



Plan B: Helping students find a path to graduation when Plan A doesn't work out

THE UNIVERSITY OF
MEMPHIS

Your navigators

- Mary H. Brignole, M.S.
 - Academic Advisor for the Academic Counseling Center
 - National Certified Counselor, NCC
- Vanessa Brocks, M.A.
 - Academic Advisor for the Academic Counseling Center
- Tracy Robinson, M.S.
 - Academic Advisor for University College



THE UNIVERSITY OF
MEMPHIS

Presentation objectives

- Present strategies to help student overcome the loss of Plan A
- Demonstrate how departments can work together to promote Plan B to the student
- Discuss opportunities available through the University College curriculum
- Reveal the benefits for the students, advisors, and the University

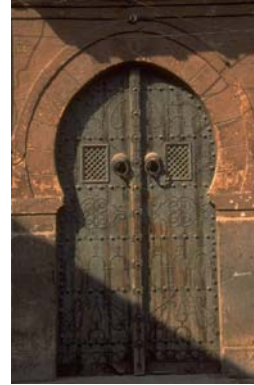
Home Base

- Fall 2009 enrollment:
 - 16,719 undergraduate students
 - 4,288 graduate students
- Student population:
 - 69% are full time students
 - 62% are women
- 15 bachelor's degrees
 - 50 majors
 - 70 concentrations



Crisis occurs

- Student discovers that door is shut on plan A
 - Not admitted to program
 - Cannot continue in program
 - Out of course sequence
 - No longer desired path
- Advisor must be ready to enter the Counseling zone.



THE UNIVERSITY OF
MEMPHIS



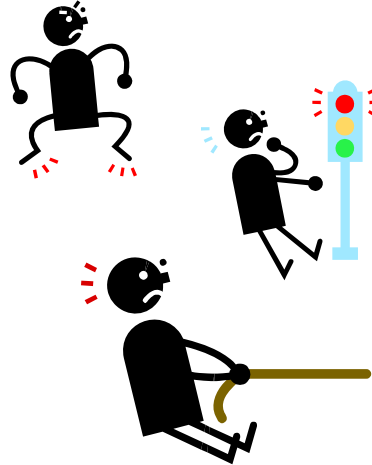
Put yourself in their shoes

If you had it to do all over again,
would you choose the same major or career?

THE UNIVERSITY OF
MEMPHIS

Student's Reaction to Crisis

- Hurt
- Anger/hostility
- Grief
- Disappointment
- Frustration
- Consider dropping out



THE UNIVERSITY OF
MEMPHIS

Rogerian Approach

- Unconditional positive regard
 - “Tell me more”
 - “How does that make you feel”
 - “It sounds as though you are saying ...”
- Non-judgmental affect
- Encouragement
- Open ended questions



Reference: <http://www.psu.edu/dus/mentor/090506jn.htm>

Picture from <http://www.psychologytoday.com/files/u217/CarlRogers.jpg>

THE UNIVERSITY OF
MEMPHIS

Advisor's Response

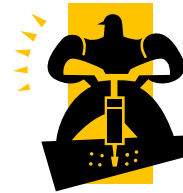
- Empathic listening
- Supportive environment
- Gauge student's readiness for new plan
- Offer follow up meeting(s)
- Begin to look ahead



THE UNIVERSITY OF
MEMPHIS

Crisis Intervention

- Student has resolved that Plan A is no longer an option.
- Now the student is ready to explore Plan B.
- Advisor must be prepared to enter the Construction Zone.



THE UNIVERSITY OF
MEMPHIS

Advisor should:

- Be knowledgeable of degree options
 - Departmental representatives attend staff meetings
 - Participation in campus events like Discover Your Major Day and Academic Advising Awareness Week
 - Academic Advising Network (AAN)
- Be aware of student's academic information prior to appointment

If student has alternate major:

- Within the University of Memphis -
 - Show student how to utilize degree audit to explore options
 - Give specific information on making connection with departmental or college advisor
- Outside the University of Memphis –
 - Investigate institutions which offer that major
 - Explain transfer process

If student does not have alternate major:

- Ask if the student has ruled out any specific majors
- Ask the student about his/her interests
 - Refer to Career Services or Career Counseling for career assessments
 - Types of assessments: MBTI, Strong Interest Inventory, Self-Directed Search
- Ask the student about his/her time frame for reaching graduation

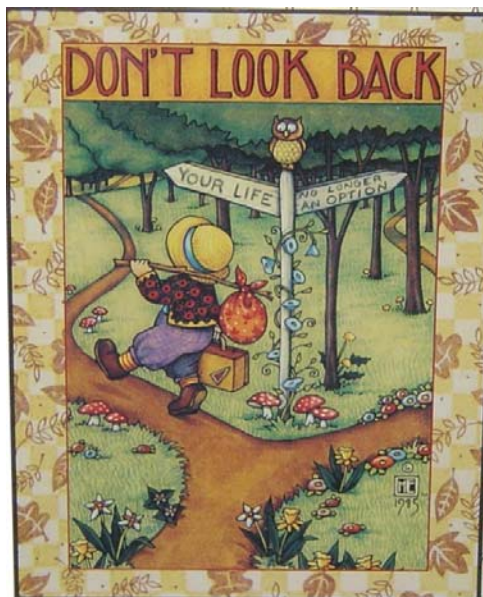
Cont.

- Ask what the student plans to do after graduation
 - If graduate school, discuss different programs and alternate methods to resume Plan A.
 - If work force, discuss career options within the majors which interest the student.
 - What Can I Do With This Major website
<http://saweb.memphis.edu/ces/wcidwtm/default.htm>

Crisis resolution



- Student reaches college advisor
- Advisor should be prepared to:
 - Listen attentively while ...
 - Sympathize with situation while ...
 - Redirect (gently) to Plan B
 - Explore options within Plan B
 - Address concerns
 - Determine timeline for graduation



University College

- One of the seven undergraduate colleges
- 1,400 undergraduate students
- Three academic advisors



THE UNIVERSITY OF
MEMPHIS

Paths/Routes

- 2 degrees offered (BPS and BLS)
- 25 interdisciplinary majors
- Campus and online programs
- Traditional and non traditional
- “Design your own degree”

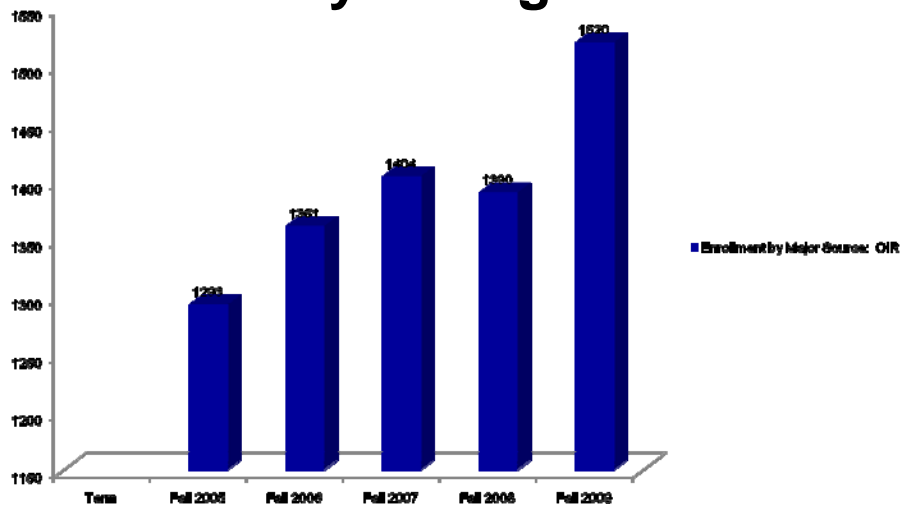


THE UNIVERSITY OF
MEMPHIS

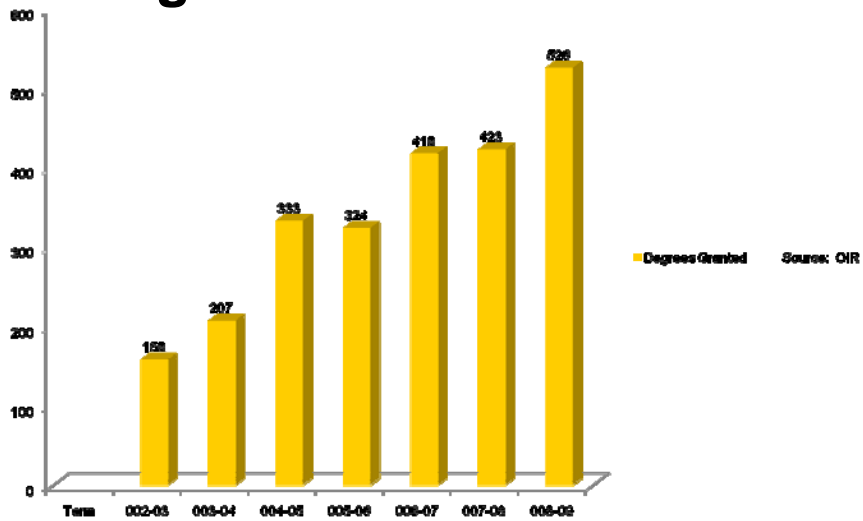
University College's strategies

- Added a third academic advisor
- Reorganized case load to alpha breakdown
- Enhanced marketing efforts
- Relocated to more visible campus location
- Increased advisors' participation on campus
- Formalized relationships with other colleges

All University College students



Degrees awarded

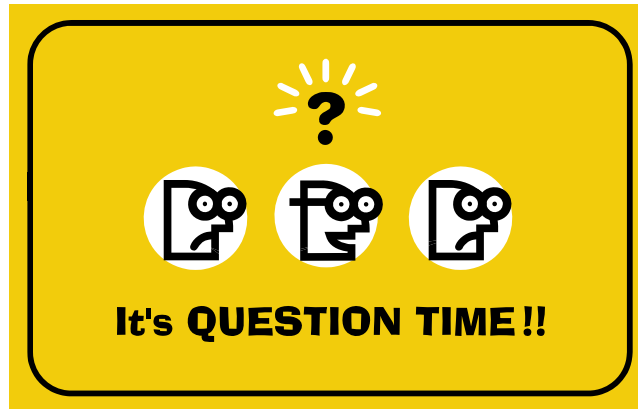


THE UNIVERSITY OF
MEMPHIS

Keep all eyes on the destination



THE UNIVERSITY OF
MEMPHIS



THE UNIVERSITY OF
MEMPHIS

Additional information

Mary H. Brignole

mbrignol@memphis.edu

Vanessa Brocks

vbrocks@memphis.edu

Tracy Robinson

tprobsn@memphis.edu

THE UNIVERSITY OF
MEMPHIS