

STUDENT STUCKNESS: COMMUNICATION PRACTICES THAT ASSIST STUDENTS IN OVERCOMING CHALLENGES

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Undergraduate college students face an array of challenges including working through difficult assignments/classes, navigating time constraints and more. Challenges can decrease students' ability to focus on classes and academic persistence. This study focuses on identifying communication factors that helps students overcome these challenges including: 1) the content of the messages, 2) who messages are from, and 3) how the messages are communicated (i.e., in person, via email, etc.) to determine which of these factors is important for overcoming challenges. Undergraduate college students (n=134) completed an online survey with open-ended questions to share a time when they were stuck and information about the messages they received. Results were coded using iterative qualitative coding cycles. By analyzing communication patterns, this study provides practical communication strategies to increase student problem solving and persistence in college.

