FREQUENTLY ASKED QUESTIONS

ABOUT FINANCIAL COACHING

Q: How does coaching benefit your students?

A: Coaching equips students with the tools they need to overcome barriers that may come between them and graduation. Coaching helps students build financial capability so they can make informed decisions regarding their education, career and life goals. Through coaching, students are empowered to implement positive changes and form healthy financial habits.

Q: What is the philosophy behind coaching?

A: Project Success coaching is based on the notion that students already know the solutions to many of their challenges but may lack the confidence or insight to follow their own judgment. Through coaching, students may learn things about themselves that they did not previously acknowledge, realize that the barriers to success may not be what they initially thought, and find the internal motivation to act on those insights.

Q: How much does coaching cost?

A: Coaching is provided free of charge to students and Project Success schools.

Q: What if my school already has other student success initiatives in place?

A: The coaching offered through Project Success is meant to supplement these initiatives, not replace or compete with them. Trellis student coaching wants to coordinate our efforts with your existing student success services and partner with you to deliver coaching to your students in the most effective way possible.

Q: How is coaching different from Financial Education and counseling?

A: Financial Education provides helpful but often generic information, whereas coaching addresses each student's specific situation. Counseling involves giving expert advice and solutions to help solve problems, but coaching inspires students to unlock their inner wisdom so that they can solve their own problems with confidence.

Q: What topics are covered?

A: Financial Coaching sessions are tailored to your students' individual financial objectives. Although the topics may vary depending on the student, there will likely be common elements to each coaching session that reinforce the fundamentals of sound personal financial behavior and explore financial aid and academic and career support.

Q: What techniques are used during coaching?

A: Coaches use active listening and powerful questioning techniques, grounded in evidence-based behavioral science, to understand where your student is now and where the student wants to go, so the student themselves may determine how best to get there.

Q: What role do the coaches play in sessions?

A: The Trellis student coach is not a counselor, but rather a catalyst and facilitator. The coach builds trust and a rapport with the student and asks probing, open-ended questions, leading students to elaborate on their aspirations. With this information and observations of behavior and language, coaches help students to clarify goals and assist in developing action plans that support goal attainment.

Q: What are some resources provided to the students?

A: Coaches introduce students to tools such as spending plans, the Bureau of Labor Statistics Occupational Outlook Handbook, loan repayment calculators, NSLDS, helpful websites such as MOSAIEC, and many more. Coaches have also compiled resource guides for each Project Success school and can assist your students with referrals to campus resources or local food pantries, health services, low-cost child care, and other support services as needed. If an appropriate on-campus resource exists, it will always be the coach's first suggestion.

Q: When are coaching sessions held?

A: Coaching sessions are currently scheduled Monday through Friday from 9am-4pm CST. If sufficient demand develops to hold sessions later in the day, service hours will be adjusted.

Q: Do you have to schedule an appointment for coaching?

A: Individual Financial Coaching sessions are conducted by appointment only. Interested students access the web page **http://www.mosaiec.org/coaching/** to schedule an appointment. The student chooses a date and time that best fits their schedule, and a confirmation message is sent immediately after scheduling an appointment. A reminder email is sent the day before the scheduled session.

Q: How long do the coaching sessions last?

A: Financial Coaching sessions are expected to take about an hour, and students can schedule as many sessions as needed, as long as the student and coach agree that the student continues to benefit.

Q: Where does coaching take place?

A: The coaching sessions with your students are conducted virtually, using Zoom, and involve both a telephone and a video connection. This technology lets students and their coaches see each other and share documents during the session. Zoom can be downloaded on a desktop, laptop, tablet, or smartphone, which allows coaching to take place anywhere.

Q: Are coaching sessions confidential?

A: Coaching Sessions are confidential. If students do not opt out of information sharing, Trellis will provide the school with the student's name and the date and duration of the session. The content of the session will never be disclosed.

Q: How do I promote coaching?

A: Your Institutional Support Consultant and the Trellis coaching team will work with you to help design a promotional campaign. Both electronic and printed collateral are available to give to students. Please contact your Institutional Support Consultant if you would like handouts or brochures shipped to your campus.

Q: If a coaching session is mandated, how does the school know that the student completed the session?

A: A completion certificate will be emailed to the student, which the student can provide to the school as evidence of completion.

What students had to say

When a recent survey of their coaching experience asked students if they would recommend Trellis financial coaching to a friend, students responded with a 9.5 out of 10. When asked if they would recommend their individual coach, students gave a 10 out of 10 response.

Here are some comments that students provided when asked about their experience with Trellis financial coaching:

"In my heart of hearts, I feel that every college student, whether a freshman or exiting graduate, should be required to take at least one Financial Coaching session."

"She answered all my questions, was friendly, non-judgmental, very knowledgeable, and helped me create a plan to move forward with."

"She not only helped me, but she took the time to help me plan out my semester entirely. Academically and financially."

"My coach, Beth, was beyond helpful! She answered my questions; she gave me great and vital information that I did not know about. Overall, she was just great. I left the session feeling 100% better about how to repay loans, and I honestly am more educated about financial aid now."

"I am 100% glad that I completed the financial coaching session."

"Melanie not only answered my questions in an effective manner, but she also shared some tools and resources which I can now access on my own. I found her very helpful in positive ways."

"Very helpful advisor. She pointed out how I could save money and gave me some tips on how to avoid spending money on things up don't need. We set 3 different goals and set another session in a month."

"She helped me not only in a broad level, but she immersed herself in my difficulties and helped me come up with solutions."

"I learned a lot of tips and got advice that will change my financial life."

"She helped answer a lot of my questions and also gave me tips on what I can do next."

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