Script for “New Student Experience”

Video 2- Making a Personal Connection with Professionals

[various photos from Freshman Orientation presentation]

You might remember from Freshman Orientation, there were various tools and many resources available to help you become a successful Valencia student. Some of the most important pieces of advice included

**Setting Goals**

and

**Planning Ahead**

By knowing your goals and planning ahead, you will have everything you need to successfully communicate, this is a part of communication competency. Sometimes this process can be challenging, but there are professionals to help you along the way.

Just as we saw in the professors' video, there are various ways to successfully communicate with professionals… and then there are other ways that can lead to frustration.

Let’s first look at a situation that unfortunately doesn’t work out for the student.

**Valencia Support Professional:** I can help you over here. Good morning, how are you?

**Student:** Not good.

**Valencia Support Professional:** What’s going on?

**Student:** I need to get dropped from my class.

**Valencia Support Professional:** How come?

**Student:** I don’t like the teacher, I’m not happy with the class.

**Valencia Support Professional:** O.k. we can check it out, do you have your student ID with you?

**Student:** No, I left my wallet in the car.

**Valencia Support Professional:** Do you have your State ID with you?

**Student:** No

**Valencia Support Professional:** Any ID with you?

**Student:** No, I left my wallet in the car.

**Valencia Support Professional:** O.K., I won’t be able to give you any information on the system, but I can give you some general information.

**Student:** But, I need to get dropped from this class. Like, I can’t be in this class, I need to get dropped.
Valencia Support Professional: O.k., how many classes are you in?

Student: Four

Valencia Support Professional: Four? Alright, what we are going to do go over some general information. O.K.? Then when you get your student ID you’ll come back and see me and we’ll go into more detail.

Student: But you can’t withdraw me from the class right now?

Valencia Support Professional: I can’t

Student: Can’t drop me?

Valencia Support Professional: I can’t, not without your ID

Student: [frustrated sounds]

Valencia Support Professional: Can’t drop you. Now this is going to be the first thing, its going to be a withdraw, not a drop. It’s after the drop deadline already, o.k.? And a withdraw means…

Student: I still get my money back right?

Valencia Support Professional: You won’t get your money back for it.

Student: What do you mean I won’t get my money back for it?

Valencia Support Professional: You won’t be able to because it’s a withdraw now. The drop happens within the first seven days of any semester, o.k.? And then, after that seven days it’s a withdraw. It’s counts as an attempt, it doesn’t count toward your GPA, it will definitely show up on your transcript and they’ll keep your money. Do you get financial aid, by chance?

Student: Yes, I do.

Valencia Support Professional: So I’m definitely going to want you to get that ID because it can affect your completion rate which can suspend your financial aid, O.K.?

Student: Ugh

Valencia Support Professional: Have you spoke to your professor at all?

Student: No I haven’t.

Valencia Support Professional: No. You looked at your syllabus, you’ve seen the office hours?

Student: No

Valencia Support Professional: In the meantime, try to contact him to see exactly where your grade is to see if you really need to withdraw.

Student: How do I get in contact with him? What am I supposed to do?

Valencia Support Professional: On the syllabus there’s office hours and an email. You can always come early to class or stay late.

Student: Fine
Now, the student ended by saying it was “Fine”, but I have a feeling she was just being polite. Obviously, the communication was clear, but frustrating because things didn’t turn out the way she had hoped. The goal she wanted to accomplish was clear, but she hadn’t planned ahead as to what she was really going to need.

Let’s try this situation again, but this time with more preparation.

{Second scenario dialogue}

So we see with proper planning and preparation the communication should produce a more positive outcome.