



EFFECTIVE STUDENTS SUPPORT SERVICES:

IMPETUS FOR STUDENT ACHIEVEMENT AND SUCCESS

Changing Trends in Student Support Services

Session Agenda

2

- ❑ Objectives
- ❑ Student Achievement – A case study
- ❑ Student Support Services Defined
- ❑ Factors that influence Student Achievement
- ❑ Changing Trends and what it means for faculty & staff
- ❑ Next steps for Higher Education administrators



Session Objectives

3

- **GAIN UNDERSTANDING** of issues around Student Support Services
- **SHARE** some of the growing trends in education that impact SSS and how as educators we can support these trends
- **CHAMPION ADVOCACY** efforts for enhanced student support services

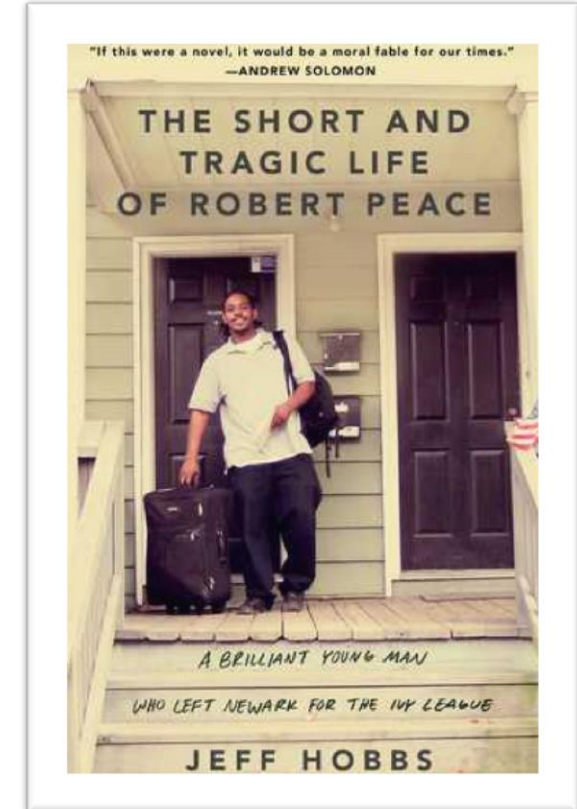


The Life of Robert Peace.....

A case for student support

4

One student's journey as he straddled the
life of academia at an Ivy League
college and the sleazy streets of his
hometown



What is “Student Support Services”?

5

- Please share your ideas here!
 - College prep
 - Career Advising
 - Financial Aid
 - Education & Counselling Services
 - Mentoring Programs
 - Housing Assistance
 - Internships



What type of support do students need?

6

What drives student needs?

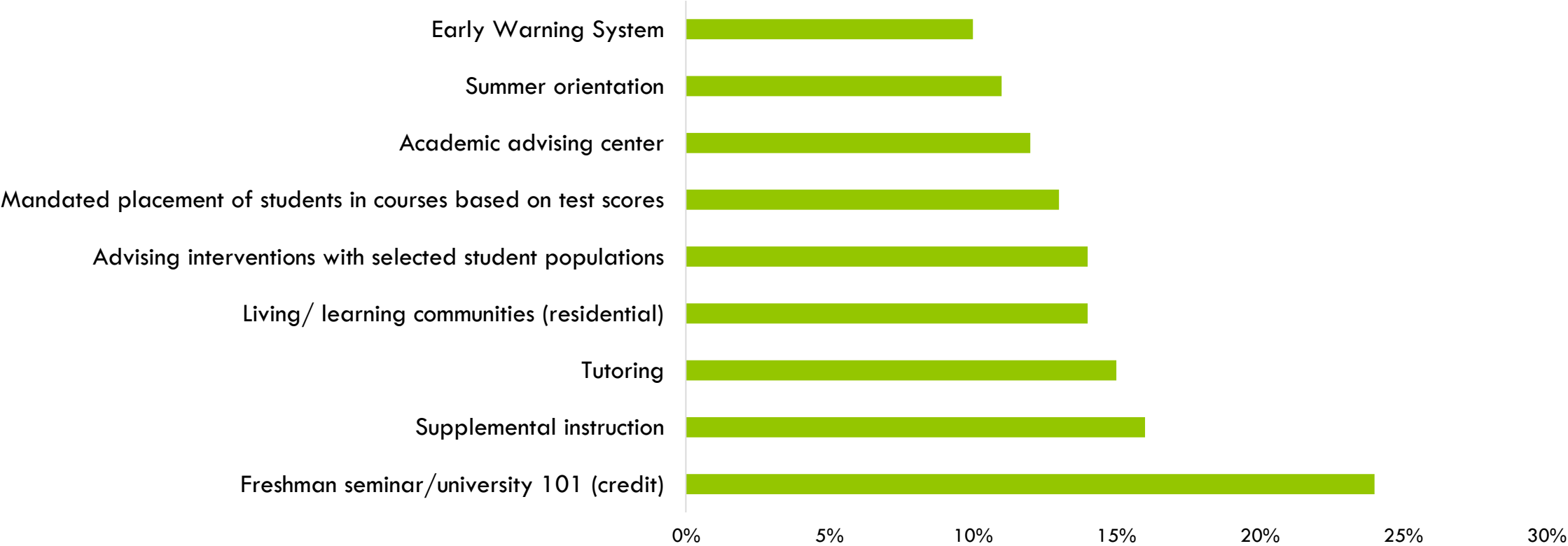
- Succeed with good school grades
- Pass exams
- Acquire and maintain good GPA
- Enter college or university of choice

Success Enablers:

- Good learning environment
- Supportive teachers, parents, peers
- Self efficacy: good study habits, time management, goal setting
- Mentors and counsellors

Factors that influence student achievement (Pt1)

Factors affecting graduation in major US colleges



DATA SOURCE: The ACT report

Factors that influence student achievement (Pt 2)

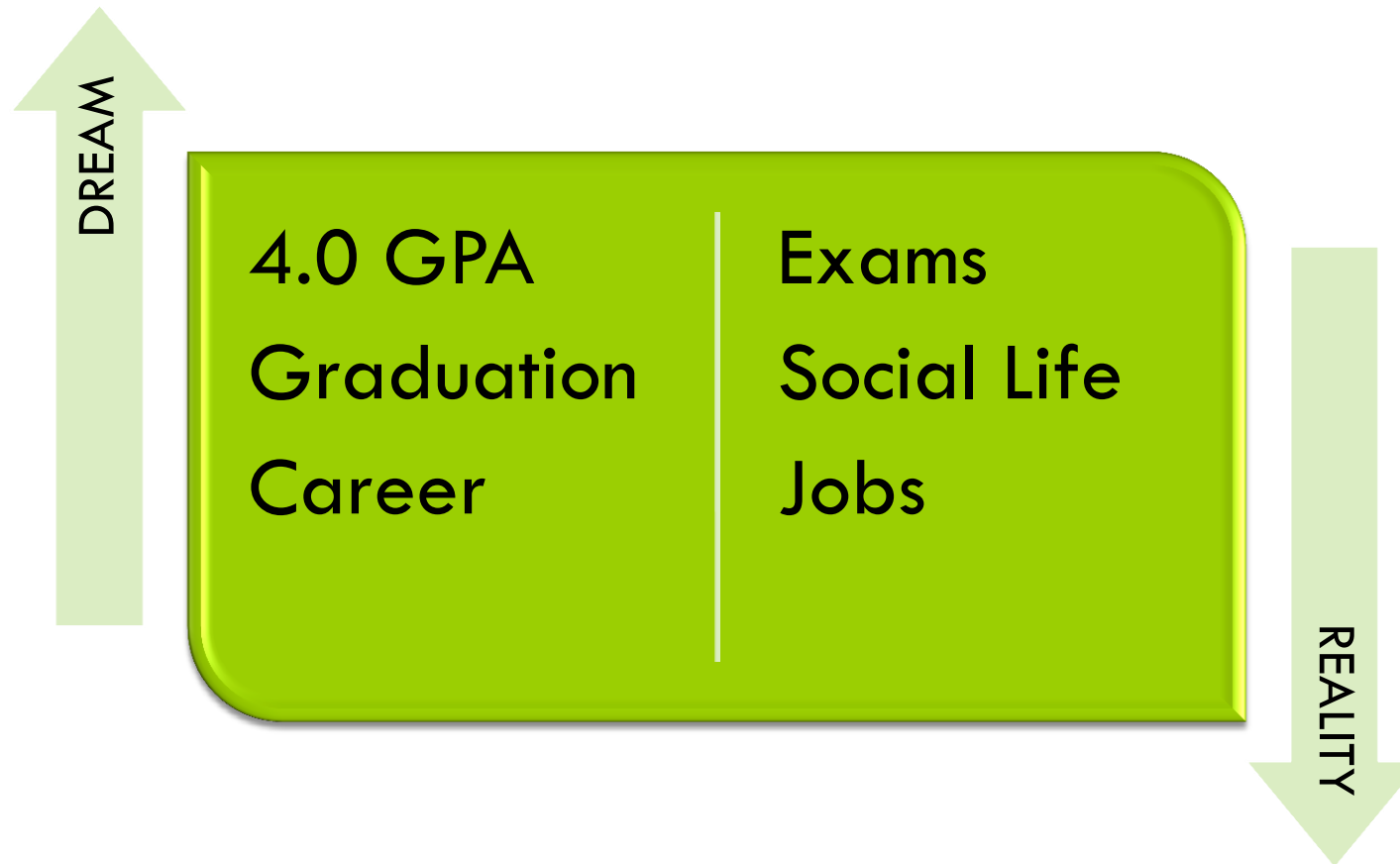
8



DATA SOURCE: <http://www.casel.org/social-and-emotional-learning/core-competencies>

The Dream vs Reality

9



Student Support – let's break it down

10

Transition Process

- Career Preparation for 4th, 5th, 6th formers
- Career Options: University/ Technical College/ Apprenticeship
- Criteria & Selection Process

Campus Orientation

- Academic Advising: paperwork! paperwork!
- Orientation: schedules, events & campus life
- Counselling: new found freedom

Counselling

- Navigation: course electives
Work/Study programs
- Time management
- Finding a mentor

Transition Process

- Work readiness/
Employability
-
- Non academic skills: work ethic, team work, critical thinking skills

Institutional Offerings...

Real experiences of students and faculty

11

I wish I had received more advice around selecting N1 courses which would have impacted my choice of a major ... 2013 UWI Graduate

In today's world where our students only know "click, tap, touch," we have to find ways to move beyond the 'chalk and talk' model teacher, secondary school

As faculty, we always had to dig deep within and find resourceful ways to help counsel the young male at the school since there was only one psychologist/counsellor assigned to the north/east district of 8 schools Ex principal, high school

Diversity is a major issue especially for international students at so called Ivy league schools where deans have little capacity to mentor far less encourage collaboration and team work among students..... Trinidadian student in USA

We should work towards making our university a 4-year degree programme which may allow more practicums, less focus on academics and a more well rounded graduate. UWI adviser

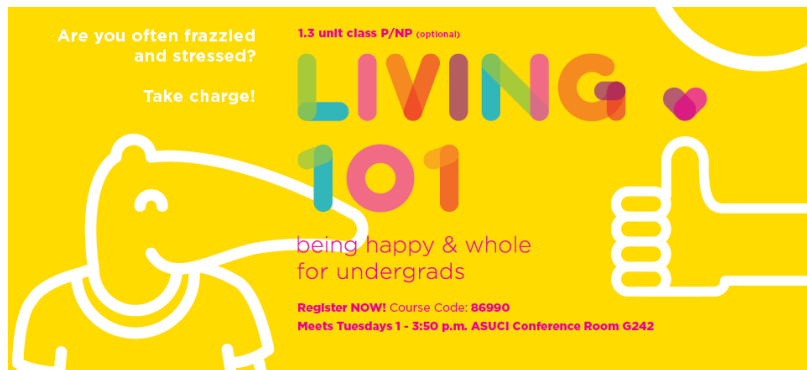
Institutional Offerings for student support

12



THE UNIVERSITY OF THE WEST INDIES
AT ST. AUGUSTINE, TRINIDAD AND TOBAGO

World of Work Programme



University of California, Irvine provides life skills for freshman students every quarter



AmeriCorps and Performance Learning Centers



Mentor Programme at University of Oregon

Changing Trends in Higher Education

13

We live in a technology driven world!

- The new learners of the Net Gen are web-entrenched!
- The typical Net Generation learner is **digitally wired** – I-phones, I-pads, I-pods
- The Net Generation spend their time in **synchronous** environments engaging in interactive online games and chat rooms (spent 30,000 hours watching TV and playing video games but only 5,000 hours reading)
- The Net Generation **learn through games** is a significant feature of the Net Generation's learning process. (Prensky 2011)



Changing Trends and the 'New Student'

14

Going Beyond GPA and SAT scores for Admission requirements

- Examples of Non cognitive assessments:
 - Positive Self concept – strength of character, determination
 - Understands the system – understands hurdles of campus life: takes assertive approach and can handle racism, sexism etc
 - Leadership – involvement in church, community etc
 - Non traditional knowledge – acquires knowledge in more culturally related ways
 - Strong support person



Changing Trends and what it means to faculty & staff

15

The changing face of today's learner require faculty training around sensitivities about "the other student":



- A student population with Age, Gender and Cultural Diversity
- Special needs students: visual & hearing impaired
- Non cognitive student assessments as alternative admissions policy
- Cultural awareness in teaching/learning styles; adopting creative methods for collaboration

Next Steps for Student Support Services

16

Moving to the beat of new student and employer expectations

Students

- ❑ **More Simulated Learning**
- ❑ **Online portals** from registration to transcripts
- ❑ **Interactive virtual** classrooms

Employers

- ❑ **Leadership Skills:**
 - self directed, collaboration and team work
- ❑ **Critical Thinking and Problem Solving** skills
- ❑ **Emotional Intelligence**

Resources

17

www2.ed.gov/programs/triostudsupp/index.html

<http://www.casel.org/social-and-emotional-learning/>

<http://www.act.org/aap/infosys/report/>

williamsedlacek.info/publications/articles/noncogmich0908.doc

https://www.rit.edu/.../rit.../future_of_teaching_and_learning_reportv13

<http://www.hanoverresearch.com/?i=higher-education>

*The University of the West Indies, Student Services Department – Student Services Department
Many teachers, ex-principal, past and present students*

Question Time!

18

Thank You!