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.

**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?

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Degree Works

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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
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Graduate Studies Office
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