

Student Services

NEWS

Volume 1, Number 2

September 1997

Can MGA boost retention?

by Carol Dillon, LPC, Fontbonne College

(Editor's Note: IPD and Integrity Systems have co-sponsored the participation of 34 individuals from 10 client institutions in the facilitator training course for Managing Goal Achievement. Fontbonne is the first college to offer MGA as a stand-alone course for college credit.)

Why do we lose students?

The withdrawal form may report, "Don't have enough time," but the reality is that something got between that student and his or her goal of completing a degree. As participants in and facilitators of the Managing Goal Achievement (MGA) course, Dr. Rick Maclin, Associate Dean of OPTIONS, and I believe that students who participate in Integrity Systems' MGA program are more likely to finish what they've started.

What's different about MGA?

Many goal-setting seminars focus only on setting goals. MGA takes a very systematic approach to setting and achieving goals.

We recently conducted Fontbonne's first MGA course. The three semester-credit hour course, IS494 Special Topics, fulfills an elective requirement. The course falls

under the college's interdisciplinary studies category, which allows us to generate curricula to supplement our regular course listings.



Twelve students met for three hours on eight Saturday mornings. The entire class (and their guests) voluntarily met on the ninth Saturday for an awards luncheon, complete with testimonials and a slide show. Follow-up coaching sessions will be offered once a month to those students who request them.

One student said that MGA definitely made an impact on her decision to return to school and to stick with it this time. Before MGA she had no intention of taking classes during the summer. This summer she enrolled in six semester hours. Several students commented that if they had taken a course like MGA the first time they attended college, they would have stuck with it.

How does MGA work?

The MGA process combines both didactic and active learning approaches, and includes three unique features:

The Triad View to Motivation (or achievement drive) looks at the intellectual, emotional and creative self and recognizes that all three elements must be in use and in harmony in order to achieve goals. (Most training and education simply deal with the intellectual component.)

The Personal Skills Inventory allows participants to assess their skills in 12 areas: goal clarity, view of possibilities, values congruence, achievement drive, supportive environment, self-esteem, self-management, improvement orientation, personal responsibility, problem solving, and results orientation.

The Follow-Up Sessions (coaching sessions) continue to positively reinforce the participant's newly acquired behavior. Goals are re-evaluated for either proceeding, revising, or recycling. Also, the participant's goal-

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Can MGA boost retention?

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achievement congruence is reviewed.

MGA recognizes that the most effective behavior modification requires positive reinforcement, and that positive reinforcement shapes behavior and enhances self-image. By using positive reinforcement throughout the program, the student will have immediate accomplishments, as well as continued success. When we recognize and reward positive behavior we build a climate for people to succeed.

MGA has been a positive experience for our students and we hope to continue offering the course. We fully expect our retention rates to improve as a result of the course. Time, experience, and statistics will tell.

(Carol Dillon is the Director of Prior Learning Assessment and OPTIONS Career & Counseling Services at Fontbonne College, St. Louis, MO. Carol is a licensed professional counselor in the State of Missouri and a nationally certified counselor.)

Student Services Mailing List

Carol Maxson, Acting Program Director for Olivet Nazarene University's School of Graduate and Adult Studies, initiated a CAAHE mailing list in June for members of the Student Services Commission to facilitate the sharing of innovative ideas, information, and resources.

To participate, e-mail a short subscription message to "majordomo@cheetah.olivet.edu" with the following statement in the body: "Subscribe caahe-ssc." You will receive a welcome message and information about the mailing list.

Shorter to Host 2nd Annual Student Services Conference

Shorter College will host the second annual IPD/CAAHE Student Services Conference in March 1998 with Amy Landau, Coordinator of Student Services, and her staff coordinating the on-site preparations. A Conference Planning Committee consisting of Amy, Lori Schultz, Educational Counselor for Cardinal Stritch University and CAAHE Student Services Commission Chair, Deanna Boe, IPD Director of Student Services, and Paula Dobler, IPD Operations Coordinator, are promising another full, fun and interactive conference aimed at multiple student services areas. IPD will again sponsor two participants from each institution. Complete information on the conference will be mailed in October.

Student Services Commission Elects New Officers

Congratulations to Lori Schultz of Cardinal Stritch University and Judy Hogan of LeTourneau University, our new CAAHE Student Services Commission officers. Lori, who is an Educational Counselor at Cardinal Stritch University, was elected as the new Student Services Commission Chair at the annual CAAHE commission meeting on June 14. Lori replaces outgoing chair Carol Maxson of ONU. The group voted to combine the positions of Vice Chair and Secretary and elected Judy, Coordinator of Student Services for LU's Houston Education Center, to fill the combined positions.

SPEEDE/ExPRESS Conference

Electronic Data Interchange (EDI) will hold its eighth annual SPEEDE/ExPRESS Conference in Valley Forge, PA, on October 19-21, 1997. For more information, the AACRAO SPEEDE/ExPRESS website can be accessed at www.aacrao.com/technology/edi.html. The "Electronic Commerce Resource Guide" provides EDI standards information, implementation guidelines, electronic commerce organizations, related network information, EDI publications listings, an EDI calendar of events, etc., and can be reached on the world wide web at www.premenos.com.



Presentation Proposals

Adult Education. Papers for possible presentation at the annual conference of the Council for Adult and Experiential Learning, in November 1998 in Phoenix. Deadline is April 1. Contact: Marilyn Geary, CAEL, 243 South Wabash Avenue, Suite 800, Chicago IL 60604, (312) 295-6135; fax (312) 922-1769; or e-mail mgeary@cael.org. Or check CAEL's website at <http://www.cael.org>.

Student Success. Proposals for possible presentation at the annual Student Success Conference in April in Kansas City, MO. Contact: Janell Darr or Kathy Gale, (316) 978-3700, fax (316) 978-3858.

Financial Aid Conference Provides New Information on FERPA

by Kristen Vedder

The annual NASFAA Conference usually has a little something for everyone—besides all the office supplies and cool gadgets vendors distribute. The 1997 NASFAA Conference held in Philadelphia last month proved to be no different. Valuable information was disseminated on many different topics, including the Family Educational Rights and Privacy Act (FERPA).

The FERPA discussion was facilitated by Leroy Rooker, the Director of the Family Policy Compliance Office for the U.S. Department of Education. The session was heavily attended, leaving a great number of participants standing for almost two hours. The information shared proved to be very interesting and well worth the standing-room only situation.

The general regulations under FERPA were discussed, as well as the November 21, 1996, amendments. One of the most significant changes includes the removal of previous regulatory provisions requiring schools to adopt a formal written student records policy. Instead, schools are required to include some additional information in the annual notification of rights. *(A sample model for this notification, included in the materials distributed, is reproduced on the enclosed insert.)*

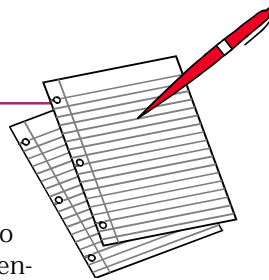
It was also revealed that the California State Association of Student Financial Aid Administrators (CASFAA) is preparing to release a video for front-line office staff. This may be very useful in training new office personnel at our institutions.

We will keep you posted on their progress.

(Kristen Vedder is IPD's Financial Aid Specialist and can be contacted at (913) 827-7584 for more information.)

We Still Need Your Input!

With our second issue, the student services newsletter is still in its infancy and eager to grow. Thank you to everyone who has contributed articles and information for the first and second issues. We will continue to solicit ideas, articles and information from you and encourage you to contribute.



What's in a Name?

The Office of Student Services is sponsoring an informal 'Name That Newsletter' contest and the winning entry will win an as yet undetermined but significant award!

Special Features

Future issues will include special features such as a profile of a student services staffer at a member institution, and "The Best Thing We've Done in Student Services" (based on the popular session at the Student Services Conference).

We'll continue to bring you timely information about upcoming conferences, calls for proposals, and publications.

Please send your contributions to Deanna Boe, Director of Student Services, Institute for Professional Development, 4615 East Elwood Street, Phoenix, AZ 85040 or e-mail to djboe.oramail@apollogrp.edu. We look forward to hearing from you.

Promoting Student Persistence

- "Student motivation is the best predictor of and contributor to persistence..."
- More students leave college because of disillusionment, discouragement, and reduced motivation than because of lack of ability or being dismissed...
- Goals and commitments, as influenced by the extent of social and academic integration, determine students' decisions to leave or stay in..."

Dr. Lee Noel and Dr. Randi Levits, "Spiritual Approaches to Promoting Student Persistence," [Recruitment & Retention in Higher Education](#), February 1997. For information on how to subscribe to this newsletter, call 608-246-3580, 800-433-0499 or fax 608-246-3597.

President to Speak at Lifelong Learners Conference

As an advocate for the needs of adult learners, you won't want to miss the 1997 national conference, "Creating a Nation of Lifelong Learners," which will be held November 16-19 at the Renaissance Mayflower Hotel in Washington, D.C. President Bill Clinton has accepted an invitation to address the conference, which is co-sponsored this year by CAEL (The Council for Adult and Experiential Learning) and The Alliance (An Association for Alternative Degree Programs for Adults).



If you register before September 12, the rate is \$395.00 per person; after that date it jumps to \$435.00. For additional information, please call (800) 951-7345.

Staff Changes

Natalie Ryan joined Medaille College in June as ACCEL's new Coordinator of Student Services. Natalie recently graduated with a Master's Degree in Student Personnel Administration.

Effie Hacklander is the new Assessment Center Director for the University of Phoenix. Effie comes to UOP from the University of Maryland and has a PhD and MA from Michigan State University and a BS from the University of Minnesota.

Rae Ann Dake has been promoted to Assistant Director of Student Services for the adult program at Cornerstone College.

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Student Services Bookshelf

Guide to the Evaluation of Educational Experiences in the Armed Services, 1954-1989 ISBN 0-89774-935-9; \$150.

A four-volume archival set which includes military courses evaluated from January 1954 through December 1989. Order from Oryx Press, 4041 N. Central Ave. Ste. 700, Phoenix, AZ 85012-3397; (800) 279-6799.



Breakthrough Systems: Student Access and Registration; 1996; \$35/\$50.

Articles on the use of the new technology to improve a variety of student services administrative systems. AACRAO Publication #1251; (202) 293-9161.

Electronic Imaging in Admissions, Records, and Financial Aid Offices; Helen Perkins; 1996; \$40/\$60.

Electronic imaging solves many of the problems related to student records management. The technology and related issues and applications are discussed. AACRAO Publication #1253; (202) 293-9161.