

Shae Roberts:

- **How many students are in the CARE program?** *We coach ~400 annually. The CARE program as a whole has about 1,600+ students*
- **How many students does each coach have on his/her roster?** *Each coach has about 110-115 students*
- **How long are the sessions every other week?** *30 minutes*
- **In the letter to students, how are the reasons why a student is selected to have a coach listed in a positive light?** *We use language like, "Congratulations," "You've been invited," and "This is a free service to you that celebrities pay thousands of dollars for." Also, the letter does not disclose why they were selected, we do that at the Coaching Kickoff (KO). At KO, we have a short presentation covering who was selected, why they were selected, and what to expect from the program. I also include a [video of students talking about their experience](#). We then say something like, "We find that students who fall in these categories benefit the most from our program."*
- **How do you demonstrate student engagement to your administration?** *We document all of our interactions with students and provide an annual report showing how the number of meetings attended impact retention and GPA. Due to a new initiative called, "Engage 100," another office tracks the programs/organizations that our students engage in while on campus.*
- **What assessment/evaluation tools do you use?** *We do not use any specific tools, but can point students in the right direction should they need evaluation for a disability (learning or other), or need a Personal Academic Consultation (PAC). We have activities we do with students (i.e., time audit for time management, pro/con list for decision making, process of elimination for students trying to narrow down which opportunity to engage in).*
- **How many students are on your campus and what percentage actually get to work with a coach?** *FSU has about 40,000+ students. We coach about ~1,500 of the 6,000+ freshmen that enroll annually. We have a referral process for those students who are not a part of our preselected groups and wish to meet with a coach. Referred students usually attend 1-4 meetings.*
- **How often does each student meet with their coach during a semester?** *Each student meets with their coach every other week for 30 minutes; this averages out to about 14-17 meetings an academic year (depending on if the student started in the Summer or Fall).*
- **Can you clarify the role of HR in your training?** *HR does not train our coaches, we train them in-house with the model and program we designed. For campus partners who would like coaching skills training, they can complete our sessions and obtain a certificate through HR.*

- **How do you get the student commitment to the coaching sessions?** *We get student commitment through our Coaching Kickoff sessions after they receive the letter. The official introduction of our program makes a huge difference in student commitment. As I mentioned, we just try to show the value of our program by offering resources that meet the needs of the students. We also use assumptive language (i.e., "Would you like to schedule a meeting?" vs. "When is the best time for you to come in for a meeting?").*
- **You said your coaches meet with students bi-weekly. How do you get them to come that often? What do you talk about in those sessions besides how they are doing in their courses?** *In addition to using assumptive language, we set an expectation that students are to attend. We are transparent and disclose that it is not mandatory, but we also try to remove doubt and apprehension. We talk about courses, engagement, resources, roommate conflict, building/maintaining healthy relationships, goal setting, etc.*
- **Can you discuss how you show the value of the program to the college?** *By providing retention data.*
- **Shae, if your coaches don't address students' study skills, who does?** *Coaches can and often do assist student in figuring out their study habits, and on occasion their study skills. If a student needs more in-depth assistance we refer them to the Academic Center for Excellence tutoring center.*
- **How do your coaches meet with that many students? How do you train your coaches?** *Coaches are in meetings all day. The reprieve comes when a student no-shows, needs to reschedule, or decides they no longer want to attend coaching. It's a lot, but the coaches do well. We take our coaches through 4 weeks of training when they're hired, and they also work with a senior staff member every two weeks on personal professional development as a coach.*
- **How do you measure retention?** *Fall to Fall.*
- **Have you had any challenges getting all the students to come back bi-weekly? What strategies do you use to get reluctant students to come back?** *Yes, we do have challenges from time to time. Students who have friends or siblings here are the most apprehensive. For reluctant students, we encourage them to attend a few meetings and then let us know if they think it is not beneficial.*
- **How do you enforce coaching being mandatory for CARE students? Are there consequences for not attending meetings?** *Yes, students who do not attend coaching meetings will receive a registration hold and are jeopardy of losing their funding.*
- **For the last 2 weeks of training what specific coaching aspects are you going over?** *Our coaching model, program components (objectives/learning outcomes), and skills.*

Bill Johnson:

- **What assessment/evaluation tools do you use?** *As far as assessment goes, having our coaching process as a course allows us to create student learning outcomes and identify whether the students are achieving specific learning outcomes.*
- **Are the peers who worked in the life design center those who have previously took the course?** *Yes, they not only have taken the course, but they've also been through at least one of the coach trainings we've done on campus.*