

Effective Financial Aid Counseling: Understanding Social and Emotional Learning

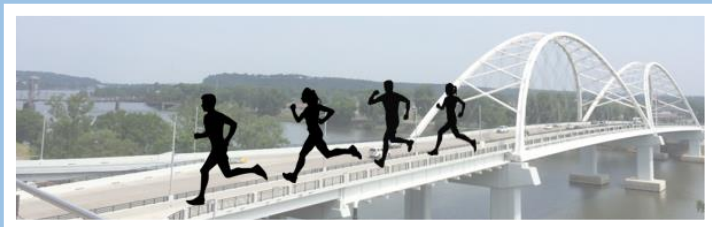
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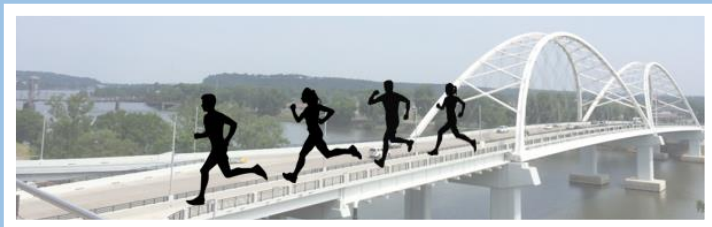
What is Social and Emotional Learning?

- Social and emotional learning is the process through which children and adults acquire and effectively apply the knowledge, attitudes, and skills necessary to understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions.



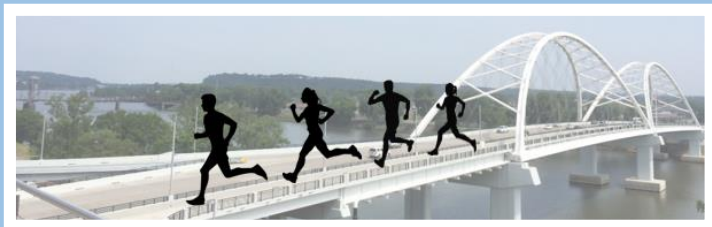
So, How Can We Use Social and Emotional Learning in our Office??

- There are FIVE guiding principles that we can use in our office
 1. Create
 2. Integrate
 3. Communicate
 4. Instruct
 5. Empower



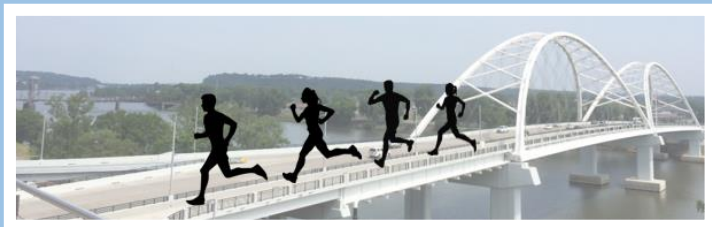
Create

- The purpose of this principle is to consciously create a nurturing, caring, and safe environment for students.
- This principle show to your students that you care and the student is valued as a human being.



Create

- Four ways you can show that you care:
 1. Get to know your students and the lives they live
 2. Actively listen to students
 3. Ask students for feedback
 4. Reflect on your own experience with care



Create

- Get to know your students and the lives they live

Numerous studies have shown that cultural misunderstanding between administrators and students can have a negative impact on students' education experience.

Students come from many backgrounds. Have you shown an interest in the students' background? What are examples of showing understanding during a financial aid counseling session?

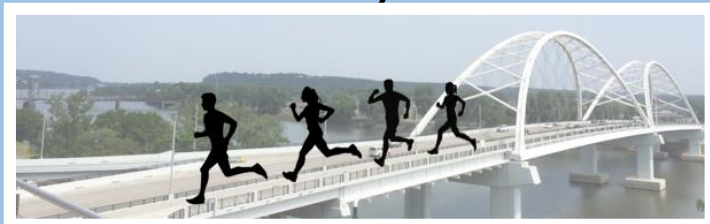


Create

- Actively listen to students

A counselor who actively listens to students is listening for the meaning *behind* what the students are saying, then checks in with them to make sure they've understood properly. This affirms students' dignity and helps develop a trusting relationship between the counselor and student.

Counselors are many times distracted with the workload provided to them. Take the time to make sure the student in front of you is your main priority while you are meeting. What are examples of ways to actively listen and to minimize distractions?

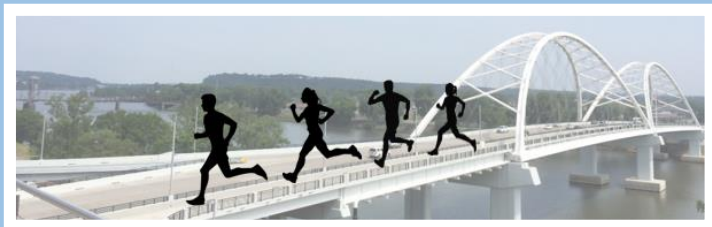


Create

- Ask students for feedback

Ask the student what confuses or concerns them most about the financial aid process, or the current issue at hand. By considering their feedback, you are showing students that you value their opinions and experiences. It also creates an office culture where students feel safe to ask questions.

Counselors many times take the role of a Doctor just prescribing to the student what they need to do. What are examples of way counselors can assure their students understand what is going on?

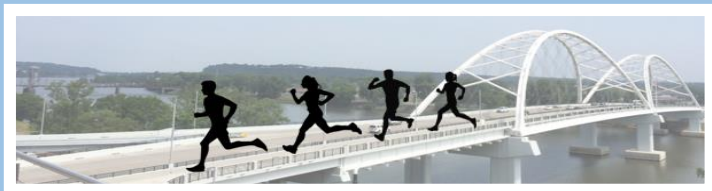


Create

- Reflect on your own experience with care

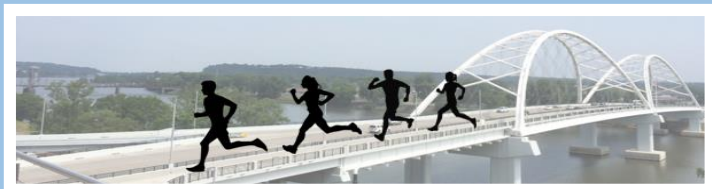
Oftentimes, we unconsciously care for others the way we have been cared for – for better or worse. Reflecting on how you were cared for or not cared for in the same student's situation will give you insight into the kind of care you might be extending to your students, and allow you to adjust your care to fit their needs.

When it comes to customer service, I always try to think about the customer service I would like my parents to receive. I would be upset if they did not receive top notch care, therefore I try to treat each student that way. What are ways counselors can reflect on their own experience and adjust their customer service for the student?



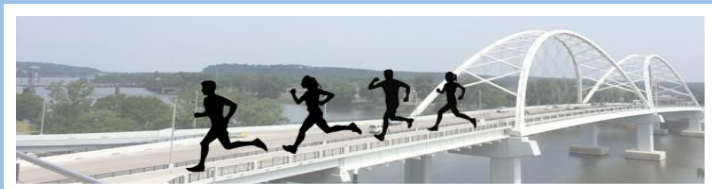
Integrate

- The purpose of this principle is to incorporate Social and Emotional learning skill-building into counseling instructions whenever possible.
- An example of this principle could be the design of a Financial Literacy program based on real-life themes.



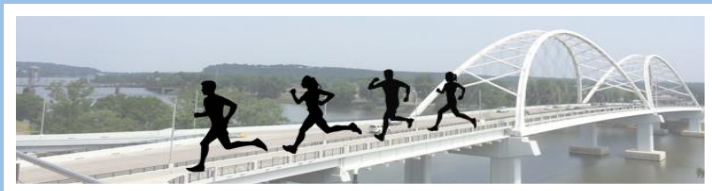
Integrate

- Metacognition (Thinking about one's own thinking)
- Offer opportunities for self-reflection on students' own problem-solving, tool selection, organizational strategies, and other thought processes.
- Counselors many times are teachers. Many of our students do not understand the financial aid process and it is up to us to “teach” the students. This principle allows counselors to assist students to practice different kinds of strategies for learning, thinking, and problem solving and actually have students use these skills.
- What are some examples of ways counselors can have students use these skills?



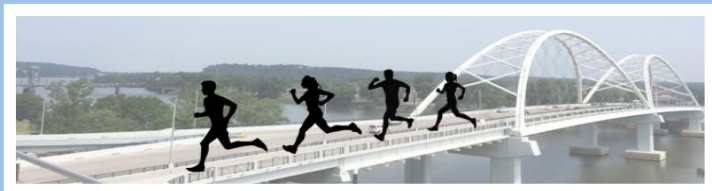
Communicate

- This principle stresses that you communicate early and often with all stakeholders
- Who are stakeholders?
 - Students
 - Families
 - Faculty
 - School Staff
 - Administration



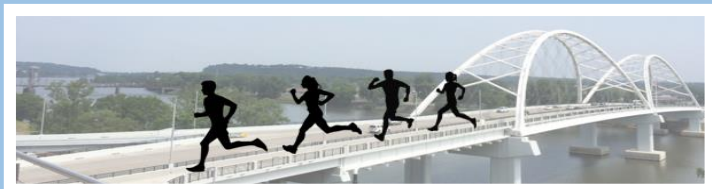
Instruct

- The purpose of this principle is to consider social and emotional learning as you would any other subject area – as information and lessons worth explicit, planned instructions
- With clear guidance, you will ensure that your students fully understand all financial aid content and the expectations that your office has for them



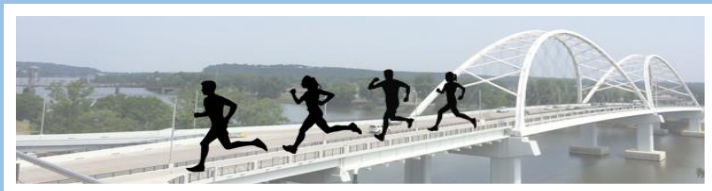
Instruct

- Counselors need to recognize that time spent on certain topics of financial aid counts as a “*teachable moment*” just as time spent on academic content
- What are some examples of “*teachable moments*”
- What can you do to make sure your students understand the topic or question you are helping them with



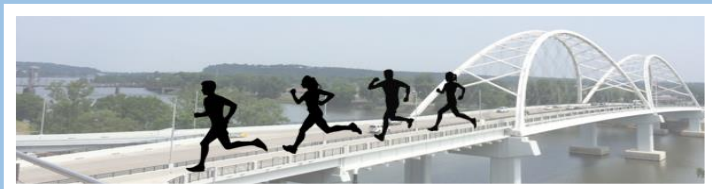
Empower

- To empower students to take charge of their own social and emotional learning. It's about ensuring that students are supported and ready to take on the next phase of their financial aid and emotional lives with confidence



Empower

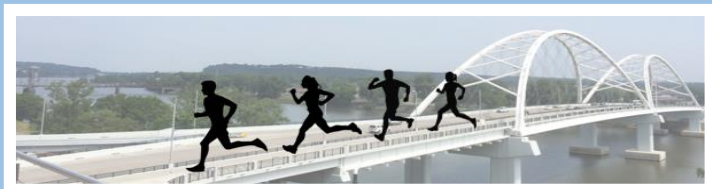
- Strategies:
 - Involve the student in the problem solving of their issue. Ask the student what they believe would be the move for their situation
 - Provide feedback to the student that they can use to modify or extend their decision
 - Ask the student about what they really need. Allow them to express thoughts, feelings, and needs



University Culture

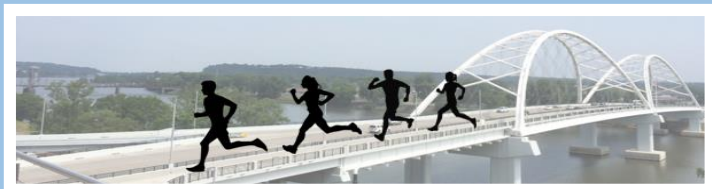
“Each university has a unique and cherished culture. This culture is born from the institution’s history and is steeped in tradition. This tradition in turn reinforces that history and works to incorporate newcomers into the culture by instilling defined cultural values. A university’s culture, tradition, and values are not only important, they are vital to the wellbeing of the institution because they provide stability and continuity”

*Joseph Simplicio



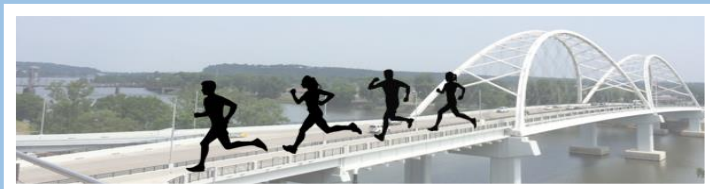
University Culture

- What is your “University Culture”?
- Does your “University Culture” match the culture of your student population?
- Does your “University Culture” hurt or help your role as a Financial Aid Counselor?



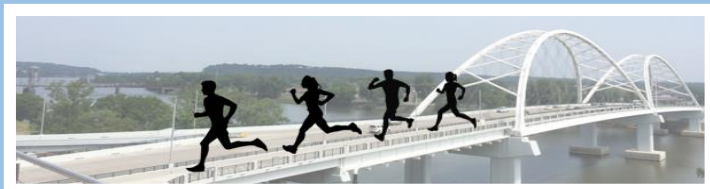
Office Culture

- What is your “Office Culture”?
- Do you even have an “Office Culture”?
- Does your “Office Culture” match the culture of your student population?
- Does your “Office Culture” hurt or help your role as a Financial Aid Counselor?



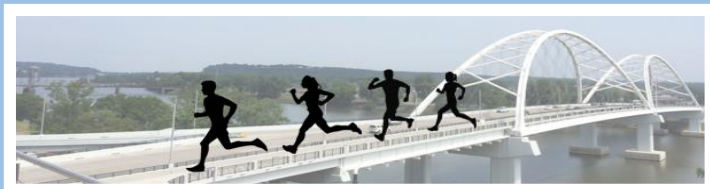
Student Culture

- What is your “Student Culture” – Residential, commuter. Working adults, full-time students
- Knowing your “Student Culture” will help counselors bring in strategies when meeting with students



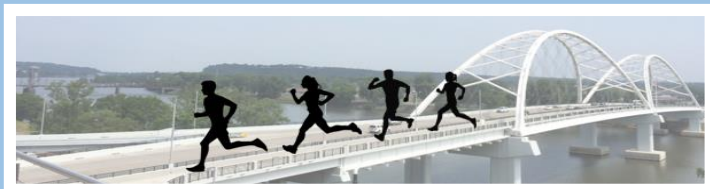
So How Do I Put This All Together?????

- Start by understand you “University, Office, and Student Culture”
 - By understanding all “Cultures” you will be provided a better understanding on how to best serve your student population, your office, and institution
 - Is my office a safe environment for students to speak freely and feel like their voice matters:
 - Do I understand where my students are coming from?
 - Am I actively listening to my students?



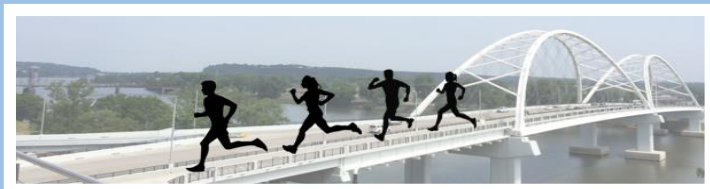
So How Do I Put This All Together?????

- Do I ask students for feedback so I can gauge their understanding?
- Do I reflect on my own experiences when talking with students?
- Do I let students use their own problem solving skills, or do I just tell them what to do?
- Do I communicate with all stakeholders? If not, how can I change that?



So How Do I Put This All Together?????

- Do I take advantage of “*teachable moments*”?
- Do I empower students? Do I make them feel better about themselves and their situation when they leave?



Whew!!!!!!!!!!!!!!

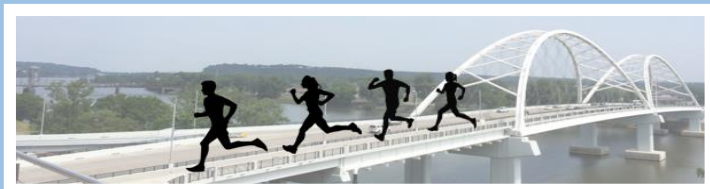


Counseling is hard

Take time to understand your students

Use these tools to make counseling sessions more productive

Breath

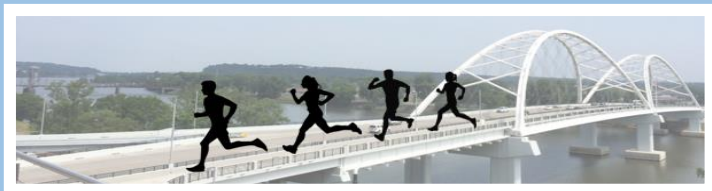


Thanks for Attending!!!!

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SWASFAA Annual Conference

November 7-9, 2018

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