Student Success: Students Tell Us What Works

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Thursday, November 8
10 a.m.–12 p.m. (general audience)
1 p.m.–3 p.m. (for student services & advisers)
Room 50 Milton Hall

We surveyed and used focus groups to talk with nearly 900 transfer students (response rate 96%) about what helps them succeed. We asked six questions:

1. What factors/practices helped you be successful?
2. What personal barriers did you overcome?
3. What university barriers exist?
4. What transfer barriers exist?
5. What recommendations do you have to improve student success?
6. What services would help students be successful?

We analyzed the open-ended responses and were able to analyze commonalities and differences by ethnicity (American Indian, Asian, African American, Hawaiian/Pacific Islander, Hispanic, White Non-Hispanic), gender (male, female), and student level (freshman, sophomore, junior, senior). The students provided us with thoughtful feedback that then drove institutional change.

We identified which factors and university practices helped all students be successful. Then we looked at which factors and practices were especially useful for student subcultures. These results were utilized to accomplish a system-wide rapid redesign of advising.

Participants in this workshop will:
• Learn how students answered the six questions
• Learn how the UNM system was changed
• Discuss what you learned and have the opportunity to pose questions

Dr. Joy Griffin is currently an NMSU and UNM American Council on Education (ACE) Fellow. She is an internationally recognized expert in the areas of peak performance psychology and diversity/inclusive excellence. Dr. Griffin is an AASP, APA Certified Sport Psychology Consultant (97 worldwide). She is also a member of the USOC Registry and an Association for Applied Sport Psychology Fellow. She has been an administrator and faculty member at Western New Mexico University, Western Michigan University and The University of New Mexico. She is delighted to be at NMSU.

Vanessa Harris is the director of University Advisement Center. She has been at the University of New Mexico for over 12 years. She has spent ten of those years in advising. She is currently a Ph.D. student in the Educational Psychology Program at UNM. Her dissertation is focusing on the Sophomore Slump. In addition, she has recently been selected to participate in the National Academic Advising Association Emerging Young Leaders Program. This prestigious appointment is awarded to only ten advisors/administrators internationally. Vanessa has a passion for advising and assisting students on their academic journey.