

SEM Summit 2011

Student Support Programs: Are they making a difference?

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What are Student Support Programs?

Support programs at our institutions include:

- Counselling, Tutoring, Mentoring, Orientation, Academic Advising, Financial Support, Supplemental Instruction
- Individual interventions or campus interventions?
- Research studies and statistics

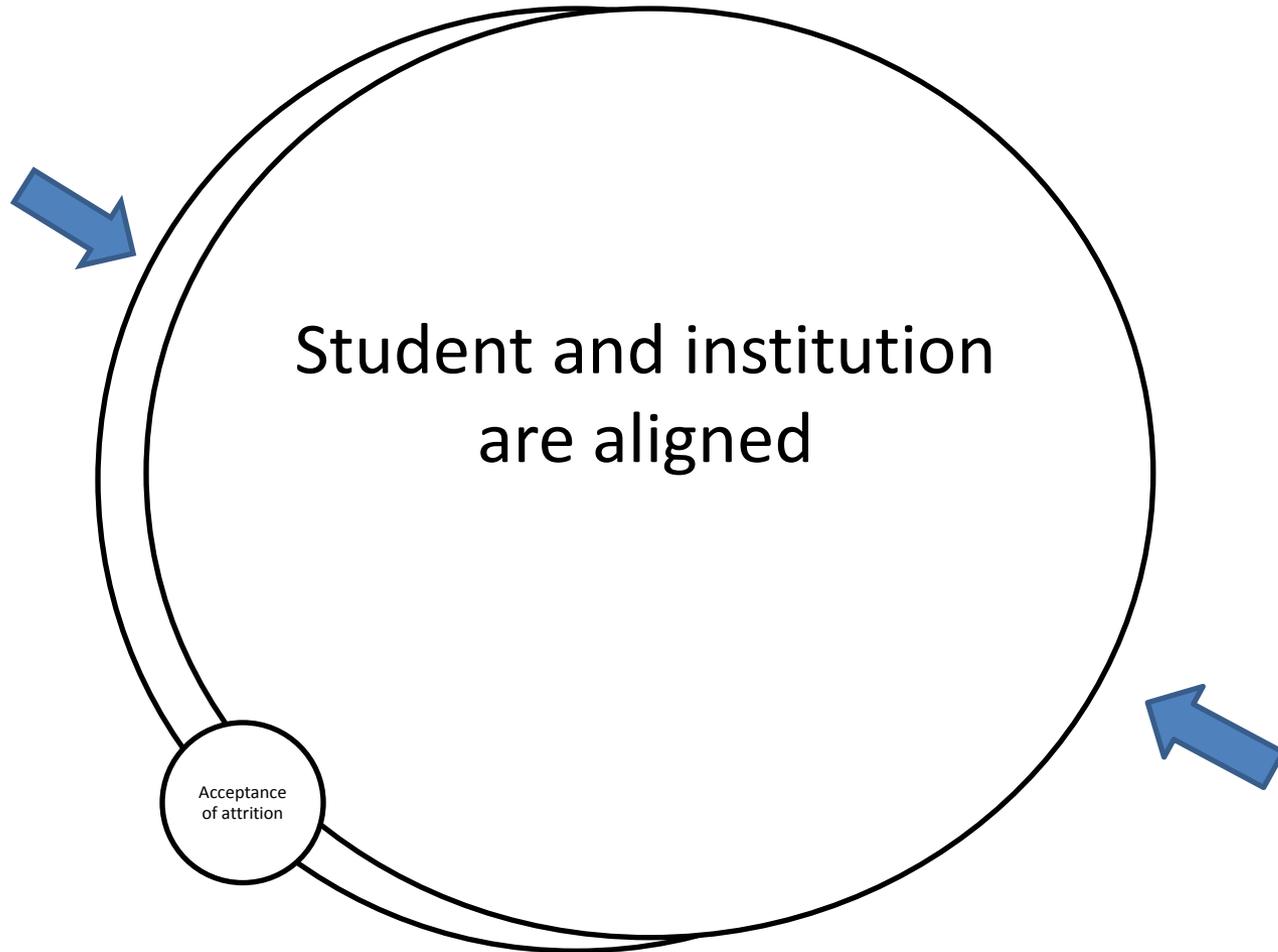
Reflections

- Are student support programs making a difference?
- How do we know?
- What does “making a difference” mean?
- What are measures of success?
- How do we come to understand students’ needs?
- How do changing demographics affect our ability to meet those needs?

University of Windsor

- Traditionally centralized
- Some development of faculty-specific support
- Student affairs focus shifting to collaboration

Persistence is a shared responsibility



UBC Science model

Change institutional behaviour:

- Improve pedagogy and curriculum
- Invest teaching resources in high-demand majors
- Integrate advising services and make advising part of everyone's job

Some outcomes are measurable. Initiatives are costly and slow.

UBC Science model

Change student behaviour:

- Build effective learning and coping skills
- Develop a Learning Plan
- Widen student goal sets

Use Students to Help Students:

- Transition Program: ideas from students, workshops led by students
- Peer Coaches to help integrate new students into the community and connect them with supports

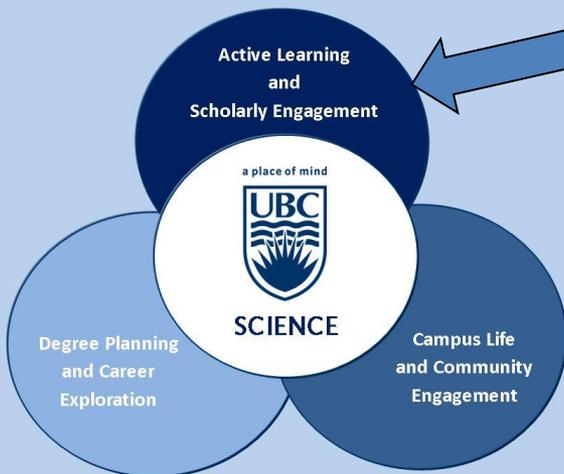
Outcomes are less easily measured.

Do you have a Learning Plan?

Having difficulty balancing your studies, discovering campus life and still finding time to discover the careers ahead of you? It's time to make a plan....

my learning....

plan



Degree Planning & Career Exploration:
Direct your academic learning toward career possibilities.

Active Learning & Scholarly Engagement:
Take ownership for your learning, wellness, and actions.
Get involved in a learning community.

Campus Life & Community Engagement:
Serve, lead, and play.
Contribute to a larger community.



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- Multidimensional
- College coach approach
- Research 2006 – 30%
- Engagement/connection/college culture

Group Activity

Redistribute yourselves so that you are NOT sitting with only your institutional colleagues

How can you as a team build a culture of retention/persistence?

- Collaboration between areas, e.g., Academic and Services
- Marketing and getting the message out
- Access to support programs
- Evaluation of programs/statistics
- Best practices – sharing in Higher Education

“Everyone in an institution is responsible for student learning – teachers, librarians, counselors, support staff, food service workers, the president...

The shared responsibility for student learning does not relieve the student of responsibility...it means that everyone has a stake in student success.”

George R. Boggs (1999)

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