

# GRADUATE STUDENT SERVICES: BETTER COORDINATING SUPPORT ACROSS CAMPUS

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**ai** ACADEMIC IMPRESSIONS



## LEARNING OUTCOME

### After participating...

you will be able to more effectively tailor support approaches to graduate students.



## AGENDA

- Staffing and budgeting models to consider for coordinating services
- Onboarding grad students
- Supporting the social and emotional needs of grad students

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## POPULATION OVERVIEW



## POLL

**Which best describes the graduate population with whom you work?**

## Who do you serve?

- Masters vs. doctoral vs. professional
- Domestic vs. international
- Full-time vs. part-time
- On-ground vs. blended vs. online



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## STAFFING AND BUDGETING MODELS TO CONSIDER FOR COORDINATING SERVICES



### CONTEXT:

Graduate, Professional & Adult Student Life at  
Loyola University Chicago

**GP&A**  
**STUDENT LIFE**

- Student Affairs generalist housed in the Student Development Division
- Student governance, orientation, academic unit liaison, organization advisor, co-curricular programming
- Asst. VP, Prog. Dir., Coord., + 10 student workers and 1 grad intern
- 200k non-labor budget



## CONTEXT:

### Stuart School of Business at Illinois Tech



- Student Affairs generalist housed within an academic unit
- ~85% international students
- Portfolio includes: Recruitment, marketing, orientation, academic advising, career management, co-curricular programs & alumni relations
- Assistant Dean + 9 FT staff, 2 PT staff, student assistants, and 1-2 grad interns
- \$120K non-labor budget



## POLL

**Which best describes  
where your unit is situated  
within the university?**



## Location, Location, Location

**Within university central administration vs.  
within an academic unit**

- Affinity
- Partnerships
- Academic rhythm

## Location, Location, Location

**Within vs. outside of Student Affairs**

- Access to resources
- Cohesion with campus-wide efforts
- Collaboration with other offices

## Location, Location, Location

### Staff vs. faculty-led model

- Background in Student Affairs
- Career focus or grooming for other role
- Absentee supervisor

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## ONBOARDING GRAD STUDENTS

## CONTEXT: Loyola University Chicago



**LOYOLA**  
UNIVERSITY CHICAGO

- On Campus Resource Orientation to compliment department/school specific orientations
- 2 sessions are held to allow for schedule flexibility
  - All Resources that are non-academic including Title IX

## CONTEXT: Stuart School of Business at Illinois Tech



- Pre-arrival online orientation module
  - Course registration
  - Resources
  - Registration hold
- On-campus orientation before university orientation; during 2 weeks before start of classes:
  - Academic expectations
  - Academic advising
  - Faculty sessions
  - Career management
  - Case method workshop
  - Academic integrity
  - Social events





## POLL

**What are the current methods for graduate student orientation used on your campus?**

## Creating Impactful Orientation Experiences

### Orientation & onboarding formats

- On-campus vs. online
- Pre-arrival vs. onsite
- Social engagement



## Setting Expectations: Academics



## Setting Expectations: Conduct



- Responsibilities to the community
- Staff/Student Roles
- Title IX

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## SUPPORTING THE SOCIAL AND EMOTIONAL NEEDS OF GRAD STUDENTS



### POLL

**What areas need the most  
development in order to  
support grad students at your  
institution?**



## Social and Emotional Support



### Understanding prior commitments

- Family, significant others, dependents
- Employment (full or part-time)
- Volunteer commitments, hobbies

## Social and Emotional Support



### Focus on academics & career

- Programming
- Career management & services
- Mentoring partnerships with faculty

## Social and Emotional Support



### Isolation & mental health

- Imposter Syndrome
- Onset of mental health challenges
- Isolation/lack of community
- Drug addiction

## Social and Emotional Support



- Networking
- Work-life integration
- Student organizations
- Governance/advocacy



## Social and Emotional Support



## QUESTIONS





## TAKEAWAYS

### Support for Graduate & Professional Students

- Graduate & Professional Students are not homogeneous groups.
- Centralize support, as much as possible, especially in decentralized structures.
- Collaboration, outreach, advocacy with/to campus partners is imperative for continuity of support.
- Each campus will need to produce tailored solutions to fit the needs of their students.



## RESOURCE

### Resources from Loyola and Illinois Tech

- Organizational charts
- Graduate Resource Orientation Prezi
- Online Academic Advising Orientation module
- Newsletters



## EVALUATION

### Thank you!

Please remember to complete the event evaluation.  
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31