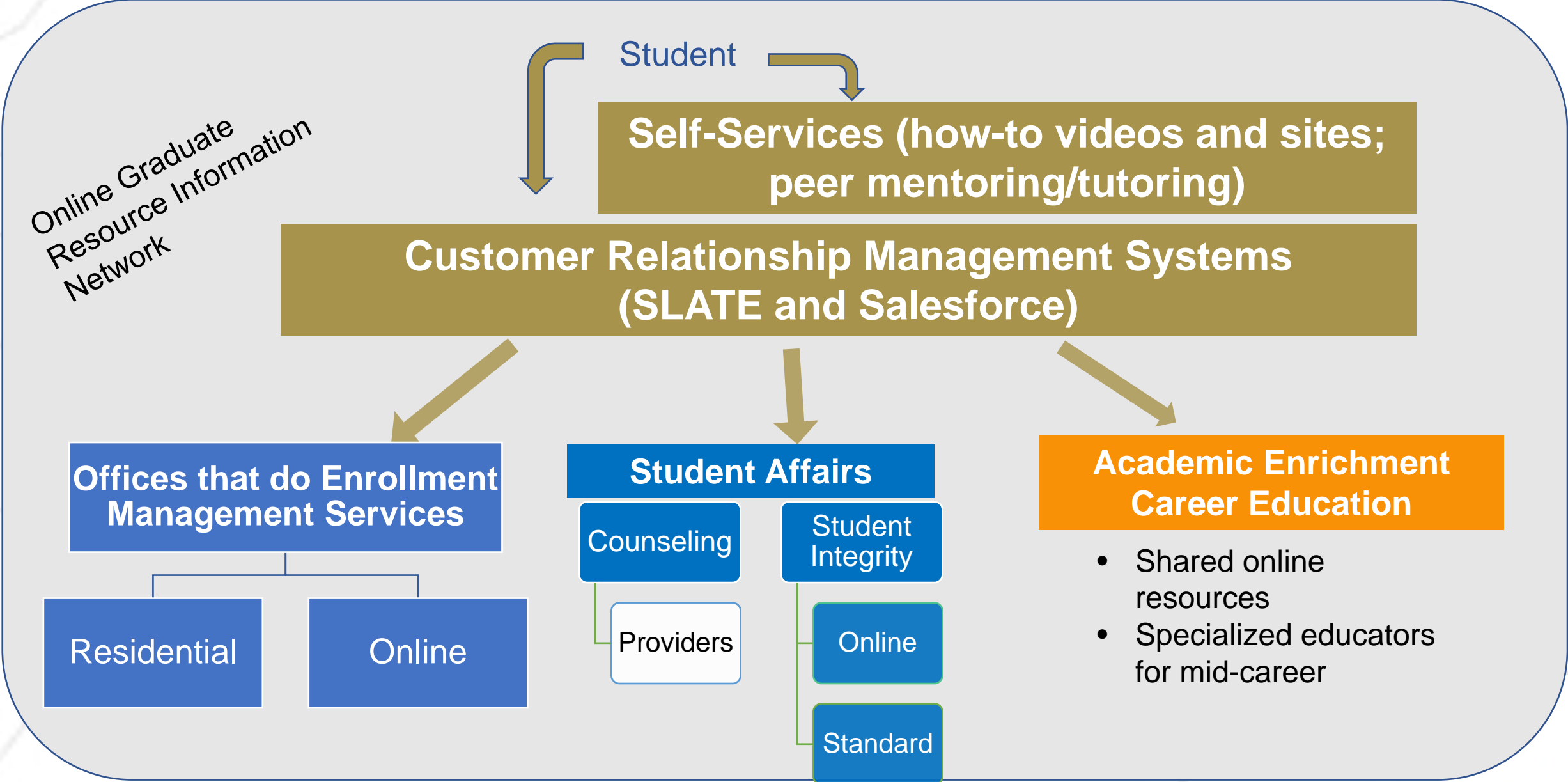
Features:

- 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



Georgia Tech Graduate and Postdoctoral Services

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

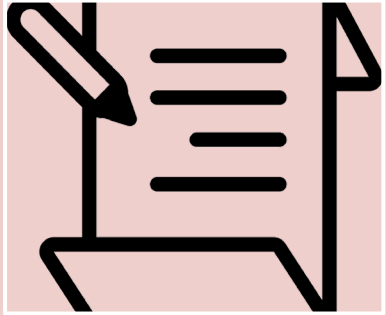
Academic
Enrichment

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**



Women & Gender Resource Center

MOMENTUM

WOMEN'S DISSERTATION + THESIS 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

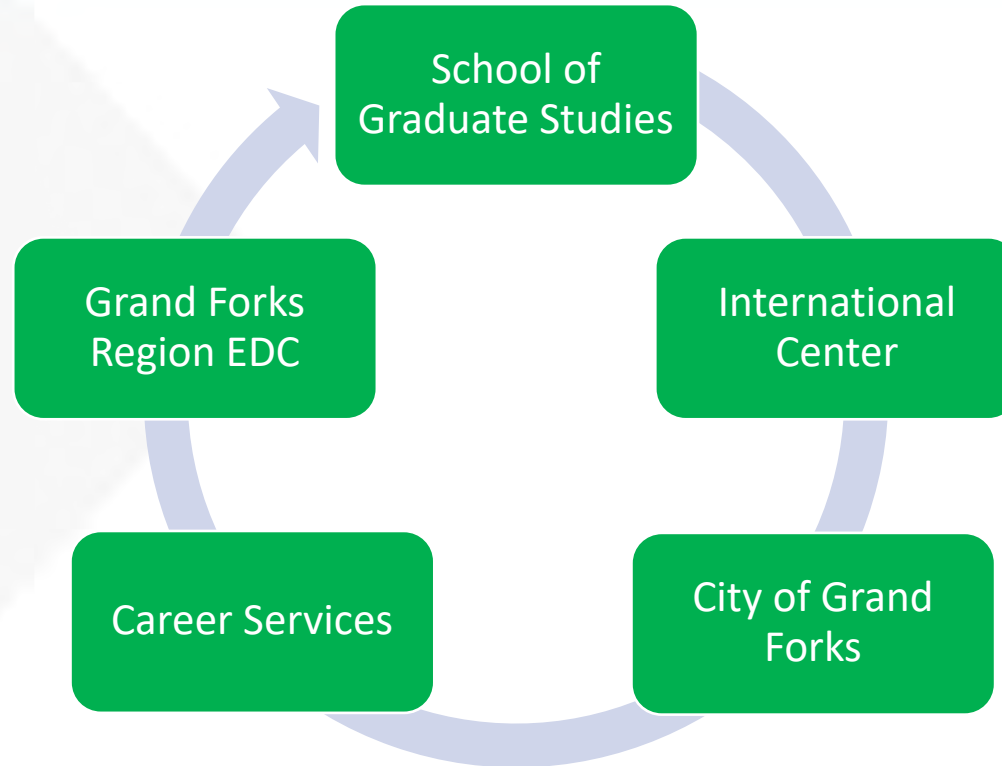
International Student Transition(s)

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



Span of Areas to Address in Graduate Student Affairs

- 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.

