

College of Education

Best Practices for Graduate Advising and Retention

The following graduate advising and retention guidelines were compiled by COE departmental representatives and reviewed by the Graduate Enrollment Advisory Team.

The purpose of the guidelines is to provide recommendations for effectively recruiting, advising and retaining graduate students. These guidelines are intended for department representatives charged with graduate student recruiting, advising, and retention including advisors, graduate program coordinators, directors, recruiters (including graduate faculty), and department chairs.



V6: 24 Aug'16

Potential/New Student Advising & Retention Practices

Initial Contact/Follow-up

Meet or contact potential applicants or newly accepted graduate program candidates to discuss options available within the College of Education

Use Radius to check frequently on students' application and status

Review and accept students systematically, follow up quickly, and send a FAQ to accepted students

Welcome (email, phone, or hard copy letter) students immediately after acceptance

Get to know new and potential students (job settings, career goals, challenges, etc.)

Begin building student/advisor/faculty relationships soon after acceptance

Facilitate program orientation for new students

Advising

Inform students of their advisor's name/contact information, provide program course sequences, and a tentative long-term plan/program of study via personal conversation, email, or hard copy correspondence soon after acceptance

Systematically enter each student's advisor assignment into Banner system

Communicate program-related expectations, benchmarks, comprehensive assessments/capstone projects, events, dates

Consider use of Blackboard Orientation modules from ECU Graduate School, as applicable

Send emails regarding important program-related dates (registration, drop-add, course withdrawal)

Send reminder emails before important ECU Grad School dates, such as registration, graduation, drop-add, etc.

Routinely discuss career exploration and opportunities

Continuing Follow-up

Maintain email communication between advisors and students about ECU Grad School deadlines and registration dates

Send feedback within 48 hours to student inquiries during students' program completion

Communicate with each student to explain course requirements, graduation requirements, and capstone projects

Continuing Advising

Use DegreeWorks, Radius, and additional checksheets, long-term plans, and progress reports to document ongoing program completion

Review student advisor lists systematically from ECU BIC to ensure that advisor names are assigned for each student and are correct

Review exit survey data regularly to learn what's important to students

Share pertinent career growth and exploration resources with current students

Retention

Encourage instructor use of Starfish to document student progress (especially student concerns) and institute timely follow-up with students

Provide ongoing systematic communication about course selection, registration, comprehensive assessments/capstone projects, and graduation

Provide resources and pertinent information for students who are completing comprehensive assessments/capstone projects

Alumni

Discuss ongoing career exploration and opportunities

Reach out to program alumni via email, social media

Provide updates about job posting/opportunities and career news

Review exit survey data regularly to share pertinent career growth and exploration resources with alumni

So Who Do I Contact?...

Cashier's Office

cashier@ecu.edu
252-737-6886

Degree Works

Novine Kros krosn@ecu.edu
252-737-4062

Karen Rupp ruppk14@ecu.edu
252-328-1721

Financial Aid

Julie Poorman poormanj@ecu.edu
Director 252-328-6610

Financial Aid Counselors
252-328-6610

See <http://www.ecu.edu/cs-acad/financial/contactus.cfm> for alphabetical assignment of FA counselors

Registrar

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Graduate School

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Budget Officer 252-328-6013

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Tech Support Analyst 252-737-2784

Marquerite Latham bassm@ecu.edu
Thesis/Dissertation Support 252-328-5792

Degree and Certificate Application Processors

A, B, C, D	Anyah C. Born	252-737-2769
E, F, G, H, I, J, K	Majida Coleman	252-328-5426
L, M, N, O, P, Q, R	Rayenell Strong	252-737-2762
S, T, U, V, W, X, Y, Z	Theresa Cartwright	252-328-1461

All Non-Degrees (not certificates) Lynn Couturier
252-328-6507

Student Issues (Other than admissions) Colleen Roland
252-328-1464

Main # for Generic Questions 252-328-6013

Main # for Student Calls 252-328-6012



Graduate Studies Office

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Ashley Zitofsky, Graduate Asst.
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