

The article itself is well-written and on an important higher education topic, though it needs to situate itself in the U.S., not mentioned in the article text. I do wonder how many institutions of higher education in the U.S. are neglectful of “a good support system and a positive environment for students to feel welcome, as if they are part of a large family” (p. 1). Colleges and universities have invested a lot more time and resources into translating that vision into more of a reality for matriculating students given the enrollment pressures in higher education. Still, best practices in this regard, as identified by the author, are highly appropriate for us to consider.