

Advising First Generation Students

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Expanding Horizons Program

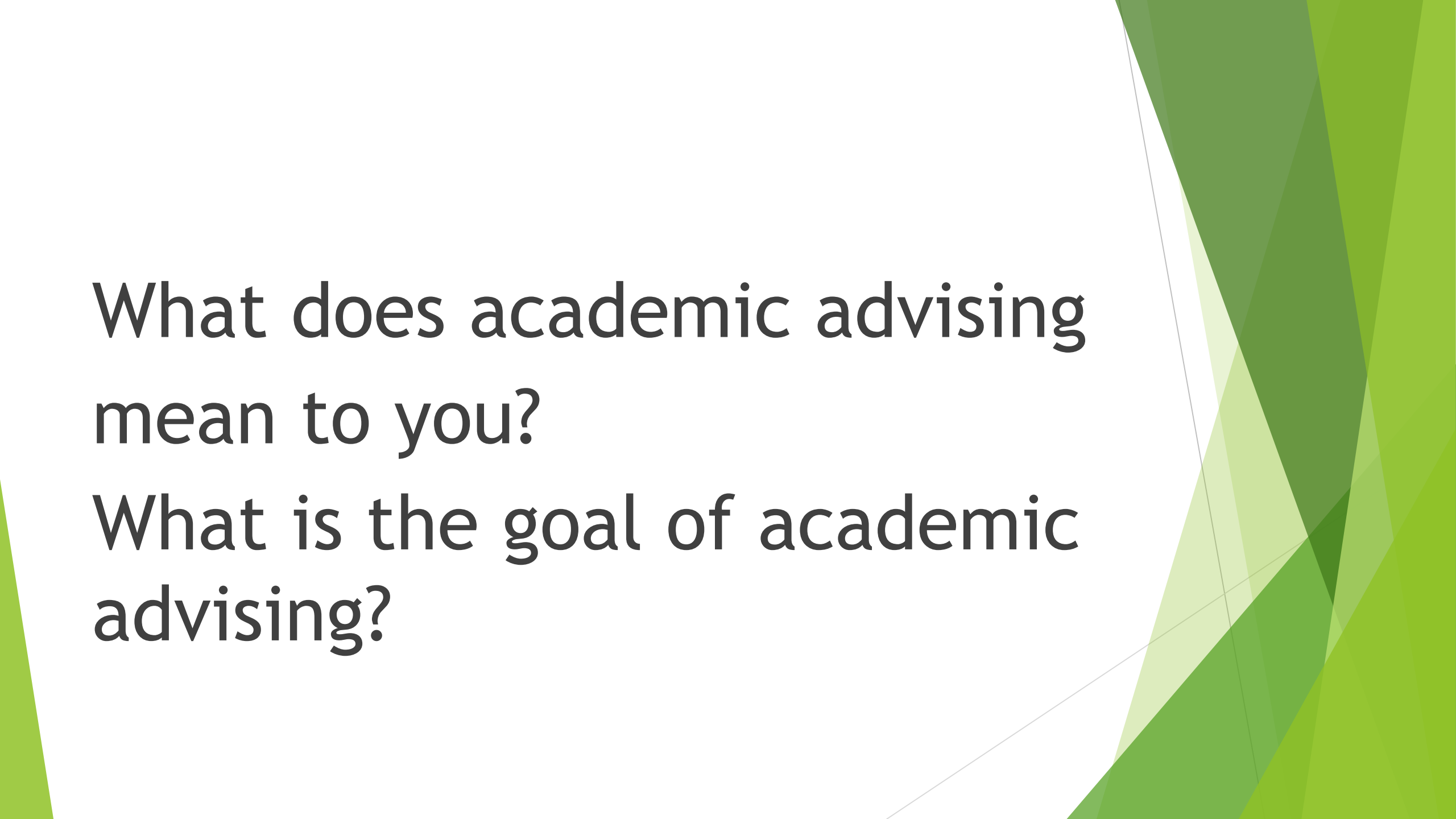
TRiO
STUDENT SUPPORT SERVICES

Desired Outcomes of Our Time Together

- ▶ Reflect on the purpose of academic advising
- ▶ Discuss common challenges and strengths of first generation students
- ▶ Formulate action steps of a first gen case study
- ▶ Review the **Why** and **How** of a “high-touch” method of advising
- ▶ Establish tools and strategies for advising first gen students

Think Pair Share

1. Take 60 seconds to reflect on the following questions.
2. Turn to a partner to discuss
3. Let's discuss as a group

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, creating a modern, layered effect.

What does academic advising
mean to you?

What is the goal of academic
advising?

The First Gen Profile

- ▶ Getting to college may have been the easy part
- ▶ Lack of social capital
- ▶ Imposter Syndrome
- ▶ Lack of self-advocacy
- ▶ Conflict between family and school
- ▶ Family obligations
- ▶ Misguided major selections
 - ▶ “What do I see in my community?”
 - ▶ Family expectations
 - ▶ STEM push
 - ▶ If you’re going to college, it’s to be a doctor or lawyer

The First Gen Toolbelt

- ▶ Resiliency
- ▶ Though they may lack self-advocacy, they may have acted as an advocate for their family
- ▶ Adaptability
- ▶ Appreciation for opportunity and experiences

Student Case Study

- ▶ Student also qualified as low-income
- ▶ Student is bilingual in Spanish and English
- ▶ Student is not confident in writing in Spanish or English and needs to improve grammar, content, and flow
- ▶ Student is declared as an Education major because “my mom and I know what a teacher does”
- ▶ Student reveals a lackluster interest in actually teaching students

Think Pair Share

If you had this information going into an advising session, how might this impact your advising with this student?

Case Study Results

- ▶ After many advising sessions, the student changed her major from Education to Human Services
- ▶ The student was still not confident in her writing skills, but developed relationships with faculty that enabled her to seek out assistance when needed
- ▶ After hearing some student colleagues talk about study abroad, the student decided to study abroad
- ▶ The study abroad opportunity highlighted some interesting issues many first gen students may face
- ▶ The study abroad was a tremendous success and changed the student's outlook on life...which led to many new and interesting challenges

Applying the Case Study to Other First Gen Students

- ▶ As students' broaden their knowledge and world outlook, they may find themselves having less in common with their families
- ▶ This leads to cognitive dissonance: Being one person at home and a different person at school, AND
- ▶ This changes the students' school relationships as well, family and friends cannot relate to experiences in college, abroad, during internship and students may feel lonely, depressed, and want to leave school
- ▶ Through advising, we can help students to re-commit to their education and focus on upcoming events such as internship, job search, and graduation

Why the High Touch Method?

- ▶ For every meeting with an advisor the odds that a student is retained increases by 13% (Swecker, et al., 2013)
- ▶ Rely on pre-college information and assistance from non-family members, SO responsibility is on us to initiate communication (Vander, 2007)
- ▶ Advising appointments may be one of the few institutional mechanisms that consistently connect students to institution in meaningful ways
- ▶ Relationships impact persistence
 - ▶ Sense of Belonging
- ▶ They don't know what they don't know
 - ▶ Factors may influence their willingness to ask questions

How

- ▶ Monitor grades and outreach to marginal performances
 - ▶ Great time to review resources and develop a plan
 - ▶ Acknowledge those exceling
- ▶ Are you open to being open with the student?
 - ▶ Sharing appropriate pieces of your life
 - ▶ Discussing research that may be mutually interesting
- ▶ Office space
- ▶ Put the student in the driver's seat of the meeting
- ▶ SSC Utilization
- ▶ Students benefit from a trusting advisor relationship in which the advisor understands their background (Sickles, 2004)
 - ▶ SO, we ask questions

Text Response

Poll Everywhere

Some Additional Questions and Considerations

- ▶ Tell me about your family (single-parent, blended, siblings, etc.)
- ▶ Is student from urban or rural area?
- ▶ What do your parents do?
- ▶ Did you frequently move around growing up?
- ▶ Is college putting a financial strain on your family?

Some Tools We Successfully Use for Advising

- ▶ One-on-one meetings
- ▶ Email
- ▶ Facebook and other social media
- ▶ SSC Advising Platform
- ▶ Degree Works

A Brief Introduction to SSC Advising Platform - Log On to SSC

The screenshot shows a web browser window displaying the SSC Navigate page on the Fitchburg State University website. The browser's address bar shows the URL: <https://www.fitchburgstate.edu/offices-services-directory/institutional-research-and-planning/student-success-collaborative/>. The page features the Fitchburg State University logo and navigation menu. A sidebar on the left lists 'Institutional Research And Planning' with sub-items: 'Assessment', 'Institutional Data', and 'SSC Navigate'. The main content area is titled 'SSC Navigate' and includes a 'NAVIGATE' logo, a 'December 2018 Upgrade' section, an 'SSC Tip of the Month' with the link 'Pulling Incomplete Grades in SSC', an 'Also Popular' section with links 'How to Identify Your Unregistered Advisees', 'Identifying Your First Generation Advisees in SSC', and 'Issuing an Alert in SSC'. A green arrow points to the link 'Log into the Advising Platform' under the heading 'Accessing the Student Success Collaborative (SSC)'. Below this link is a recommendation to use the latest version of Google Chrome, Safari, or Mozilla Firefox.

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- SSC Navigate**

SSC Navigate

NAVIGATE

[December 2018 Upgrade](#)

SSC Tip of the Month

[Pulling Incomplete Grades in SSC](#)

Also Popular

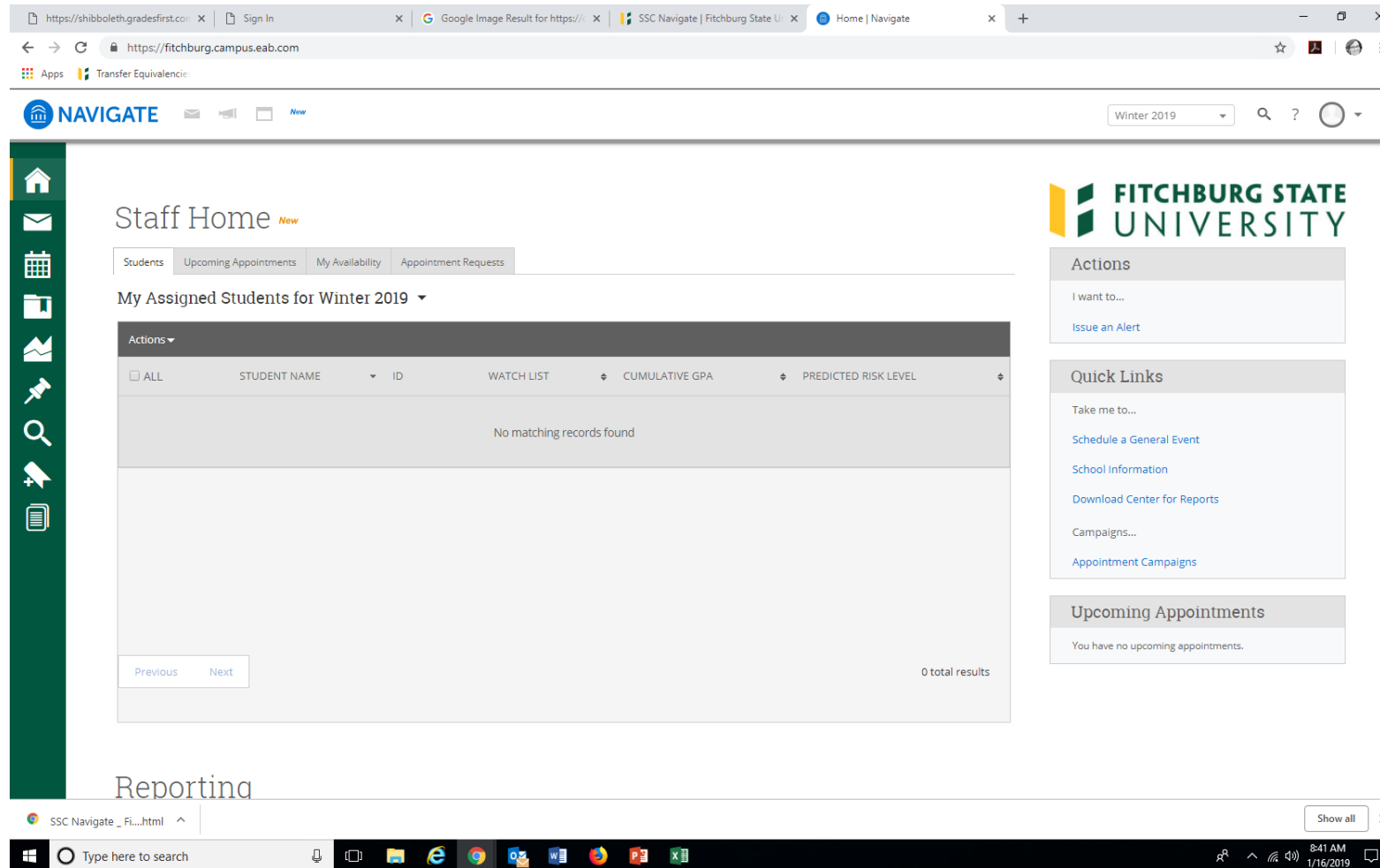
- [How to Identify Your Unregistered Advisees](#)
- [Identifying Your First Generation Advisees in SSC](#)
- [Issuing an Alert in SSC](#)

Accessing the Student Success Collaborative (SSC)

[Log into the Advising Platform](#)

For optimal performance, we recommended that you use the latest version of Google Chrome, Safari, or Mozilla Firefox. If you are using Internet Explorer, please be sure to use the latest version.

A Brief Introduction to SSC Advising Platform - Choose the Campaign Icon



The screenshot displays the SSC Advising Platform interface. The browser address bar shows the URL <https://fitchburg.campus.eab.com>. The page header includes the "NAVIGATE" logo, a search bar, and a dropdown menu set to "Winter 2019". The main content area is titled "Staff Home" and features a navigation menu with tabs for "Students", "Upcoming Appointments", "My Availability", and "Appointment Requests". Below this, there is a section for "My Assigned Students for Winter 2019" which contains a table with columns for "STUDENT NAME", "ID", "WATCH LIST", "CUMULATIVE GPA", and "PREDICTED RISK LEVEL". The table currently shows "No matching records found". To the right of the main content, there are three panels: "Actions" with a link for "Issue an Alert", "Quick Links" with links for "Schedule a General Event", "School Information", "Download Center for Reports", and "Appointment Campaigns", and "Upcoming Appointments" which states "You have no upcoming appointments." A green arrow on the left points to the "Campaigns" icon in the sidebar. The bottom of the screen shows the Windows taskbar with the time 8:41 AM on 1/16/2019.

A Brief Introduction to SSC Advising Platform - Create Your Campaign!

The screenshot displays the SSC Advising Platform interface within a web browser. The browser's address bar shows the URL <https://fitchburg.campus.eab.com/campaigns>. The page title is "Winter 2019 Campaigns".

On the left side, there is a vertical navigation menu with icons for home, mail, calendar, document, envelope, pushpin, magnifying glass, location pin, and document. The "MAIL" icon is highlighted.

The main content area is titled "Winter 2019 Campaigns" and includes a sub-section for "Appointment Campaigns". Below this, there is a "Filter by care unit:" dropdown menu set to "All care units".

A table lists the campaigns:

NAME	STATS
Beth's Test Campaign ADVISING [unsent] 01/11/2019 - 01/12/2019	Resume Delete

On the right side, there is a "FITCHBURG STATE UNIVERSITY" logo and an "Actions" panel with the following options:

- I want to create a new...
- [Appointment Campaign](#)

At the bottom of the page, there is a footer with the "EAB" logo and links for "Legal Disclaimer", "Terms of Use", and "Download Acrobat Reader". The copyright notice reads "© 2019 EAB. All Rights Reserved.".

The Windows taskbar at the bottom shows the search bar, task view, and several application icons. The system tray on the right indicates the time is 8:43 AM on 1/16/2019.

SSC Advising Platform - Other Tools

- ▶ You can see a student's schedule, future (if applicable), present, and past (if applicable) as well as their grades
- ▶ You can email the student directly from SSC
- ▶ You can see student attributes:

Categories

Accuplacer - Essay 4+, ALG 82+, Applied to Graduate, Day Students, **Expanding Horizons, First Generation Students**, Good Standing Students, HS GPA: 3.5 and Above, In-State Students, MINOR: Math Minor for Education, MTEL MTRD Passed, MTEL MTWD Passed, Non-Hispanic, Non-transfer Students, SAT Mathematics 550+, SAT Verbal 500-549, SAT Writing 550+

Questions/Final Thoughts?



Works Cited

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