

The Role of College Facilitators:

How Students Can Succeed
While Helping Others

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Dillard University

Dillard University is a private, historically African-American, undergraduate, comprehensive liberal arts institution located in the beautiful Gentilly community of New Orleans, Louisiana. Throughout its 138-year history, Dillard has served the African-American population in the United States, especially the areas of New Orleans and the Gulf South, by offering academic achievement to students who were often the first members of their families to attend college. Today, the University enrolls over 1,000 students from all over the United States and several countries abroad, including Antigua, the Bahamas, Columbia, France and Trinidad & Tobago. Under the Dillard University Katrina Recovery Plan, our strategic intent is to return Dillard's operations to pre-Katrina enrollment levels and beyond in four years.

The mission of Dillard University is to produce graduates who excel, become world leaders and are broadly educated, culturally aware, and concerned with improving the human condition. Through a highly personalized and learning-centered approach, Dillard's students are able to meet the competitive demands of a diverse, global and technologically advanced society. In 2007, *U.S. News & World Report* ranked Dillard 17th in its report on "Top Tier, Southern Comprehensive Colleges."

*Overall objective of the Office of Financial Aid &
Scholarship Facilitator Program*

The FA & S Facilitator Program serves as a communication link between staff of the FA & S and Students involved and or seeking FA & S.

The four (4) roles of the Office of Financial Aid and Scholarship Facilitator:

- Deliver professional sessions to other college students
- Provide general information related to Financial Aid and Scholarships
- Provide specific information based on upcoming programs, scholarship due dates, services and policies
- Act as a link between the office and students

Dillard University
Division of Student Success
Office of Financial Aid & Scholarships/Facilitator

Male Senior

Criminal Justice Major

- Retrieve online forms such as the verification work sheet from Nelnet's website.
- Retrieve and respond to student messages from (EFAO) electronic award.
- Provide financial aid counseling to students.
- Assist with bulk mail out.
- Work in tandem with The Administrative Assistant to supervise work study students

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- Assist scholarship coordinator with the scholarship announcements. Publish and edit a weekly list of external scholarships from agencies such as the United Negro College Fund, The Sallie Mae Fund, and other organizations.
- General office duties such as typing correspondence, answering telephones, filing and making copies.
- Process incoming mail.
- Perform additional duties as assigned.

Graduate School Goal: A degree in Student Personnel Administration

Who is this Facilitator?

- a teaching assistant for FA & S
- a successful student who can provide his peers with his experience
- a student who can spend the time- an average of 10 hours per week with FA & S
- a student who expresses satisfaction and comfort level with the services he provides

Objectives of the FA & S College Facilitator Program

- readily accessible to students
- use the professional practices of the office
- delivers services based on FA & S standards of practice
- understand learning needs of the office to help individual students to continue their competence
- improve communication between student and the office of FA & S

Secrets of Successful Facilitators *

- Effective Facilitators are **FLEXIBLE**
- Effective Facilitators are **ADAPTIVE**
- Effective Facilitators are **PROACTIVE**
- Effective Facilitators are **RESPONSIVE**
- Effective Facilitators are **RESILIENT**

* www.thiagi.com*

What must we do to continue the competencies of our College *FACILITATORS*:

5 Directions

1. Staff/Student Development
2. Technical Assistance
3. Understanding the Effective Educational Practices and Instruction Strategies for the area
4. Consult, Communicate, and give Small Group Skills
5. Collaborative Team Building with permanent staff

Evaluation Data for further growth of Student *Facilitators:*

- Facilitator Characteristics
- Facilitator Training
- Curriculum Implementation for the area of training
- Use of the program's model designed to promote critical thinking and dialogue

*The Evaluation of the DU FA & S Facilitator Program is on going and based on the objectives of achieving the anticipated outcomes.

**What is needed for the *GROWTH*
and
DEVELOPMENT of the program:**

- Training to establish authority and support
- Understanding of an informal educational environment
- A set of established Teaching Techniques