



**Mission:** The Student Success team strives to engage all students during their time at Pine. We work to optimize the students' use of resources to help students achieve academic success and social and professional growth.

The Student Success team offers a broad range of services, activities, and events that promote success by supporting the development of academic skills and strategies, awareness of educational, personal, and professional goals, connection to resources, and involvement in the campus community.

## Academic and Financial Aid Advising

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### Students who participate in academic and financial aid advising will be able to...

- Ensure academic program aligns with career goals based on strengths, interests, and assessments.
  - Select appropriate courses based on program and personal obligations (ex: work, family, social, etc.).
  - Create short term and long-term plans.
  - Work toward education goals including completion of program, transfer, or alternative options
  - Identify and utilize tools/resources to support academic success (ex: Satisfactory Academic Progress, add/drop/withdraw, tutoring, career services, etc.).
  - Meet Frandsen, Kick Start, and PCCI Scholarship Advising requirements.
  - Identify and utilize financial resources and process.
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### Expectations of Academic and Financial Aid Advising

- Encourage, teach, and help students develop a realistic education plan consistent with professional goals.
- Be knowledgeable about PTCC academic programs, financial resources, graduation requirements, and college policies and procedures.
- Be available, understanding, approachable and demonstrate an interest in students.
- Be accessible (via virtual appointment, in-person, phone, email) and respond to students within a 24-48 business hour timeframe.
- Clarify and evaluate student progress toward academic and life goals.
- Provide transfer information and guidance as needed.
- Refer students to appropriate campus resources and opportunities.
- Advocate for student success for all students.
- Provide scholarship advising for Frandsen, Kick Start, and PCCI recipients.
- Maintain confidentiality by following the Family Educational Rights and Privacy Act (FERPA) standards.

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## Expectations of Students

- Schedule appointments ahead of time, as appointments are first-come, first serve and fill up quickly during peak times.
  - Arrive on time and come prepared (ex: questions, research on transfer programs/careers, ideas about classes, etc.).
  - Work with your Student Success Advisor or *program faculty advisor* to choose best coursework based on major being considered.
  - Take responsibility for decision-making and be willing to advocate for themselves.
  - Share any information that influences advising if they feel comfortable (ex: medical, legal, disability, etc.).
  - Check your PTCC email and D2L regularly. Communicate with faculty about course progress/questions.
  - Use technology and tools to participate and succeed in courses and college experience (ex: D2L/Brightspace, Degree Audit Report, E-services, etc.).
  - Provide all applicable educational and financial documentation to the PTCC Admissions/Student Services office as soon as possible (ex: transcripts, test scores, tax verification forms, appeals, etc.).
  - Understand PTCC Student Code of Conduct or ask for assistance as soon as possible.
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## Need to meet with the Student Success Advising Team?

- **BY PHONE:** Call 320.629.5100 and request an appointment with your assigned Student Success Advisor.
- **SCHEDULE ONLINE:** Visit <https://outlook.office365.com/owa/calendar/StudentSuccess@MinnState.edu/bookings/> to book an appointment with a Student Success Advisor or Student Success staff.

## Who is my Student Success Advisor?

- PTCC Student Success Advisors are assigned student's last name with the exception of all Veteran Student, who are assigned to Sarah Dorn and all PSEO students, who are assigned to Jodie Klinkhammer.
- **Santhi Sheehan-Lusk, Student Success Advisor (A-G),** [Santhi.Sheehan@pine.edu](mailto:Santhi.Sheehan@pine.edu)
- **Robin Johnson, Student Success Coordinator (H-N and Students with Accommodations),** [Robin.Johnson@pine.edu](mailto:Robin.Johnson@pine.edu)
- **Reneé Nañez, Student Success Advisor (O-Z and All Connect 4 Success students)** [Rene.Nanez@pine.edu](mailto:Rene.Nanez@pine.edu)
- **Amanda Folkestad, Student Success Advisor (All Veterans),** [Amanda.Folkestad@pine.edu](mailto:Amanda.Folkestad@pine.edu)
- **Jodie Klinkhammer, PSEO Advisor (All PSEO students),** [Jodie.Klinkhammer@pine.edu](mailto:Jodie.Klinkhammer@pine.edu)
- **Catherine Paro, Financial Aid Coordinator,** [Catherine.Paro@pine.edu](mailto:Catherine.Paro@pine.edu) or [financialaid@pine.edu](mailto:financialaid@pine.edu)