

**“My Academic Success Coach acted as a personal motivator. Every meeting was focused only on me and my goals. I always felt at home in the office and was greeted kindly when I arrived.”**

**– Super Shark Graduate**



# Undergraduate Student Success



# Learning Outcomes

**By the end of this workshop, participants will be able to:**

- Comprehend the basic elements of Appreciative Inquiry (AI)
- Demonstrate the application of the Nova Southeastern University's (NSU) Academic Success Coaching Model
- Create an AI 4-D Cycle Academic Success Coaching framework

# Who are the Sharks?

- Fort Lauderdale, Florida
- Nonprofit, independent research university
- Minority-majority serving institution (HSI)
- ~28,000 students, ~6,000 undergraduate students
- Commuter campus





# Office of Undergraduate Student Success

## Mission

Office of Undergraduate Student Success provides an intentional holistic approach in the self-discovery of students' academic and personal goals through academic success coaching, developmental workshops as well as faculty and resource connections. The office is supported by the Title V Cooperative grant awarded by the Department of Education.

## Vision

As a partner in the educational process, Student Success will serve as a guiding force in creating an environment that fosters retention and degree completion.



# Academic Success Coaching

## Student Profile:

Gender: Female

Ethnicity: Caucasian, Hispanic/Latino,  
African American

Residential Type: Out-of-State

Academic Standing: Good (Cum GPA 3.1)

Major: Biology, Marine Biology,  
Psychology

## Academic Success Coaching:

Early Alert

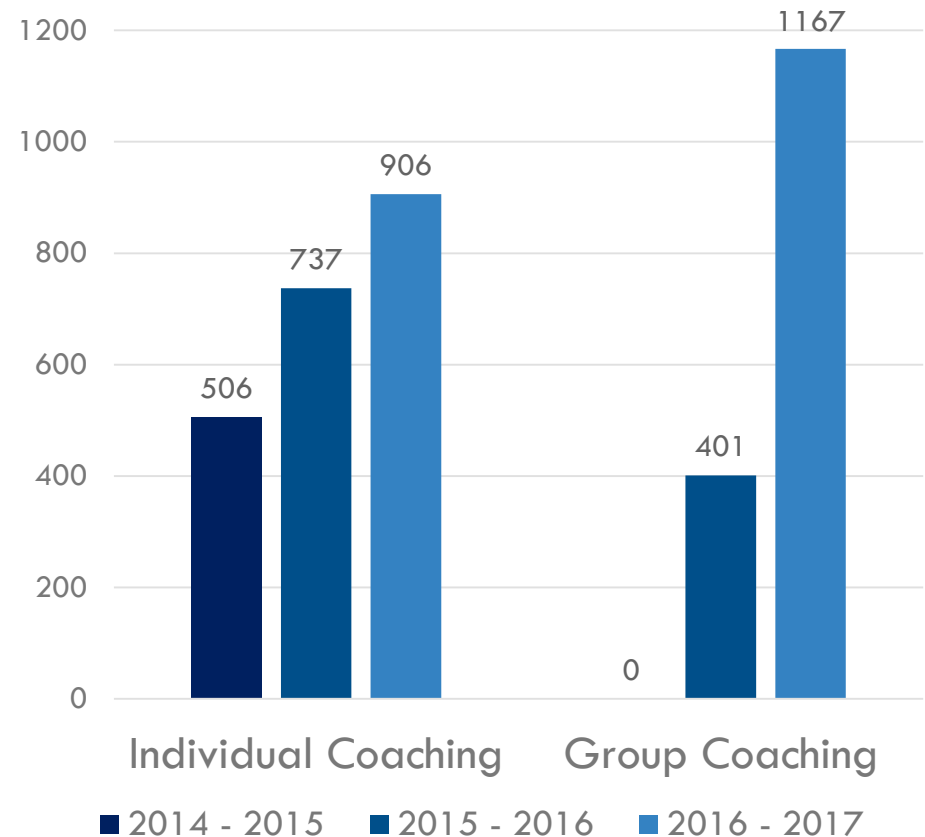
Super Sharks Program

Greek Academic Excellence

Academic Warning and Probation Outreach

Residential Life and Housing Success Coaching  
Program

## Current Coaching Statistics



# Appreciative Inquiry Principles

**Appreciative Inquiry** is a cooperative search for the best in people, their organizations and the world around them.

Fitzgerald et al., 2001; Cooperrider and Whitney, 2005

## Theoretical Foundation

**Constructionist** – words create worlds

**Positive** – focus on strengths

**Simultaneity** – change begins with their first question we ask

**Poetic** – we can choose what we study

**Anticipatory** – image inspires action

# Appreciative Inquiry

## Assumptions:

- In every situation something works
- What we focus on, we get more of
- The language we use shape our view of the world

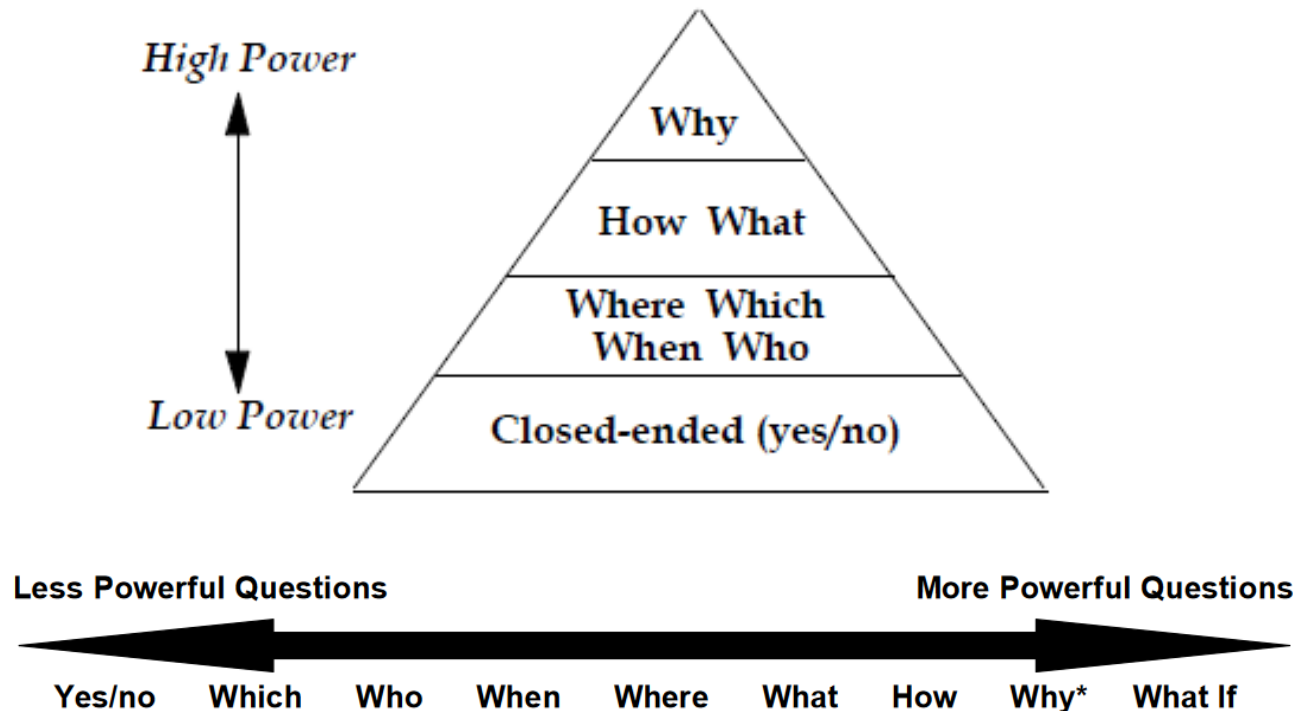
## AI Provides Opportunity To:

- Discover strengths
- Feel energized
- Create goals
- Imagine a better future



# Powerful Questions

Provocative queries that put a halt to evasion and confusion.





# Appreciative Inquiry vs. Problem Solving

## Appreciative Inquiry (New Approach)

1. Appreciate and value the **best** of *what is*.
2. **Envision** *what might be*.
3. Dialogue about ***what should be***.
4. **Innovate** and create *what will be*  
(Hammond, 1998)

## Problem Solving (Intervention)

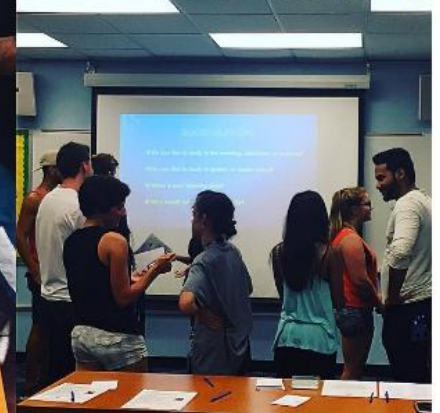
1. Identify the **problem**.
2. Conduct an analysis of the **causes**.
3. Analyze possible **solutions**.
4. Plan some action or **treatment**.

# Appreciative Inquiry vs. Problem Solving

“I am not doing well this semester. I just failed another exam and I don’t know what to do!,”

<b>Appreciative Inquiry (New Approach)</b>	<b>Problem Solving (Intervention)</b>
<ol style="list-style-type: none"><li>1. What do you think you could have done differently?</li><li>2. What would it look like if you were fully prepared for your next exam?</li><li>3. How can you incorporate these changes into your current life?</li><li>4. What if you utilized resources to maximize your success?</li></ol>	<ol style="list-style-type: none"><li>1. Did you study?</li><li>2. Which exam did you fail?</li><li>3. You should start studying 3 days before exam.</li><li>4. You would benefit from going to tutoring twice a week</li></ol>

# Role Play



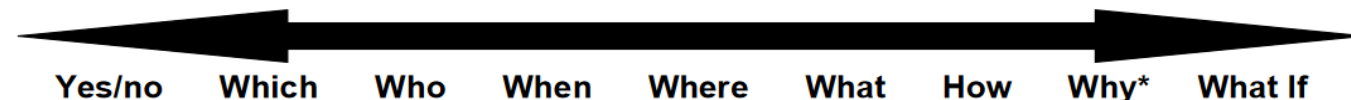
# Crafting Powerful Questions

**The person who sets the question sets the direction and has the power of a change agent.**

1. Ask about ultimate concerns (e.g. What do you value most?)
2. Use positive questions that build on positive assumptions; (e.g. What about this University makes you especially glad you live here?)
3. Present questions as an invitation using expansive, positive, feeling, experiential words. (What has inspired you to come for coaching? What do you most hope to get out of this session?)
4. Enhance the possibilities of storytelling by asking questions about trusted personal experience. (Thinking back on your academic year, please share a high point when you were doing well academically...)
5. Phrase questions in a conversational, friendly tone (and listen eagerly as to a friend.)
6. Ask open questions to which you do not know the answer, and expect to learn something interesting and important. (Open ended questions cannot be answered “yes” or “no”)
7. Good questions invite thinking—they stretch the imagination and inspire new thoughts without evoking defensiveness or hostility.

**Less Powerful Questions**

**More Powerful Questions**



# Success Coaching Scenarios

## “How can I help you today,”?

Create a powerful question to help the student focus on the positive.

1. I can't manage my time?
2. I don't like my classes. Should I change my major?
3. How do I balance all my responsibilities?
4. I am horrible in math. I just can't do it!
5. I am homesick. I don't like it here *(tears)!*
6. I am too involved. I don't know which club to let go of.
7. I am working full-time and don't know when to study.
8. I feel like I do everything but still don't get the grades.
9. All my professors hate me *(tears)!*
10. My parents are making me stay at the University.



# AI 4-D Model



# A-I 4 D Model

1. **Discovery** – Mobilizing the whole system (individual, group/team) by engaging all stakeholders in the articulation of strengths and best practices.
2. **Dream** – Creating a clear result-oriented vision in relation to discovered potential and in relation to questions of higher purpose.
3. **Design** – Creating possibility propositions of the ideal organization, articulation and organization design that people feel is cable of drawing upon and magnifying the positive core to realize the newly expressed dream.
4. **Destiny** – Strengthening the affirmative capability of the whole system, enabling it to build hope and sustain momentum for ongoing positive change and high performance.

# Nova Southeastern University Success Coaching Model

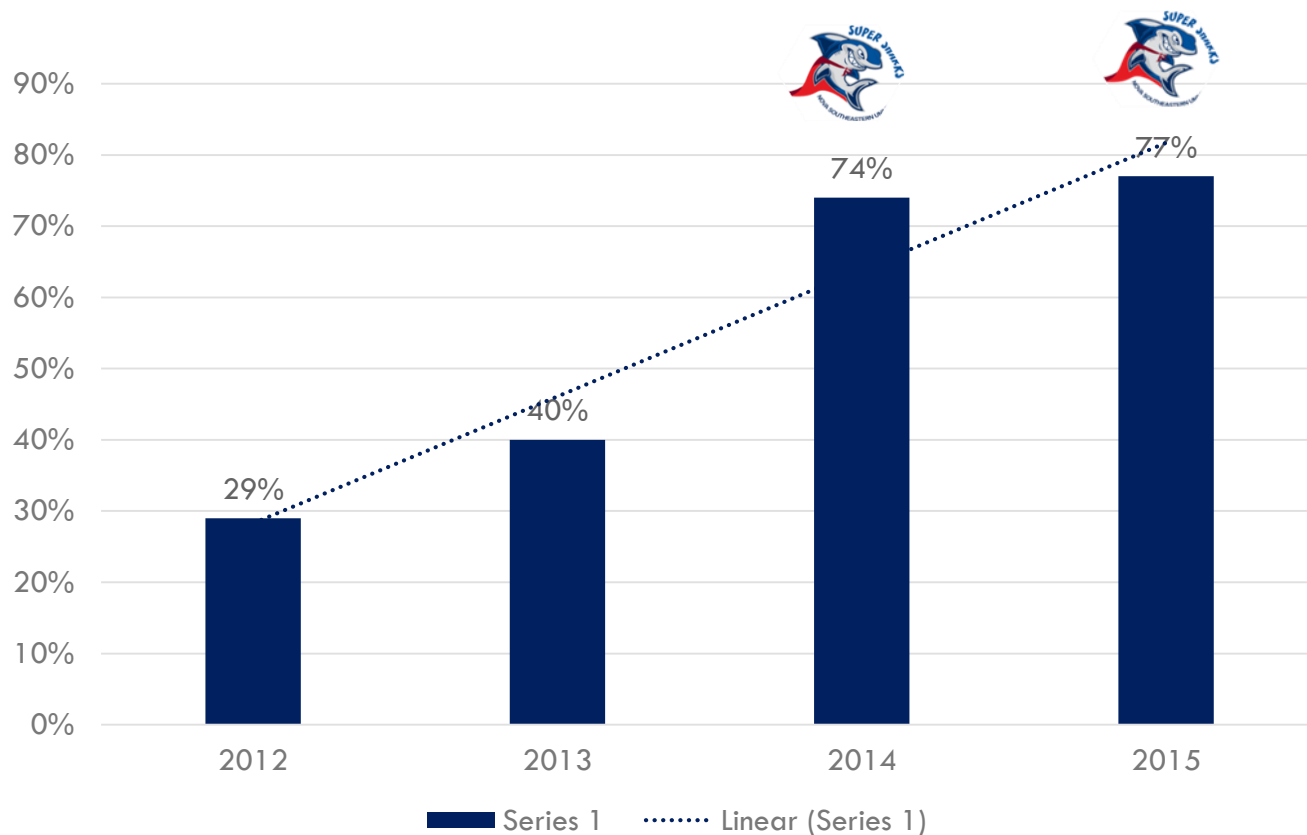
**Nova Southeastern University Success Coaching Model**

Appreciative Inquiry 4 –D Model	Nova Southeastern University Success Coaching Model		
	Stages		Success Coaching Model
Discovery	S	Set the Stage for Success	Acknowledge perception of student success.
	U	Understand Expectations	Cultivate accountability and explore connections to academic success.
Dream	C	Construct Self Assessment & Vision	Identify and articulate strengths, aspirations and passions.
Design	C	Create a Collaborative Success Plan	Define and prioritize strategies to accomplish short- and longer-term goals.
	E	Evaluate Available Resources	Identify resources that can aid in accomplishing short- and longer-term goals.
Destiny	S	Summarize Individual Success Outcomes	Affirm past and present strengths required to accomplish goals.
	S	Sustain Success Outcomes	Monitor the implementation and progress of the success outcomes.

Fabius, S. Grant, G. & Gorelick, A. (2012). "Integration of a Theoretical Framework to Enhance Student Retention and Completion: Nova Southeastern University's Success Coaching Model". In Proceedings of the 8th Annual National Symposium on Student Retention. October 28-31, 2012. New Orleans, LA. Vol. 1. pp. 234-241. <http://www.nova.edu/yoursuccess/forms/nssr-final-paper.pdf>

“Honestly, this program is great! I wish it was offered to more students. I love meeting with my academic success coach and sharing my experiences and getting great advice. She really helped me during tough times! Thank you!” – Super Sharks Graduate

## Super Sharks Retention Rate



# The Key to Success: Relationships!

**Student Success Commercial:**  
<http://www.nova.edu/yoursuccess/index.html>





# Thank You

**Sheila Fabius, M.P.A, M.S., ABD**

Director of Undergraduate Student Success

[Sf674@nova.edu](mailto:Sf674@nova.edu)

954-262-8485

**Samantha Yorke, M.S.**

Assistant Director, Undergraduate Student Success

[Syork@nova.edu](mailto:Syork@nova.edu)

954-262-8536

[www.nova.edu/yoursuccess](http://www.nova.edu/yoursuccess)

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