

# The Pivotal Moments Students Will Encounter—and How You Can Help

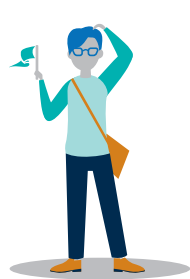
Along their college journey, students will encounter a series of crossroads. How well they navigate these crossroads, known as Pivotal Moments, can mean the difference between success and failure.

Pivotal Moments can vary across schools, departments, majors, and even individual students. But while individual Pivotal Moments may differ, EAB researchers have found three underlying reasons why students often struggle at these turning points, ultimately affecting their ability to succeed.

Explore this infographic to understand the kinds of Pivotal Moments students encounter, what can go wrong as they attempt to navigate them, and what schools can do to help.



## Missing a Pivotal Moment



### Pivotal Moments that students commonly miss

- ▶ Completing financial aid paperwork
- ▶ Clearing registration holds
- ▶ Addressing early alerts from faculty or staff



### Underlying problem

Students struggle to know which milestones are important as they sort through the high volume of college requirements and communications.



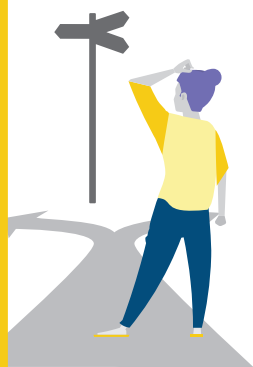
### Solutions

Elevate important **Pivotal Moments** to your students above other campus communications.

#### LEARN HOW

*The Community College of Denver redesigned orientation to help students apply for financial aid—and reduced their summer melt by 8.6 percentage points.*

## Struggling to Make Decisions at a Pivotal Moment



### Pivotal Moments that students lack context for

- ▶ Withdrawing from a course
- ▶ Delaying their major declaration
- ▶ Visiting faculty during office hours



### Underlying problem

Students lack necessary context for why the choices they make at Pivotal Moments matter and how these choices could impact their college journey later on.



### Solutions

Give students insight into the short- and long-term consequences of their decisions.

#### LEARN HOW

*California State University Fullerton illuminates the connection between meaningful faculty mentorship and student achievement.*

## Stumbling at a Pivotal Moment



### Pivotal Moments that students struggle to recover from

- ▶ Being placed on academic probation
- ▶ Being denied admission to a competitive major
- ▶ Failing a required class



### Underlying problem

When students experience setbacks at crucial Pivotal Moments, their sense of belonging and self-confidence may deteriorate.



### Solutions

Reassure students that they are capable of succeeding, and outline the steps they need to get back on track.

#### LEARN HOW

*The Summer Boost program at the University of the Virgin Islands restored the confidence of students with low GPAs, raising persistence rates by 32 percentage points.*