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# Advising Millennial Students at an Open Enrollment Institution

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# Advising Millennials at an Open Enrollment Institution

NACADA Annual Conference St. Louis, MO

Charles Hinton-Academic Advising Training  
Coordinator

# Agenda

Who are the Millennials?

How the Millennials developed

Identify the challenges open enrollment institutions present for Millennials

Identify how advisors can successfully advise Millennials.

# Purpose

- ▶ The purpose of this presentation is to highlight how advisors can better serve Millennials at open enrollment institutions

- ▶ Located in Jefferson City, MO
- ▶ We are a Historically Black College/University (HBCU)
- ▶ A large population of our students come in unprepared for college
- ▶ 70% of our students are on Pell and Loans
- ▶ Our key majors:
  - ▶ Business Administration, Nursing, Criminal Justice and Education

# Lincoln University in Missouri

- ▶ In response to budget cuts, we have recently transitioned from a centralized advising model to a faculty advising model.
- ▶ I serve as the Academic Advising Training Coordinator.
  - ▶ I train faculty on how to advise students using advising best practices.
  - ▶ In addition, I ensure students are receiving high quality advising by receiving feedback from students regarding their advising experiences.

# Center for Academic Advising

# Who are the Millennials

- ▶ Born between the 80's and the year 2000
- ▶ Tendency to possess an external locus of control (Bland, Melton, Welle & Bigham, 2012)
- ▶ Tendency to overly rely on external stress coping mechanisms (Bland, Melton, Welle & Bigham, 2012)
- ▶ Tendency to struggle to make decisions without parents (Bland, Melton, Welle & Bigham, 2012)
- ▶ Tendency to lack patience for waiting (Bland, Melton, Welle & Bigham, 2012)
- ▶ Professors report Millennials have different expectations than older generations, making it more challenging to teach them (Buckner & Strawser, 2016)

- ▶ Research has indicated that Helicopter parenting has led to millennials tending to have a higher self-concept than seen in older generations (Buckner & Strawser, 2016).
- ▶ Helicopter parenting has been linked to decreased autonomy in Millennials, making independent decision more of a challenge for them than older generations (Buckner & Strawser, 2016).
- ▶ Helicopter parenting unintentionally sends the message that the child cannot handle their own life (Buckner & Strawser, 2016).



# How did they Develop

# Open Enrollment Institutions

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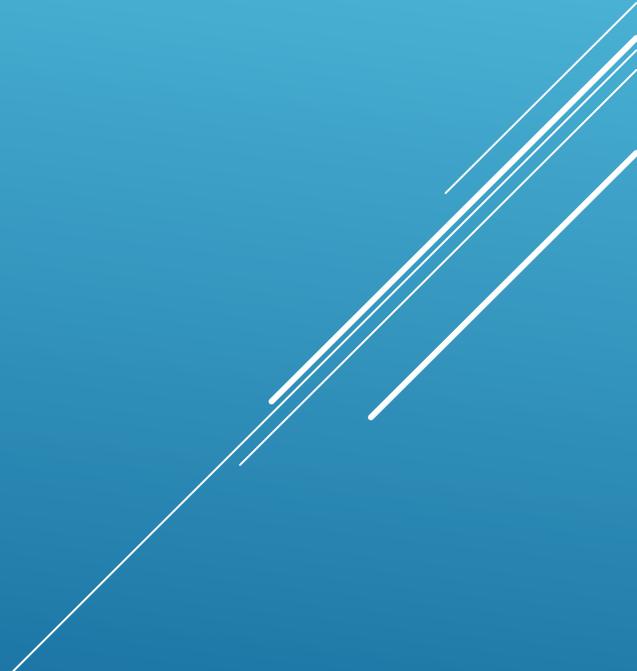
- ▶ Characteristics of open enrollment can worsen the outlook for a Millennial student
- ▶ Open Enrollment Institutions attract less prepared and lower academic performing students
- ▶ Open Enrollment Institutions often lack resources for special populations (Scherer & Anson, 2014)

- ▶ Streamlined admissions processes can leave a potentially unprepared student with less time to assimilate to the expectations of the new environment.
- ▶ Teachers may not alter their instructional approaches to fit the level of the incoming student.
- ▶ Students can get stuck in a sequence of developmental coursework, prolonging the time to graduation (Scherer & Anson, 2014).

# Open Enrollment Institutions

- ▶ Advisors should build harmonious relationships while promoting autonomy.
- ▶ Advisors should investigate the motivation behind a particular coping mechanism.
- ▶ Advisors should reinforce stress coping mechanisms that increase stress tolerance

## How to Help

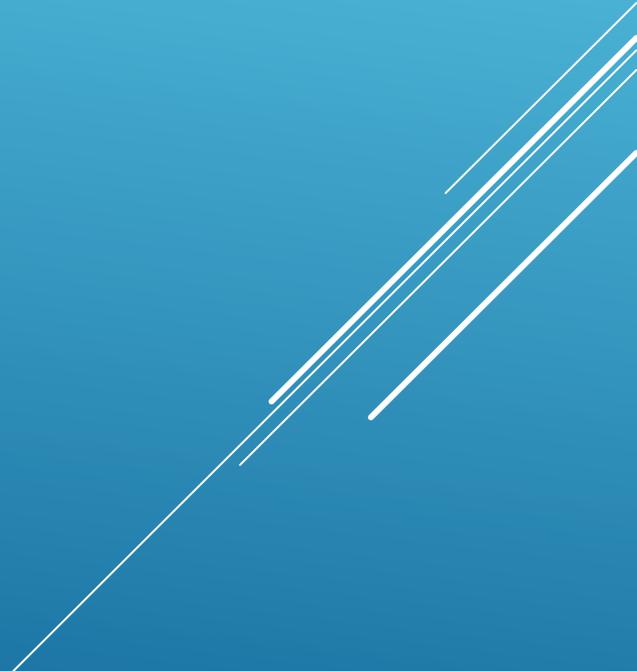
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- ▶ Create handouts, brochures or pamphlets that detail important policies, procedures that may have been overlooked in the accelerated admission process
- ▶ Have a mandatory initial advising session to assess the needs of students before releasing their schedules
- ▶ Keep records on interactions and get signatures for all decisions the students make that have financial implications

## How to Help Continued

- ▶ Know your university and how it impacts it's students
- ▶ Create a plan that works for your students and track your progress.

# Conclusion

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# References

- ▶ Bland, H. W., Melton, B. F., Welle, P., & Bigham, L. (2012). Stress tolerance: New challenges for millennial college students. *College Student Journal*, 46(2), 362-375.
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