

Referral Process for Academic Life Coaching (ALC) at the Journey Success Center

The College of Education is excited to announce the opening of the Journey Success Center this fall, where we will offer a range of support services to help students navigate their college journey. Journey provides personalized support, tailored to the unique needs and goals of each student, to foster their academic success and overall well-being. Eventually, these services will include both peer coaching as well as coaching by a professionally trained staff or faculty member. We are starting the professional coaching program in the fall semester of 2024 and are currently able to take referrals. Below is information about professional coaching and the process for making a referral.

Journey is a partner member of the Academic Life Coaching (ALC) program at University Park. The ALC program, a collaborative initiative supported by key campus partners, offers a unique opportunity to provide students with one-on-one coaching from professionally trained coaches. This IRB-approved program will allow us to create a shared system among University Park professional coaches, gathering data to improve our processes and measure outcomes effectively. This partnership means a shared protocol for referrals, intake, and pre-/post- evaluation.

The Value of Coaching: Coach Training EDU defines coaching as “a holistic approach that empowers students to take charge of their education and life by focusing on personal development, goal setting, and building resilience. It’s about helping students unlock their potential, enhance their learning experiences, and develop strategies to overcome challenges both inside and outside the classroom.” Positioning the student as an expert of their own lives, coaches help identify the student’s goals, barriers to achieving those goals, and pathways to success. Coaching is particularly beneficial for students who are navigating significant transitions or challenges, as it provides them with the tools and strategies to overcome obstacles and achieve their full potential.

Who can be referred: For the College of Education and Journey, we will be offering professional coaching to at-risk students by referral only at this time. We are prioritizing the following student demographics:

- Historically underserved/minoritized students
- Students with disabilities
- Students in academic recovery or returning from academic recovery
- First-generation students
- Veterans

If you believe a student would benefit from coaching but are unsure if they meet the criteria, please don’t hesitate to reach out directly to the director, Dr. Kevin Hulburt, at kjh170@psu.edu.

Options to Make a Referral to Journey for Professional Coaching:

- **Referral Form:** You can use the University Park Academic Life Coaching referral form [here](#). Please indicate that this is a referral to Journey in the last question of the form to ensure that the student meets with me or another Journey professional coach.
- **OR Direct Referral:** Alternatively, you can email the director, Dr. Kevin Hulburt, directly at kjh170@psu.edu with the following information:
 - Referrer's Name, Title, and Office
 - Student's Full Name, Email Address, and Student ID
 - Reason for Referral (e.g., Goal Setting, Acclimating to College Life, Academic Skill Development, Finding Community, Stress Reduction)

You can also check Kevin Hulburt's available coaching hours on Starfish if you are meeting with a student and want to help them through the process of scheduling a session.

Recommending Coaching to Students: When introducing coaching to students, you might say:

"Coaching offers personalized support to help you navigate college life, stay motivated, and achieve your academic goals. It's an opportunity to talk with someone about your goals and situation and collaborate to make a plan."

Professional Coaching Process:

- After your referral, the student will schedule with the professional coaching to meet one-on-one in the Journey Success Center, 209 Rackley Building.
- All coaches in the Academic Life Coaching program at University Park will follow the same procedure:
 - First Meeting:
 - Review the coaching agreement
 - Students complete the Learning and Study Strategies Inventory (LASSI) assessment, which is designed to gather information about learning and studying practices and attitudes. It is helpful for pre-/post- assessment and as a tool in coaching sessions.
 - Subsequent meetings
 - Students will hopefully attend 3-5 sessions throughout the semester, identifying areas they want to improve and working with the coach on the why as well as the how of an action plan.
 - Ending Session:
 - LASSI Post test and discussion of progress (including but not limited to the LASSI results)
 - Students may then be contacted by the ALC study team for post-coaching interview or to participate in a focus group.

Future Plans for Peer Coaching: We are also working on expanding our coaching services by developing a peer coaching team. These peer coaches will be trained in a course offered this Spring 2025 semester. In this course, undergraduate students will learn the modality of coaching to support their peers and how to make quality referrals to resources within Journey, the wider College, and across Penn State. This initiative will allow us to extend the availability of coaching to a broader group of students.

Thank you for all of your efforts to support our students and in making referrals to the Journey Success Center. And again, if you have a student who might benefit from coaching but are unsure whether they qualify, please reach out: kjh170@psu.edu. I am excited to collaborate with you as we work together to enhance the systems of support available to our students at the Journey Success Center.