Job Title: Student Success Advisor  Department: Advising  Campus: Chicago
Name: Tenisha Phillips

Q: What is the one thing that has made you successful?

A: One of the things that has made me successful in this position is the genuine desire to want students to succeed and be better people. I developed the desire to want students to succeed once I became a work student with the academic advising department. I was fortunate to be able to assist students with registering, talk to them about their concerns and testimonies with NLU and all how all of this was affecting their personal and professional lives. After taking all of this in, it made me think about who I am as a student, and what kind of impact I can have in this dual relationship. There are students who never had anyone tell them that they could accomplish something or tell them how important paying it forward really is in life. Since my journey has not always been the best, I know how challenging it can be to keep going. Knowing what I know about my own journey and how I used it to be successful, I felt that if I can do it I can help others in being successful as well.

Q: What do you like the most about the position?

A: What I like most about my position is that I get to help someone new change their lives every day. I have had students come up to me while I was at my commencement and during other terms to thank me for my help in getting them through their time here at NLU. I have assisted students with changing their lives through encouragement to staying the course and listening. Sometimes they need to vent and they need someone just to take time and listen to what is going on in their lives and how it is affecting them academically. I have had students thank me for listening and encouraging them through, it has made all the difference between them leaving NLU and staying the course of their studies.

Q: What is the most important skill that one should bring to the position?

A: The most important skill that one should bring to the position is the ability to multi-task. The things that may go into a day that require you to multi-task are having multiple projects going on at the same time such as phone duty, having an appointment with a student, as well as showing a fellow colleague how to perform a task.