Implementing Proactive Advising Practices

Emily Artello, associate director of exploratory and pre-major advising at Penn State Behrend

Kate Elias, academic adviser at Penn State World Campus

Dr. Hilleary Himes, director of advising and DUS coordinator in the College of Earth and Mineral Sciences

Supporting Equitable Outcomes

- Academic advising is structured and intentional.

- Students are unique individuals who are valuable partners.

- Trust and empathy are important to the advising relationship.

- Penn State's advising policy includes proactive approaches

proactive 🔊

[proh-**ak**-tiv]   ◉ Phonetic (Standard)   ○ IPA

adjective

1   serving to prepare for, intervene in, or control an expected occurrence or situation, especially a negative or challenging one; anticipatory:

> The new guidelines will help industry employers develop proactive measures to keep their workplaces safe.

Proactive advising models:
"advisors address key variables of student attrition before they transpire, rather than as a reactive process" (Donaldson et al, 2016)

"participants discussed the importance of academic advisors who proactively assume a responsibility for connecting minority students with the resources (e.g., information, opportunities, and support) they need to succeed" (Museus & Ravello, 2021)

Donaldson, P., McKinney, L., Lee, M., and Pino, D. (2016). First-Year Community College Students' Perceptions of and Attitudes Toward Intrusive Academic Advising. *NACADA Journal*; 36 (1): 30–42. doi: https://doi.org/10.12930/NACADA-15-012

Museus, S.D., and Ravello, J.N. (2021). Characteristics of Academic Advising That Contribute to Racial and Ethnic Minority Student Success at Predominately White Institutions. *NACADA Journal*; 41(2): 13-25.

Advising Tools

Welcome to Elevate!

Elevate is a Learning Analytic Integration for the Starfish Advising Platform

Welcome to
Starfish Info

STARFISH LOGIN   WHO USES STARFISH?

Panelists

Emily Artello
Penn State Behrend

Division of Undergraduate Studies students, Education majors, Dual Credit students

Roster of around 135 advisees

Faculty training and development, NSO advising planning and implementation

20th year of advising at Penn State

Kate Elias
World Campus

Roster of 150; mostly academic warning, suspension students

Advising Disability Representative

Academic Program Liaison

26 years of higher ed experience including advising, admissions and communications (18 at Penn State)

Beginning of the semester

No activity   **Early Progress Reporting**   **Early late drop**

Elevate

Review activity over time

Check previous semester grades and activity levels

Recent changes in enrollment (campus, credits, etc.)
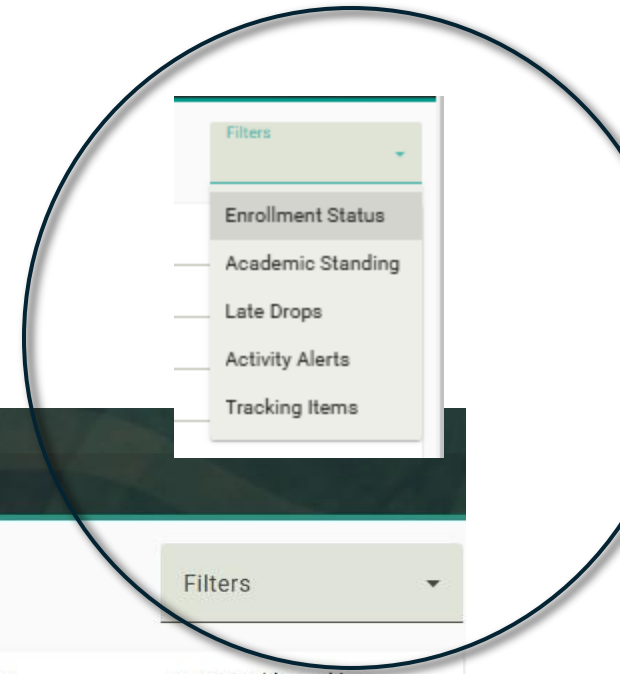
Beginning of the semester

No activity   **Early Progress Reporting**   **Early late drop**

Starfish

Gather more details about the student

✓Tracking item comments
✓Recent advising notes
✓Upcoming scheduled meetings
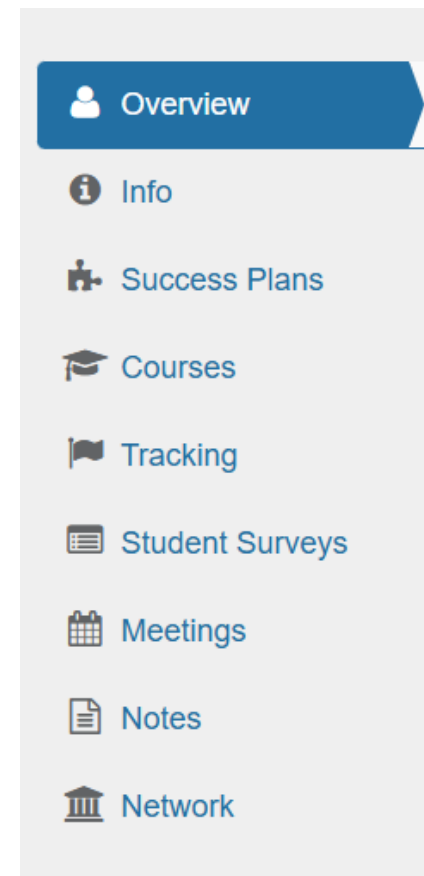
Ongoing advising appointments

1. **Preparing for an advising meeting**

2. **Unusual patterns, such as sudden drop off in activity**

Starfish

Elevate
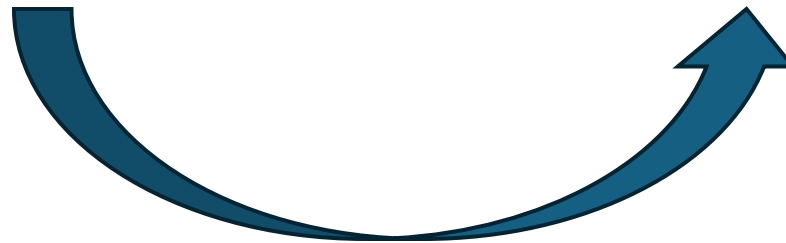
✓	**Links to Additional Resources**
✓	Recent Canvas Activity: Link to Elevate

Elevate Activity Data
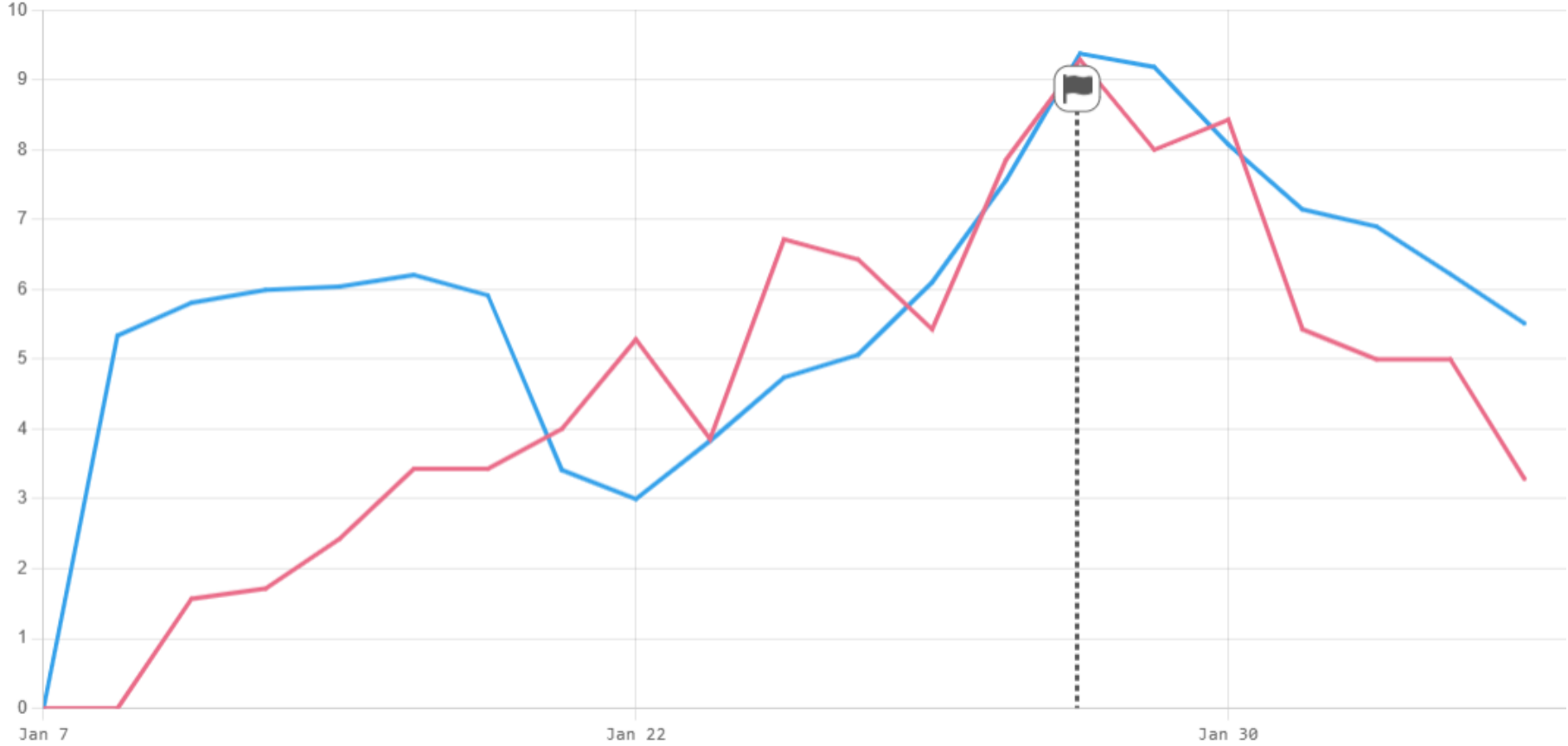
Intentional Communication

"The way academic advisors use language to communicate with students has a tremendous impact on students' emotional and academic outcomes" (Buchanan, et al, 2022).

"As academic advisors help students navigate academic challenges towards a degree, seemingly mundane interactions have the potential to shape students' beliefs about themselves and their abilities" (Kyte, Collins, & Deil-Amen, 2020).

Buchanan, T.M., Brown, A., Chirco, P., Klein, D., & Purgason, A.M. (2022) Messaging Matters: The Impact of Advising Micromessages on Student Affect and Behavior across Diverse University Campuses. *NACADA Journal*; 42 (2): 45–61. doi: https://doi.org/10.12930/NACADA-22-04

Kyte, S. B.,Collins, E., & Deil-Amen, R. (2020). Mindset messaging: Fostering student support and confidence through micro-messaging in advisor communication. *NACADA Journal*, 40 (1), 36– 48. doi: https://doi.org/10.12930/NACADA-19-08

Effective Email Communication

Writing for Busy Readers - 6 Principles

Todd Rogers and Jessic Laskey-Fink

- Less is More
- Make Reading Easy
- Design for Easy Navigation

- Use Enough Formatting but Not Too Much
- Tell Readers Why They Should Care
- Make Responding Easy

https://writingforbusyreaders.com/resources/

Sample Outreach

Student on academic warning and recently assigned to new adviser.

An instructor raised an early progress report that the student has not completed any assignments yet.

Message was sent via outlook and marked high priority.

Subject: Progress Check - Your New Penn State Academic Adviser

Adviser
STUDENT NAME- I am Adviser Academic - academic recovery and we've been assigned to work together because your GPA is below 2.0 and you are in academic warning. **I write both to introduce myself and check in about the flag raised by INSTRUCTOR NAME saying you have not completed any assignments for ABC 123**.

 What can I do to help?

-Adviser

Student response came in three hours later - which tells me this was effective for this student and he is someone with hardship and likely competing priorities:

Hello Mrs. Adviser, To be completely honest, I haven't done any assignments because I haven't been able to purchase the online course yet. I get my paycheck this week so I'll be able to buy access to the coursework.

Starfish notes

Do not include:
- Medical information
- Student emails verbatim
- Academic Integrity issues
- Personal observations or perspectives

Starfish How-To Guides

AD11: University Policy on Confidentiality of Student Records

ADG06: Appropriate Use of Student Data

End of Semester

Late drops

Withdrawal

End of Semester—Looking forward

Upcoming enrollment   Academic reviews
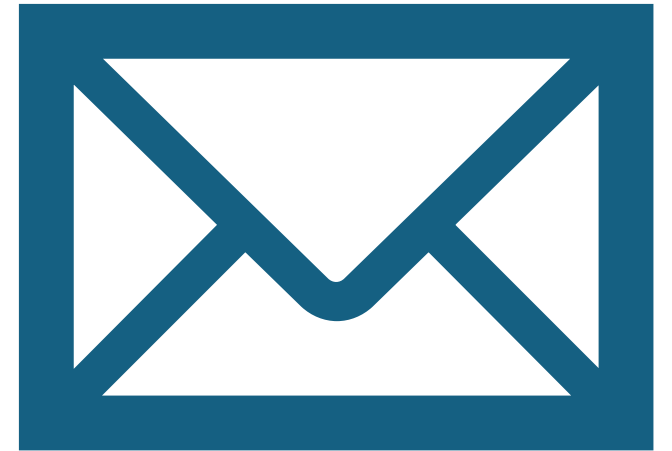
Thank you!

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Discussion

- There are lots of effective ways to be proactive. What strategies do you use?

- What challenges have you encountered in proactive strategies?

- How do you adjust communication or strategies for students based on previous contacts?