

Hannah: Because I work with so many students on a daily basis, I have a large ability to impact students' lives and how they pursue their academics and how they succeed in their courses. But one of my favorite success stories is that of Gerardo's. Gerardo came into the program initially a couple years ago but some things came into play and Gerardo knew that it wasn't the right time for him to be in school. But a couple of years later he decided that it was the right time and he re-enrolled in his program. Unfortunately in the first term Gerardo actually lost his brother who he was very close to. Gerardo being the dedicated hard-working individual that he is decided that he wanted to continue and pursue his academics. Now Gerardo is in his fourth term and he's a straight-A student. So Gerardo is somebody who I always think about when I think about this position and I think about the success that we can provide. And I think about Gerardo and all that he's accomplished and I know that he's a shining example of what student support services can do in the lives of a student.

Randy: There was a student that was on medical leave, so he and I had a lot of discussions about continuing on in the program. He eventually overcame a few courses that he was concerned about and kept moving forward, so we had weekly and monthly conversations and he'll actually be graduating next month.

Claraine: Jocelyn was a military veteran and a single mother of two boys. She faced many challenges over the course of her time in our program, but her determination and will to succeed and provide a better life for her family continually inspires me. She never gave up, not when she needed to retake a difficult course, and not when she was looking for work while completing an internship for the program. I'm really proud to say that Jocelyn completed her degree and continues to serve as an example, not only to her children, but to me as well. Helping students like Jocelyn is the reason I do what I do.

Peter: One of my most memorable students and experiences as an advisor / coordinator, the student was someone who was going along quite well in the program and then fell off track. So I called her and had a little chat with her and had found out that she had lost both her parents in the span of three months and was having a very, very difficult time with the whole process. Through that conversation and subsequent conversations, we established a friendship and a relationship that wasn't about keeping her or getting her back in school, but more about making sure she was okay. Eventually she did get back into her studies and she graduated and one of the biggest highlights of my life was actually being able to go to Washington DC and see her graduate and just get to meet her and experience the joy that she had for life and you know her talking about her parents and that relationship and what I meant to her and what the experience working with me had meant to her as well. So I think that's probably one of my biggest highlights.

Lily: Graduation is like the culmination of a great journey. It's when I finally get to share the most important part of the students' school life right before going to the actual ceremony. We go to the preparation room and I help them put on their cap and gown you know and we usually have name tags on and that's the moment when most of them realize I'm Lily. They see my name and so they scream and they get really excited and they're like Lily that's you. So they

finally put a face to the name and the same with me vice versa you know like I get to see all of them and I know them all by name. They say I get to see their faces and share with them it's really, really emotional. It's exciting. It's just every time is so special because I feel that being part of their lives.

Lori: I really like being able to impact students lives and help them achieve their goals.

Jessica: I've identified my role as an advisor is an encourager.

Laura: They need that extra layer of support especially an online student, they need to feel like they're part of a community and part of us, part of our role is being a liaison to that community.

Jeannmy: To me a sense of you know I wasn't just helping my student, I was also I guess in a way also helping you know his life and reassuring her that you know even if she wasn't going through situations you know her husband still had somebody to talk to and help them through and just provide that encouragement that he needed to be successful.

Jessica: Our jobs are important because we are ensuring and creating a space for students to be able to fulfill those goals regardless of how long ago they set them.

And as much as I give to my students they give just as much back to me.

At the end of the day my conversations with them are all the same. What are your goals? How are you going to get there? What do you want from this? And how can I help you? And that's what I love about it.