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LEARNING LOG  
The F.Y.E. Team

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## DETAILS

MAKING IT WORK, UNDERSTANDING WHAT WORKS, AND SHARING WHAT WORKS

### TITLE

The F.Y.E. Team

Owner

 [F. Janelle Hannah-Jefferson \(/education/s/profile/00536000003BiWkAAK\)](/education/s/profile/00536000003BiWkAAK)



### SOLUTION

Redesigning advising

### INSTITUTION

Jackson State University

### CAPACITIES

Culture

Record Type

Monthly-Prior 2017



REFLECTION

### SITE INITIATIVE

To have a group of coordinators and academic advisors who operate under the First Year Experience program to develop a "team" to visit classes to share information with students.

### PROGRESS TOWARD STUDENT SUCCESS

A great deal of our employees in the unit of Undergraduate Studies fall under the First Year Experience Program. This group of people are devoted to ensuring that students who are new to college receive the most effective and accurate information. Under the First Year Experience Program, the Professional Advisors Center houses Professional Academic Advisors who advise first and second year students. The coordinators and academic advisors in this center make up the First Year Experience Team or the F.Y.E. Team. The FYE Team goes to various classes to present a cohesive presentation on the services and resources that the unit offers. It is another way to reinforce orientation information and information shared with students in the University Success classes.

### IMPACT

The impact of this activity affects students positively in that it reinforces what students are offered in the orientation sessions for students. It also reinforces what the students are taught in the University Success course as it relates to JSU policy and procedure and history.

### KEY PIVOT MOMENTS

Key pivot moments occur usually at the end of the sessions when there is Q&A. During these sessions, we are able to answer questions for students which usually lead to further and deeper conversation.

### INTERNAL/EXTERNAL RESOURCES

n/a

### LESSONS LEARNED

Initially, the FYE team was made up of only the coordinators who actually advise students as well. What we learned from this was that the work became very intensive. The coordinators, who enjoyed the sessions, became overwhelmed with the schedule. To rectify this issue, we ended up training other professional academic advisors and added them to the team.

### CRITICAL STEPS

A critical step in the right direction occurred when we added other academic advisors to expand our efforts. The FYE Team added professional advisors to ensure that we had the team of people available to meet with students to present the information in such a manner that was engaging and

interesting to students. When we were able to spread the work load around, it provided a better system to ensure that all classes were covered and no one was overwhelmed.

OPPORTUNITIES/CHALLENGES ⓘ

Challenges were rectified. The opportunity to offer much needed information on student success to our population is invaluable. This activity will become a mainstay in our efforts to share vital information with students.

QUESTIONS/REQUESTS ⓘ

Have any of you utilized a system where you use other means to share vital information with students?


STATUS

Final

Completion Date ⓘ

5/16/2017



Last Modified By

 F. Janelle Hannah-Jefferson (/education/s/profile/00536000003BiWkAAK), 5/16/2017 8:30 AM

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 (/education/s/profile/00536000003BiWkAAK) F. Janelle Hannah-Jefferson (/education/s/profile/00536000003BiWkAAK) (Jackson State University) updated this record. 

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