

Strategies in Delivery of Advising Sessions & Case Studies

Academic Advising Training Workshops Series – Workshop II

Dec 7th, 2016



THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學



OFFICE OF GENERAL UNIVERSITY REQUIREMENTS
大學核心課程事務處

Introduction to Academic Advising at PolyU (Workshop I)

- ✓ Academic advising foundation
- ✓ Academic advising @ PolyU
- ✓ Roles of Academic Advisors
- ✓ Tips & Support for Academic Advisors

<http://www.polyu.edu.hk/ogur/staff/past-events>



The screenshot shows the website for the Office of General University Requirements at The Hong Kong Polytechnic University. The navigation bar includes links for Home, About Us, News & Updates, Student, Staff, GUR Subjects Library, Academic Integrity, Calendar, and Photo Gallery. The main content area is titled 'STAFF' and lists several categories: Academic Advising @ PolyU, Curriculum Framework, Past events (highlighted), Resources, Quick links, and FAQ. Below this is a 'Contact Us' section with the address TU435, telephone number 3400 8203, and email ogurenq@polyu.edu.hk. The 'Past events' section is titled '2016/17' and lists 'Academic Advising Training Workshops Series - Workshop I: Introduction to Academic Advising @ PolyU' held on September 26, 2016. Links for 'PowerPoint Slides (PDF)' and 'Handouts (PDF)' are provided. A small photo of four people is visible in the bottom left corner of the page.

How do you describe your experience as an academic advisor?

DID YOU KNOW?



Positive



Negative

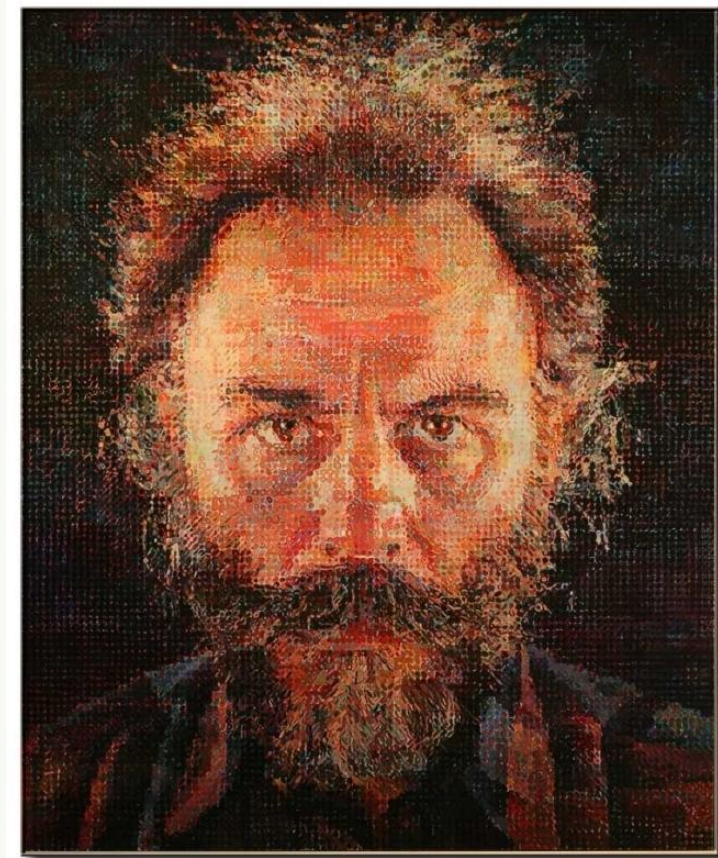


Lukewarm

Agenda

- Definition of Academic Advising
- Strategies in Delivery of Advising Sessions
- Strategies in Inviting Students
- Strategies in Addressing Common Students' Needs

What do you see?



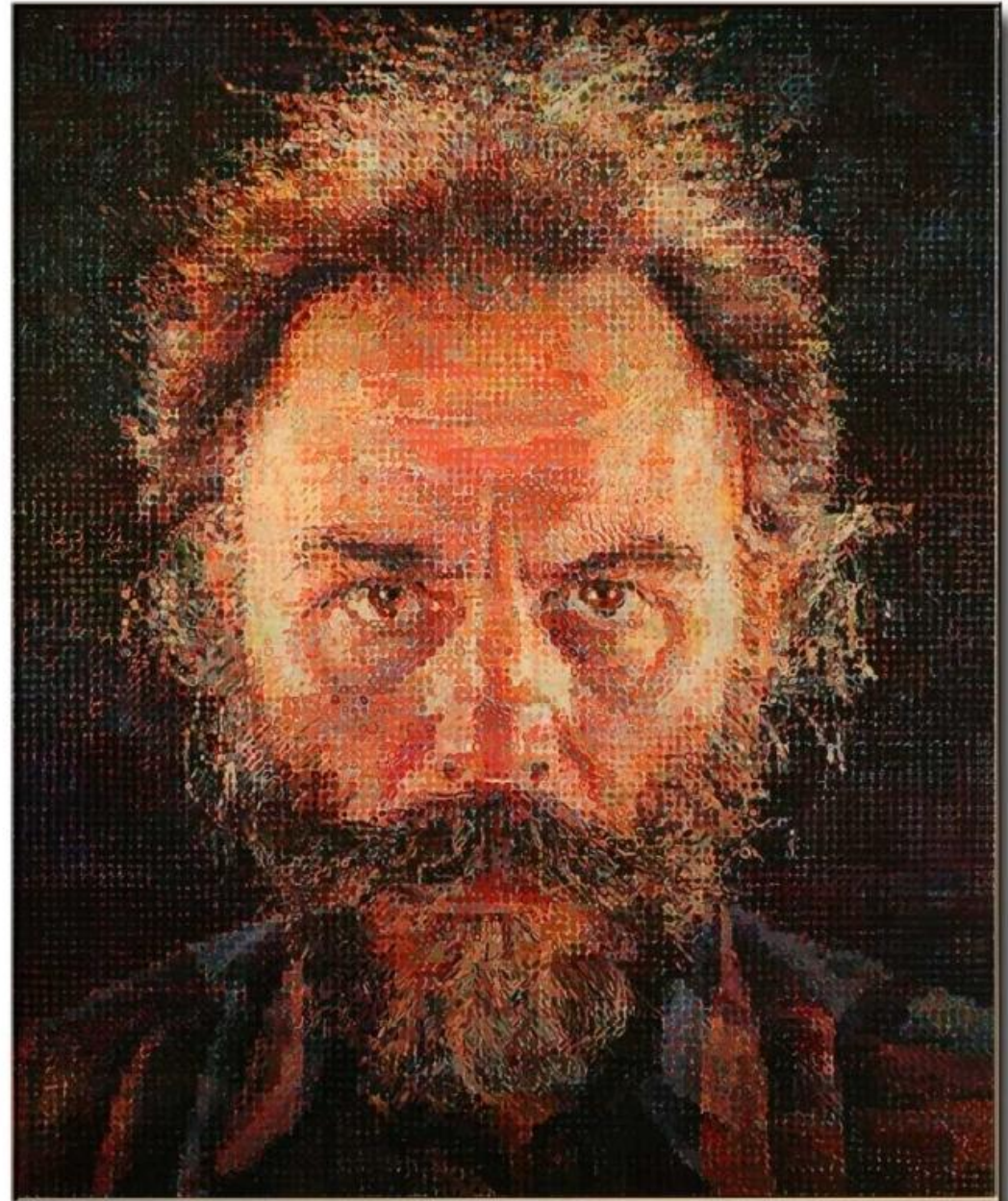
Lucas I (1986–1987), oil & pencil on canvas, seen on display at the Metropolitan Museum of Art

What do you see?

Advising helps
students make sense
of their education

as a whole,

not as a series of
isolated experiences
or items on a
checklist.



Advising Conversation

1. Conversations that are informational:
 - Policies and procedures
 - Requirements
 - Important dates and deadlines
2. Conversations about the individual student
 - Core values
 - Aptitudes/interests
 - Strengths/Areas for improvement
3. Conversations about the future:
 - What do I want my future to be (career and personal life)?
 - What steps do I need to make this future a reality?

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Strategies in Delivery of Advising

- Orientation Program
- The Freshman Seminar
- Advising in Residence Hall
- Capstone Project
- OGUR eAdvising
- Individual Advising
- Group Advising
- Email Advising



*A Typical Cycle of
Academic Advising*

Individual Advising

Theories and Models of Advising

- Motivational Interviewing (MI)
- Appreciative Advising
- Strengths-Based Advising
- Proactive Advising
- Advising as coaching
- Socratic Advising
-

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Individual Advising

Q: Which bus should I take?

A:

1. Where are you?
2. Where are you going?

Answers are with students



Group Advising

- Pros

- Efficient in information dissemination
- Safer for some students
- Peer Learning
- Group Dynamics

- Cons

- Harder to attend to individual differences
- Confidentiality
- Peer pressure
- Time consuming

“I was a fan of group advising until I had to do it.”
- Patrick Lynch, Eastern Washington University
in A New Adviser’s Journal

Group Advising - Preparation



Locate a space



Find a date & time



Group Advising – Knowledge about individual student

if I died tomorrow

what is one thing you would always remember about me?

Words of Thoughts United

Student Information Form for Group Advising

Student ID: _____

Name you would like me to call you: _____

Your HK phone number (if different from eStudent): _____

How would you like me to contact you if I have questions and/or feedbacks for you:

(Circle one or more) Email/Phone/Whatsapp/Others: _____

Your question(s) at the moment:

Your Uniqueness(es) / One thing you want me to remember you for:



Email Advising

Pros

- Flexible
- Safe
- Reusable templates
- Engaging if doing well

Cons

- Missing non-verbal
- Too informal
- Overwhelming if abused
- Time consuming



Using Email for Appreciative Advising



Danielle Leek
PhD Associate Professor
School of Communications
Grand Valley State University

Appendix A

SAMPLE EMAIL

Subject: Important Advising Information - From Professor Leek

Greetings students! Welcome to the start of the 2015-2016 semester. If you are receiving this email it is because I am listed as your faculty academic advisor for the _____ major program.

I'm really looking forward to meeting with each of you this year. I wanted to send a quick note to introduce myself and to let you know that my office hours this semester are Tuesdays from 10-11am, and Thursdays from 4:15-6:15pm in my office in Allendale (127 LMH). You don't need an appointment - you can just drop in. And, if those times don't work for you just send me an email and we'll find another time to connect in person or by phone.

If you have a moment, I hope you'll send an email with any questions you have about your course schedule, major program, or school in general.

I had so much fun in July - I took a group of 14 students to London for the School of Communications Study Abroad Program. Here is a picture of us on a beautiful sunny day when we were visiting Stonehenge.



And another picture of me and three of our Lakers on a walking tour of central London:



Even if you don't have an academic question, I would love to hear about your summer. And I really like photos. So if you have a moment, why not send me a quick update on what you have been up to.

I'll be sending more advising updates as the semester progresses - the subject line will read "Advising Update" - so keep an eye out for those messages.

Have a great first week Lakers!

Dr. Leek

Email Advising

- Personal Style (A reflection of genuine self)
- Catching and Consistent Subject Line
- Timing
- Individual Vs. Mass Emails
- Encouraging reply
- Templates (Toolkit)



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A Million-Dollar Question

“I felt a waste of time when I prepared well and no one show up ...”

“I've emailed them all.”

“...(p)roviding all the relevant information in a warm way.”

“So far, I have 3 students that I can(not) contact no matter whatsoever method that I use!”

“Only one out of six students showed up in the meeting.”

How to reach the unreachable?



N

• What do you think they are thinking?

Student No.	Name in English	Name in Chinese	Mobile No	Prog. Code	Department	3rd Call	Self-made	App
16D	CHA			02402 - BAC	AF			18/4 2:30 (Group)
17D	CHE			02402 - BAC	AF			
14D	CHE			02402 - BAC	AF	XX		
14D	CHU			02402 - BAC	AF	VM		
12D	HO V			02402 - BAC	AF	VM		
14D	HU Z		(852)5565	02402 - BAC	AF	VM		
11D	KAN			02402 - BAC	AF	VM		
15D	LAU			02402 - BAC	AF	VM		
18D	LEUN			02402 - BAC	AF	VM		
18D	LEUN			02402 - BAC	AF	VM		4:30 pm
19D	LEUN			02402 - BAC	AF	VM		
19D	LEUN			02402 - BAC	AF	VM		
18D	PUN		(852)5110	02402 - BAC	AF	VM		
12D	TO Y			02402 - BAC	AF	VM		
15D	WON			02402 - BAC	AF	X		
14D	XU Z			02402 - BAC	AF	VM		
14D	YU C			02402 - BAC	AF	VM		
11D	YU N			02402 - BAC	AF	not available		
18D	CHE	dmund	(852)9257	02402 - BAF	AF	VM		18/4 11:30 am. d'or
13D	CHE	g		02402 - BAF	AF	X		26/4 4pm
19D	DEA			02402 - BAF	AF	VM		13/4 9:30 a.m.
19D	HUI K			02402 - BAF	AF	X		
17D	KON			02402 - BAF	AF	VM		
15D	NG C			02402 - BAF	AF	VM		13/4 15:00 p.m.
19D	TSAN			02402 - BAF	AF	VM		27/4 2:30 pm
17D	CHAU			02402 - BFS	AF	X		
19D	CHUN			02402 - BFS	AF	XX		
19D	LEON			02402 - BFS	AF	XX		
14D	LYU J			02402 - BFS	AF	XX		
16D	NG C			02402 - BFS	AF	VM		
16D	WON			02402 - BFS	AF	VM		
17D	YEUN		(852)6405	02402 - BFS	AF	退學		18/4 1430.
19D	YIP C			02402 - BFS	AF			21/4 9:30 am
15D	CHAN			02402 - GSC	LMS	VM		28/4 2:30 pm
12D	CHUN			02402 - GSC	LMS	自訂		
18D	FAN C			02402 - GSC	LMS	9257		
14D	HUNT		(852)9687	02402 - GSC	LMS	VM		
12D	IP CH		(852)9030	02402 - GSC	LMS	VM		
19D	LAU S			02402 - GSC	LMS	VM		
19D	QUE Y			02402 - GSC	LMS	VM		25/4 2:30 pm
19D	TSE S			02402 - GSC	LMS	X		
15D	CHAN		(852)6226	02402 - IST	LMS	VM		
19D	CHAN			02402 - IST	LMS	VM		
19D	CHOI			02402 - IST	LMS	退學		
19D	CHUN			02402 - IST	LMS	VM		29/4 10:00 am
17D	HUI V			02402 - IST	LMS	VM		25/4 3:00 pm
19D	LEE J			02402 - IST	LMS	VM		
19D	LIANG			02402 - IST	LMS	X		
19D	LIU Y			02402 - IST	LMS	X		
19D	LO Ka			02402 - IST	LMS	X		
19D	NG Yi			02402 - IST	LMS	X		
19D	POK U			02402 - IST	LMS	X		



counsellor

counsellor

subject registration

see you soon

Non-responsive Students

- What do you think they are thinking?



Non-responsive Students

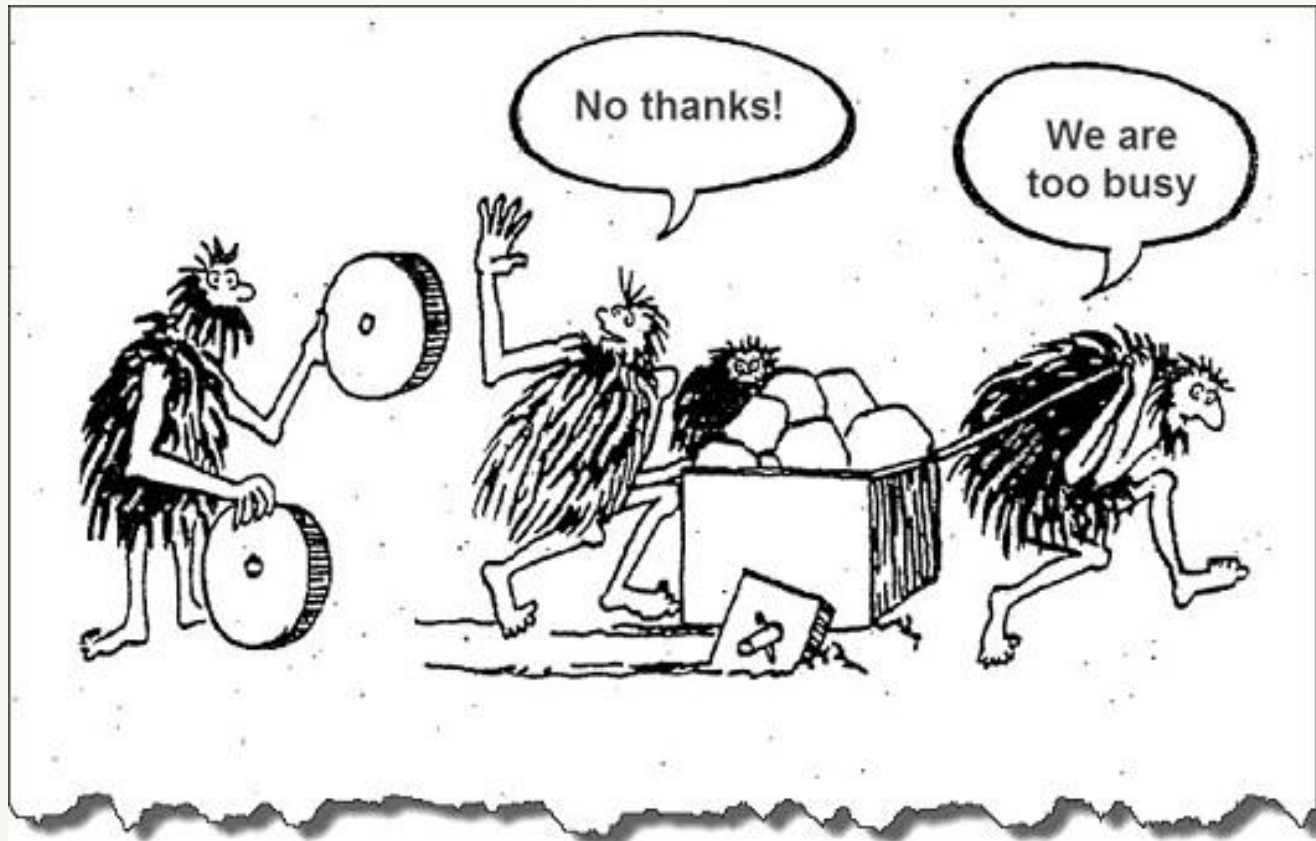
- What do you think they are thinking?



“Dear xxx, Hope this email find you well!...”
“Can you just send me a ‘Hi’ to let me know you are doing fine?”

Non-responsive Students

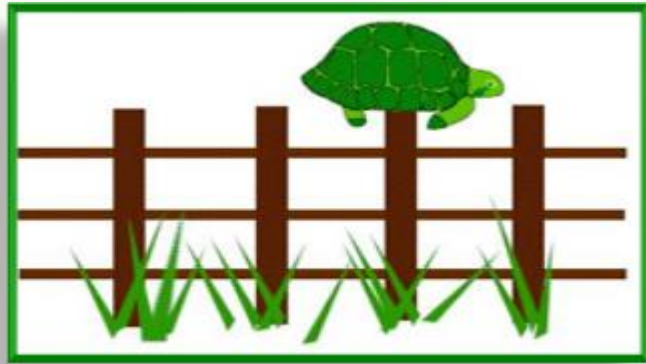
- What do you think they are thinking?



- Right timing
- Hearsay
- Influential peer(s)

Non-responsive Students

Advising requires **collaboration** among units across campus that provide student support/services.



“Every time you see a turtle on a fencepost, you know it didn’t get there by itself.” - Alex Haley (an American writer)

Handling Non-responsive Students

- Persistence
- Try different greeting methods
- Identify right timing
- Identify influential peers
- Hearsay
- Collaborate with colleagues



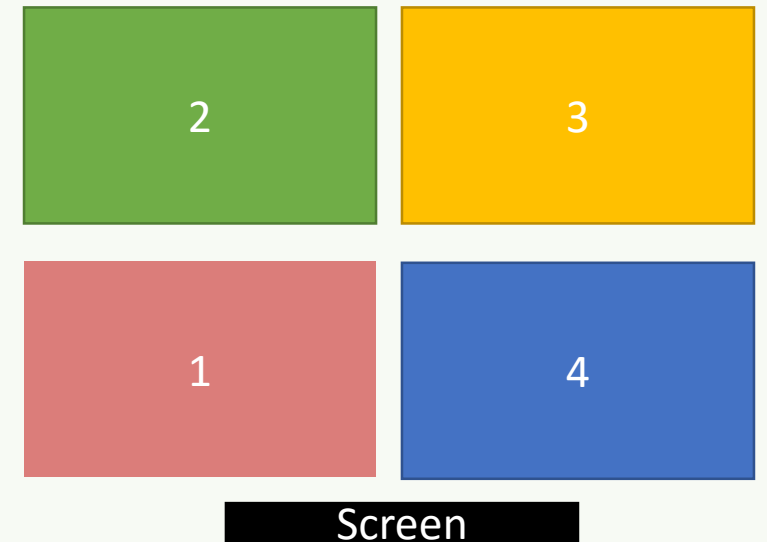
Agenda

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- **Strategies in Addressing Common Students' Needs**

Strategies to address common student needs

Case Discussion

1. High Achievers
2. Students engaging in many extra-curricular activities
3. Non-local students
4. Students on Probation

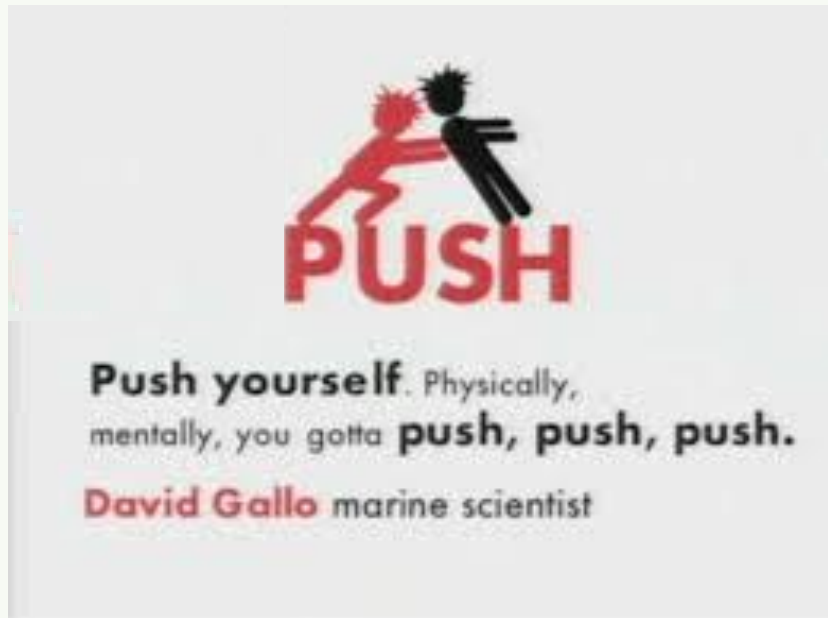


Strategies to address common student needs

- Identify Student's Advising Needs.
- Identify Student's Strengths that she/he could rely on to address the needs.
- Identify actions you can take to help the student.
- Co-create an Action Plan for the student.

Your Question:

“If students could not follow up well, how can I push them?”

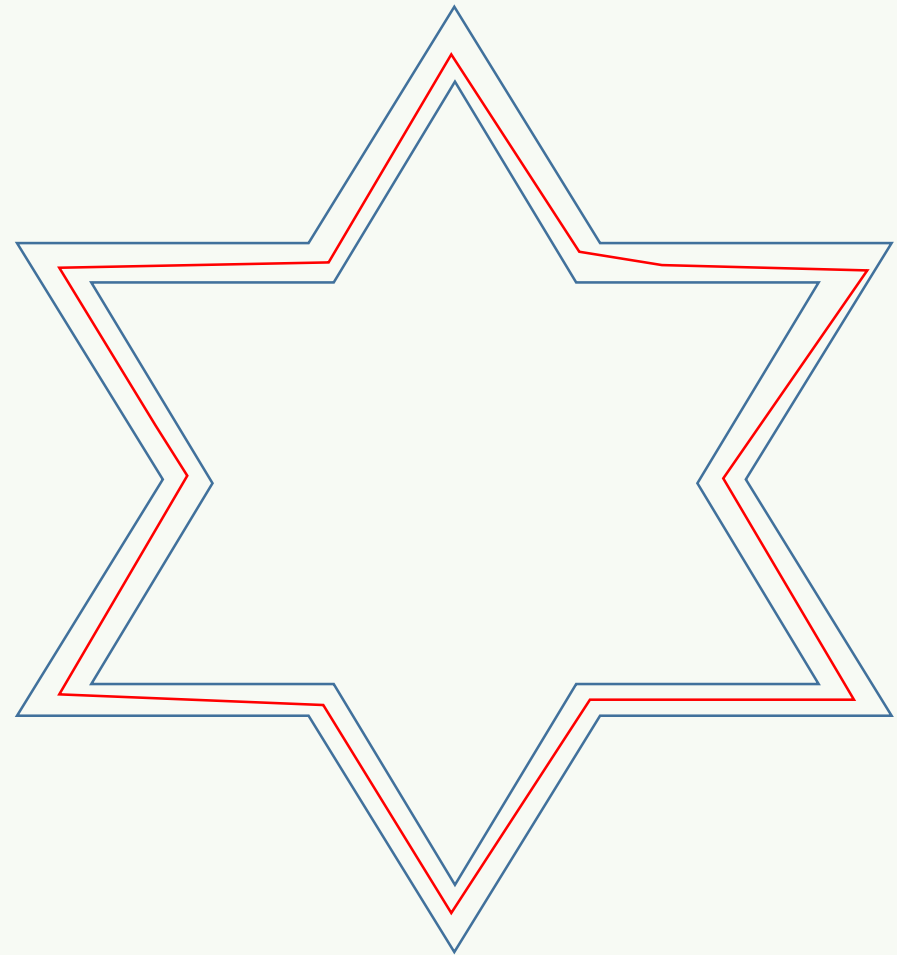


Can you advise me to draw a David Star?

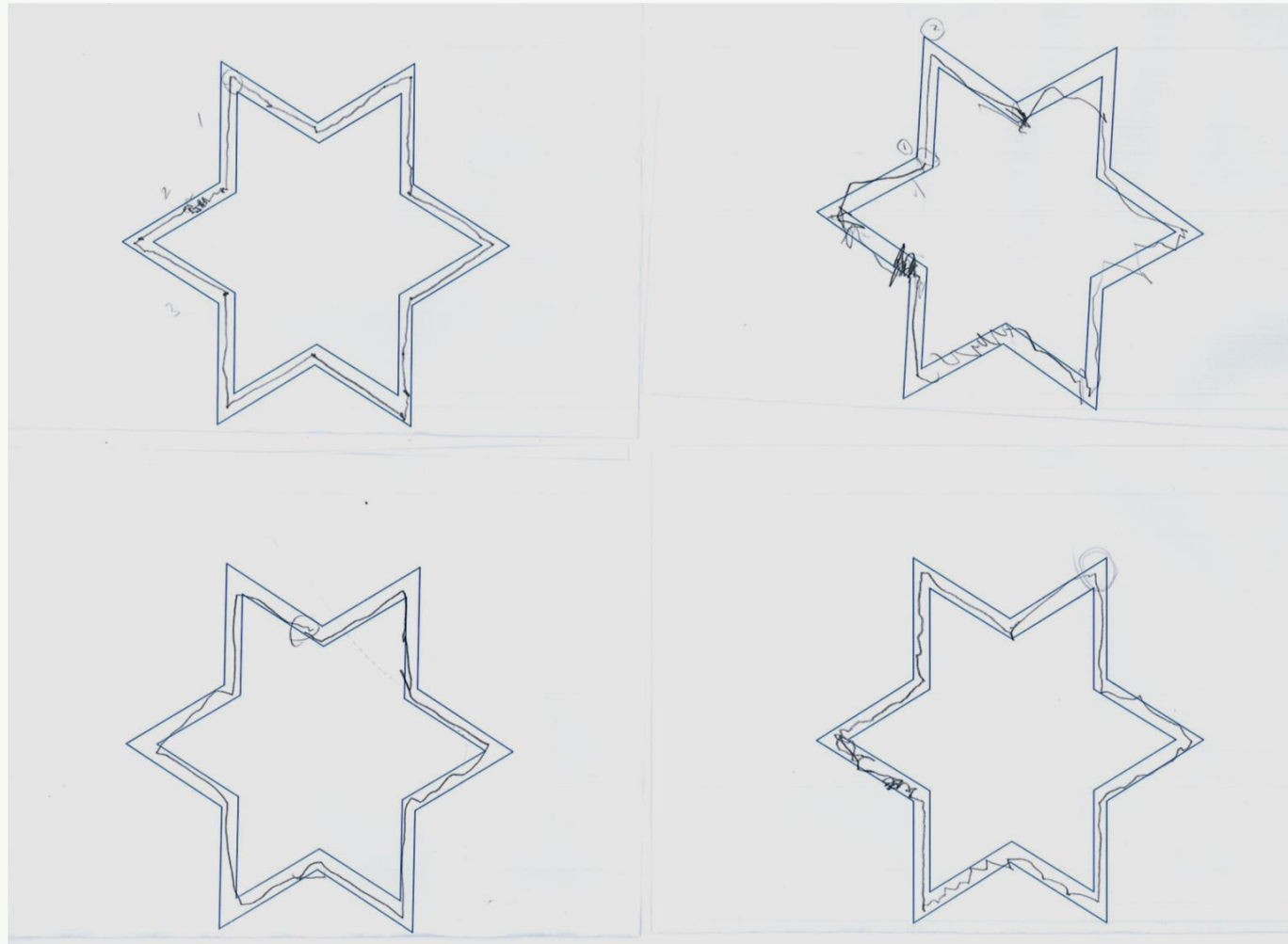
- Pair up: 1 Advisor & 1 Student
- The advisor hold the mirror, the student draw the star when only looking at it in the mirror.

1 min

Now Switch Roles



Can you advise me to draw a David Star?



“If students could not follow up well, how can I push them?”

“How to deliver the advising services with enthusiasm and calm mind?”

- It may be more difficult than you imagine.
- Encouraging the heart throughout the process.
- Accept & Respect student’s own pace and style.

Your memorable experiences...

“If students could not follow up well, how can I push them?”

“How to deliver the advising services with enthusiasm and calm mind?”

“I consider some of the students that willing to **share their real personal feeling** (e.g. the sad feeling) as one of the most memorable thing to me.”

“Helping a student **solve a serious problem** on his study plan.”

“Students want to **explore opportunity** to join overseas exchange programme.”

“**Shared my personal experience** to the student so that she knew she was not alone.”

“Further Study”

“He requests me to **do him a favor** to approve some subjects for him to study and ask me a lot of **exchange** questions”

“The advisee asked about **further education** (Master) abroad and I **shared some personal experience** with her.”

What the students said...

“My advisor also comes from Korea. He shared a lot of personal experiences and it was very encouraging.”

“My advisor is also my subject teacher so he helped me a lot in my study.”

“...is a very nice teacher and she cares about my growth.”

“My advisor told me that if I want to study for master degree, instead of extracurricular activities, I should do research and strive for a good GPA. I can be a part time RA for him.”

“I didn't know logistics (major) was like this. It sounds interesting.”

“I am lucky to have my advisor.”

“I am going to meet my advisor this afternoon. I think he can help me.”

Agenda

- Definition of Academic Advising
- Strategies in Delivery of Advising Sessions
 - Individual advising
 - Group advising
 - Email advising
- Strategies in reaching the unreachable
- Strategies in addressing common students' needs

Community of Practice : Academic Advising (2016-19)

Past Events & Upcoming activities:

- ✓ OGUR website: <http://www.polyu.edu.hk/ogur/staff>
- ✓ **Appreciative Advising Workshops: 24 - 26 May 2017** by co-founder Dr Jennifer Bloom
(<http://www.appreciativeadvising.net/>)
- ✓ **NACADA Summer Institute : June 18 - 23, 2017** in Daytona Beach, FL
(<https://www.nacada.ksu.edu/Events/Summer-Institutes.aspx>)
- ✓ Mini projects to support advising activities of departments : Sem 2

Join as member and stay tuned with us

“How to maximize the role as a AA in the university?”



Merry Christmas

Thanks for coming today!



Reference

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- Jayne K. Drake, P. J. (2013). *Academic Advising Approaches: Strategies That Teach Students to Make the Most of College*. United States: Jossey-Bass.
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