

Strategies in Delivery of Advising Sessions & Case Studies

Academic Advising Training Workshops Series – Workshop II

Dec 5th, 2017



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

Re-Run in Sem 2, 2018

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

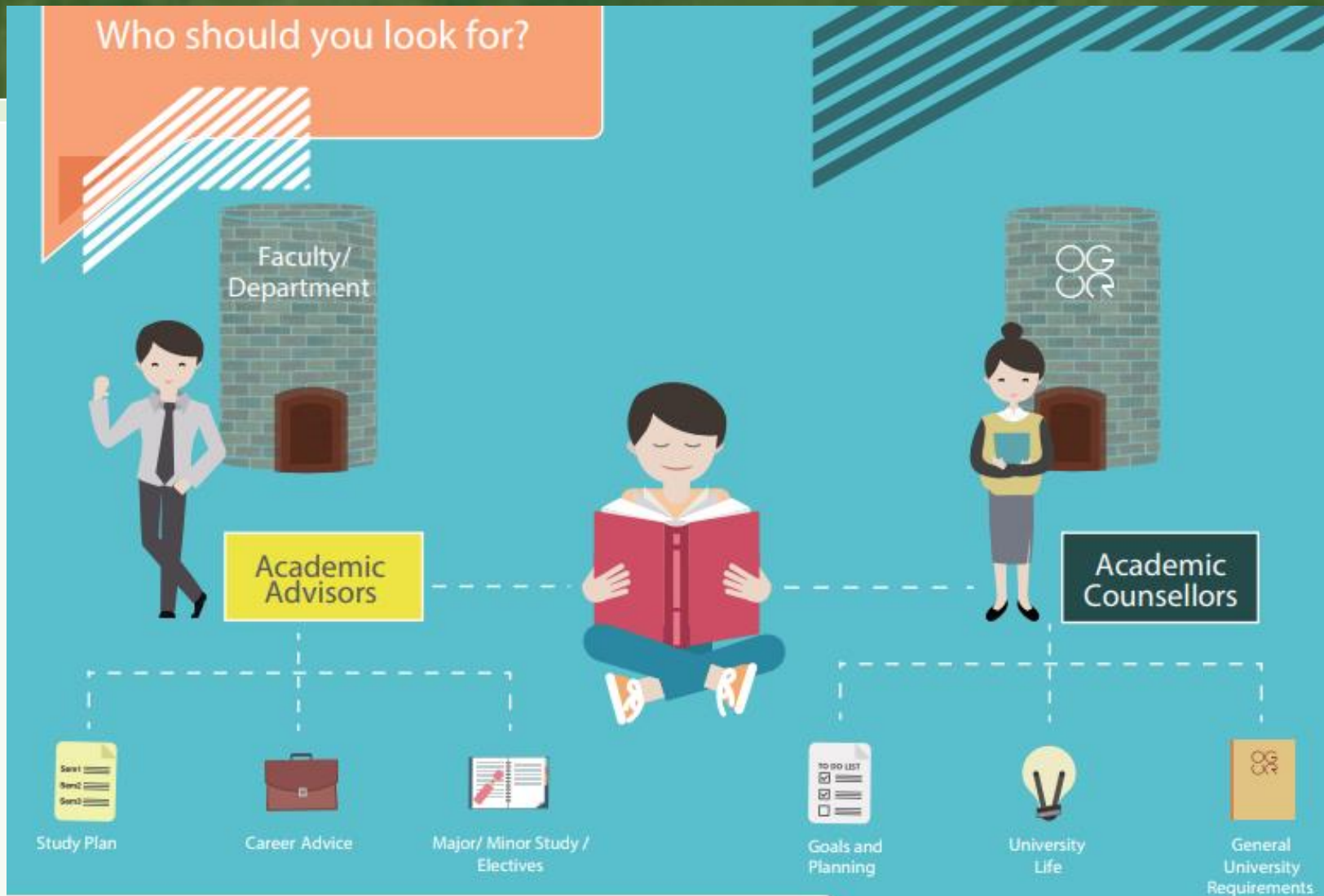


The screenshot shows a web page from The Hong Kong Polytechnic University, Office of General University Requirements. The page is titled "STAFF" and lists various resources under the "Academic Advising @ PolyU" section, including "Curriculum Framework", "Past events", "Resources", "Quick links", and "FAQ". The "Past events" section is highlighted, showing a list of events for the year 2016/17. The first event listed is "Academic Advising Training Workshops Series - Workshop I: Introduction to Academic Advising @ PolyU", which took place on September 26, 2016. Links for "PowerPoint Slides (PDF)" and "Handouts (PDF)" are provided for this workshop. The page also features a navigation menu at the top with links to "Home", "About Us", "News & Updates", "Student", "Staff", "GUR Subjects Library", "Academic Integrity", "Calendar", and "Photo Gallery".

Agenda

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

Two-tier Academic Advising System



For information on academic regulations and procedures, you can contact the **Undergraduate Secretary** of your Faculty/Department.

“Not knowing the role of AA if most of the issues are handled by GO.”

“I feel currently unequipped to properly advise student and often have to resort to our General Office...”

“Not knowing the available CAR subjects for students”

What we do as Academic Advisors...



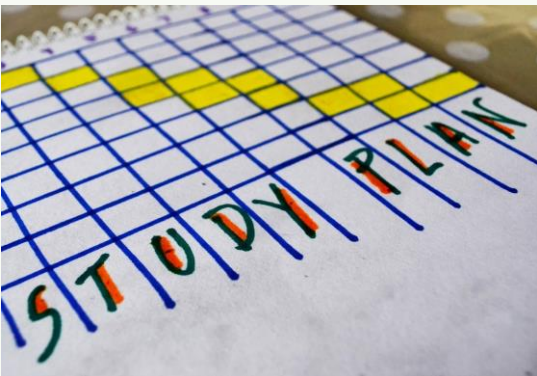
Build rapport with students



Be accessible, available and responsive to students



Help students with their goals



Help students develop a study plan



Identify students with special needs and make necessary referrals



Contact the student regularly, meet them in person, alert them the related academic regulations and requirements

“Not knowing the role of AA if most of the issues are handled by GO.”

“I feel currently unequipped to properly advise student and often have to resort to our General Office...”

Agenda

- Academic Advising @PolyU
- **Strategies in Delivery of Advising Sessions**
- Strategies in Inviting Students
- Strategies in Addressing Common Students' Needs

Strategies in Delivery of Advising

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

Individual Advising

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?

“Is there a best duration for each AA appointment?”

Group Advising

- Efficient in information dissemination
- More comfortable with accompanies
- Peer Learning
- Observation from Group Dynamics

Group Advising – Knowledge about individual student

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:

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:

SAMPLE

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

Academic Advising Training Workshop II_Dec 07 2016

Group Advising – Do's and Don'ts

TOP SECRET



Email Advising

- Flexible
- Reusable templates
- Documentation
- Can be very engaging

Using Email for 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

Agenda

- Academic Advising @PolyU
- Strategies in Delivery of Advising Sessions
- **Strategies in Inviting Students**
- Strategies in Addressing Common Students' Needs

A Million-Dollar Question

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

“I've emailed them all.”

“They did not even reply my email”

“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			
15D	CHAN			02402 - GSC	LMS	VM		21/4 9:30 am
12D	CHUN			02402 - GSC	LMS	自訂		28/4 2:30 pm
13D	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	VM		
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	VM		
19D	LIU Y			02402 - IST	LMS	VM		
19D	LO Ka			02402 - IST	LMS	XX		
19D	NG Yi			02402 - IST	LMS	XX		
19D	POK U			02402 - IST	LMS	XX		



counsellor

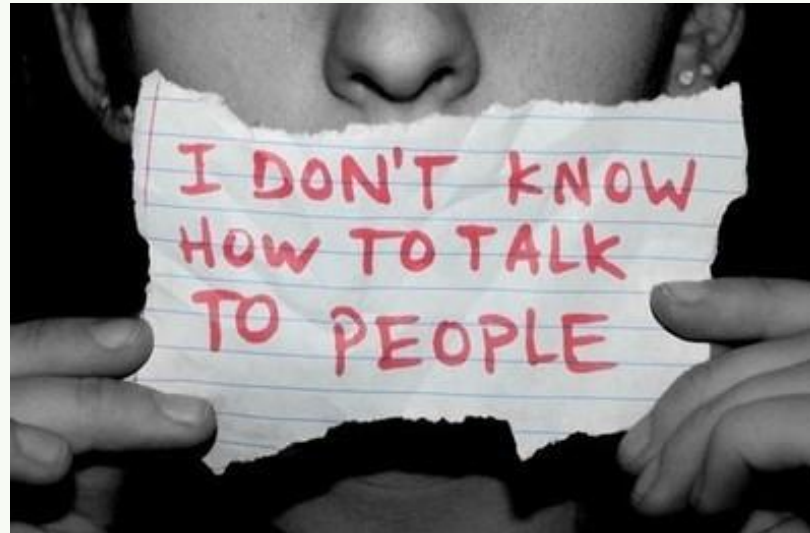
counsellor

subject registration

see you soon

Non-responsive Students

- What do you think they are thinking?



“What if you and your advisee just does not see eye to eye?”

Non-responsive Students

- What do you think they are thinking?

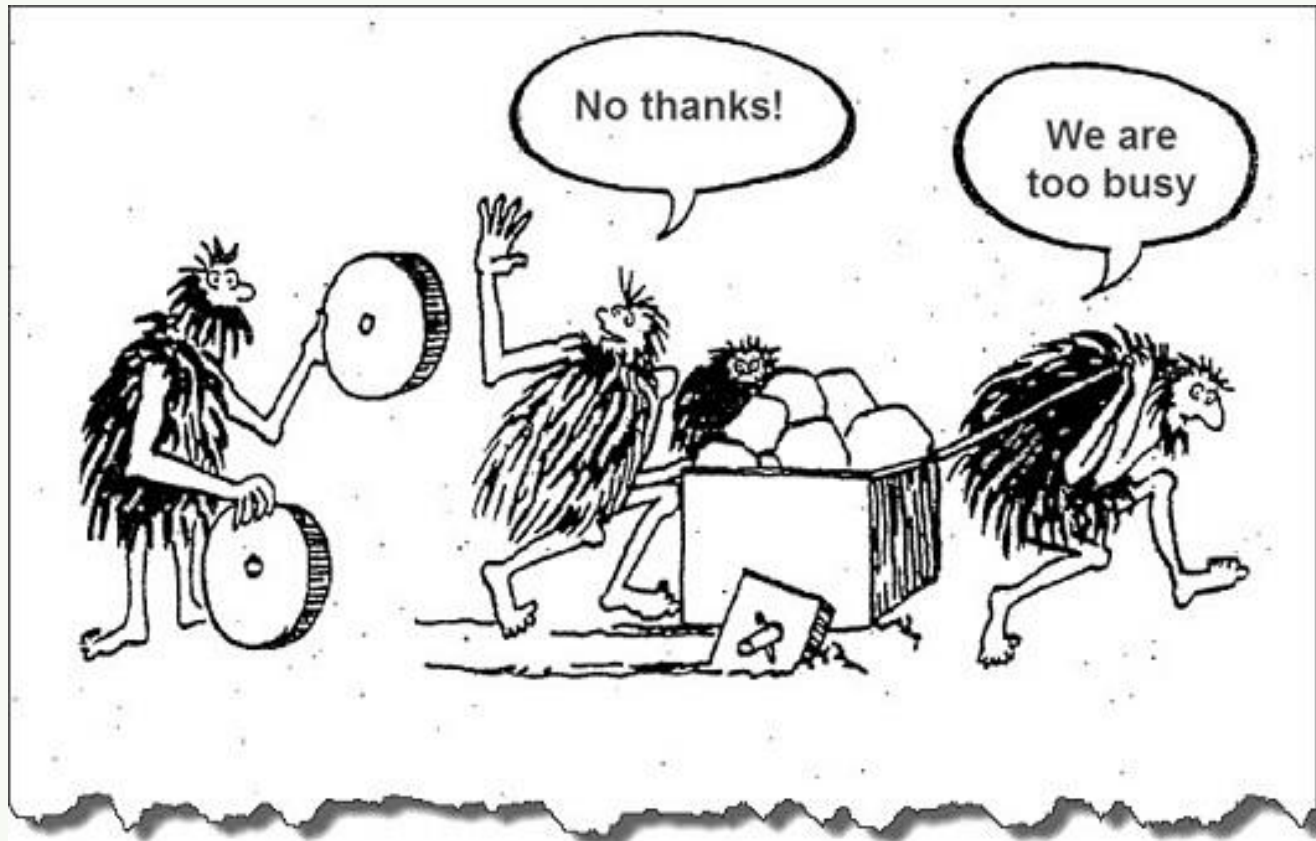


“Dear xxx, Hope this email find you well!...”

“Can you just send me a ‘Hi’ to let me know you are doing fine?”

Non-responsive Students

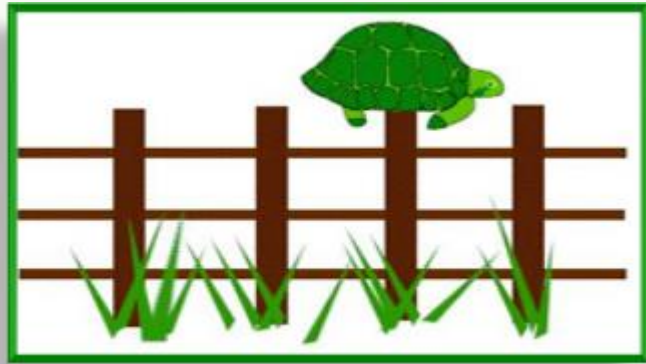
- What do you think they are thinking?



- 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

“How initiative should I be as an advisor?”



Agenda

- Academic Advising @PolyU
- Strategies in Delivery of Advising Sessions
- Strategies in Inviting Students
- **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

A High Achieving
Student

A Student with
heavy Extra-
Curricular Activities

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.

Advising on High Achieving Student

Student Background Information:

- Year 1 female local in BAF
- Academic Results: GPA 3.67 in Year 1 Semester 1
- Taking 7 subjects in the coming semester

Other Findings:

- From Band 1 secondary and BAF is her **first major choice**.
- The **only child** from mid-class family. Her father is an engineer, and her mother is a housewife
- **High but unclear career goal**
- **Many learning agendas** including: Summer internship, Spring internship, non-local working experience, summer exchange, overseas exchange and/or mainland China exchange, minor, business case competitions and study tour, and she wanted to explore different learning opportunity on campus.
- Would like to re-take sem 1 subject for **improvement of grade**

Advising on Students with Heavy Extracurricular Activities

Student Background Information

- Year 1 male student from ABCT (Chemical Technology)
- Academic Results: GPA 1.82 for his first semester in Year 1
- Should be taking 18 Subjects in coming sem 2.

Other Findings:

- Needs to do many **part-time jobs** for his own expenses.
- An **active** hall resident and planning to be **exco-member** in hall association
- **Varied interests and hobbies.**
- Failed one subject because **skipped a lot of classes and missed the deadlines without knowing the consequences.**
- Failed another subject due to sickness and unable to attend the exam.
- Had no idea about **academic probation.**
- Likes the major but felt the subjects in Sem 1 were **boring and irrelevant** to major.
- **Weak in Mathematics** which he did not know what to do.

Reduced Study Load of Students on Academic Probation

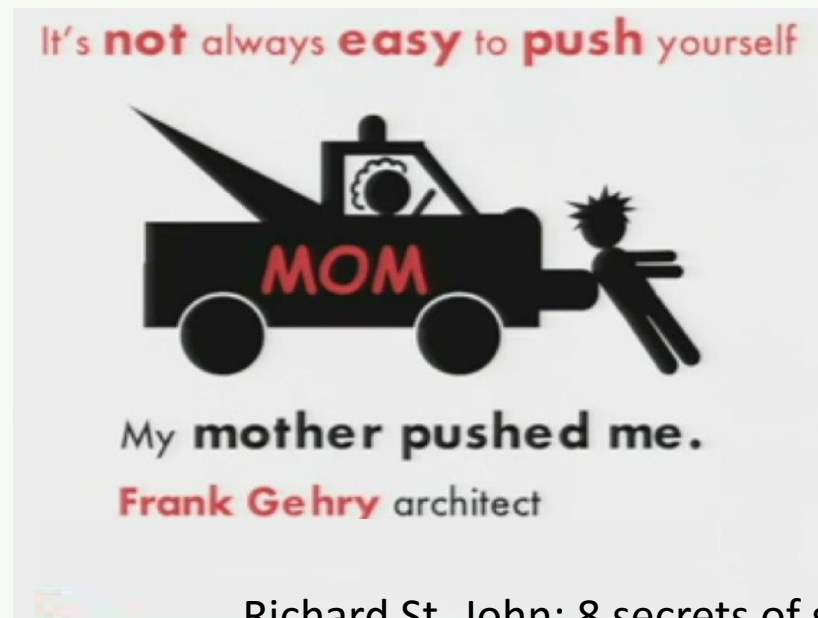
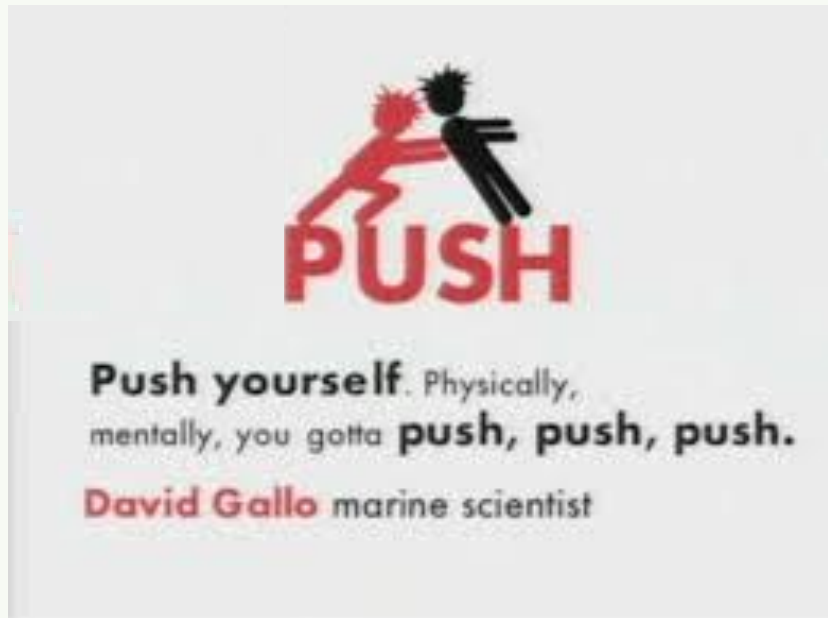
Please provide more information of how to help students who are already on academic probation.

Students on academic probation should be required to take reduced study load. Department should decide the **maximum number** of credits to be taken in a semester by these students. The maximum number could be set on a departmental basis, or programme basis, or even student-specific, as deemed appropriate by the Department. The approval authorities will be as follows:

1. If the maximum number of credits proposed is **15** or below, there is no need to seek further approval beyond the Department.
2. If the maximum number of credits proposed is above **15 and up to 18** in a semester, approval by the Faculty Dean or School Board Chairman is required.
3. For students to be allowed to take more than **18 credits** in a semester, approval by the Chairman of QAC(AD) should be sought.

Your Question:

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

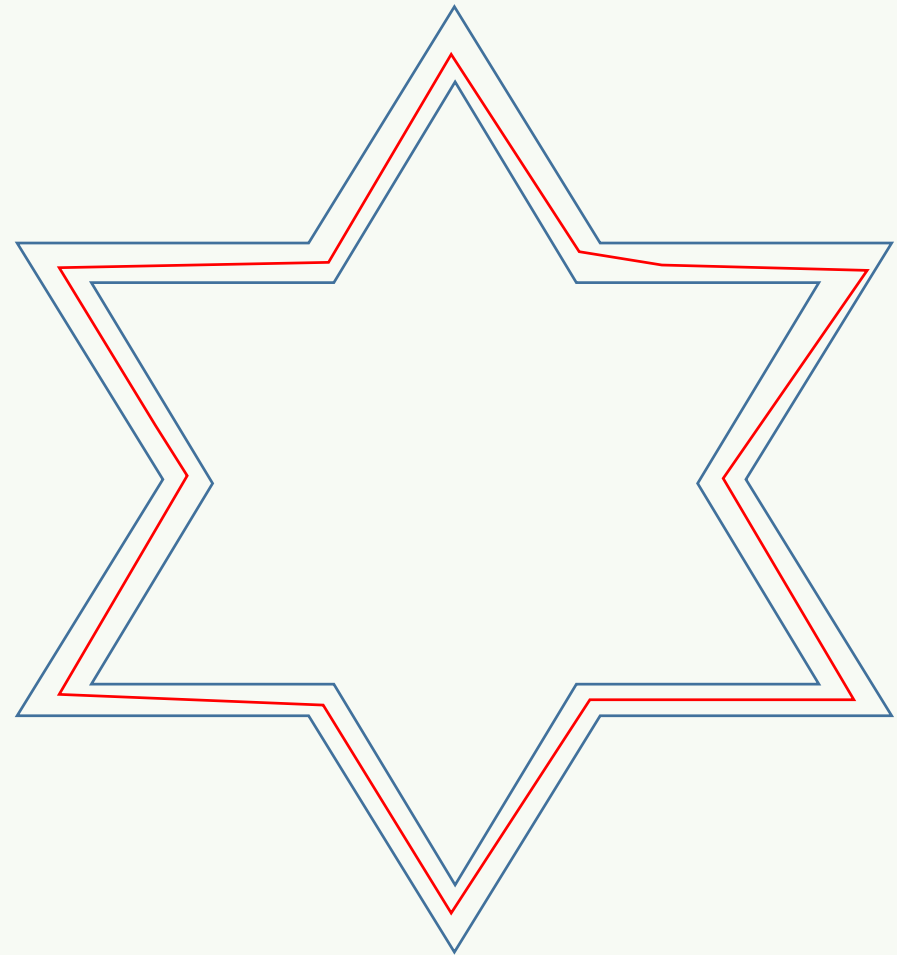


Can you advise me to draw a David Star?

- 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

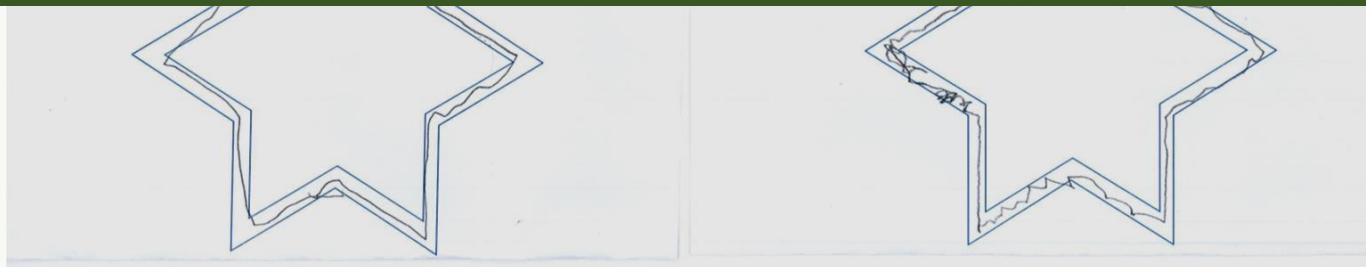
Now Switch Roles



Can you advise me to draw a David Star?



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



“A local student ... seems not taking my advice.”

“How to get the students to realize that the importance of their career and their study?”

Making referral when things are out of control

How to handle cases where the student is failing?

How to handle a student who refuses to see a counselor even though there is evidence of depression/anxiety?

Office of Counselling and Wellness (OCW)

Counselling Service of OCW and making referral

Ms. Sharon Wong

Senior Counsellor of OCW

Your Questions:

“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.”

The student cried with tears **when she shared how powerless** when it came to time management.

“I suggested a student to use mindmap ..., the student is **happy to learn this new skill** and said **he will start to use it.**”

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

I can **see the changes in my advisee over the years.** Becoming a confident, mature young woman who understands herself much more than before.

Your memorable experiences...

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.”

'Thank Your Academic Advisor/Academic Counsellor'



THANKS

Dear students

Thank Your Academic Advisor or Academic Counsellor TODAY!

Does your Academic Advisor or Academic Counsellor :

- Assist you with course selection and provide guidance and information on curriculum requirements and academic opportunities?
- Helping you manage your academic/personal situation?
- Serving as your direct link to other University resources?
- Made an impact on your life in some way?
- Deserve a thank you?

If you answered **YES** to any of the above, you might want to send a "thank you" note to your **Academic Advisor or Academic Counsellor**. Among the most rewarding things a student can do for their Academic Advisor or Academic Counsellor is simply to say **"Thank you."**

Our office, will print your "thank you" note on a card and send it to your Academic Advisor or Academic Counsellor on your behalf. Please reply to this email and share with us in **less than 200 characters** what you would like to say to your Academic Advisor or Academic Counsellor. Enclosed the template for your action.

Remember, whatever you decide, any opportunity you take to thank your Academic Advisor or Academic Counsellor for their hard work will definitely be appreciated.

Best Regards
Office of General University Requirements (OGUR)

Note: This is NOT a messaging service to Academic Advisor or Academic Counsellor. We review all the submissions and reserve the right to delete submissions that not do not conform to the intended purpose of the "Thank you note".



many thanks!

Your First Name : Qikun Your Last Name : Deng
Your e-mail Address : Your Student ID No : 16097609D
Advisor's or Counsellor's Name & Department: Chen Tefeng&Department of Business
Thank you Message (in less than 200 characters):

Dear Tefeng:
How are you? I'd like to express my heaps of thanks to you for your guidance on my transfer of study and other aspects, and I am looking forward to our further conversations.
Thank you very much!

Best Regards,
Eli



many thanks!

Your First Name : Qikun Your Last Name : Deng
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- Strategies in Delivery of Advising Sessions
 - Individual advising
 - Group advising
 - Email advising
- Strategies in reaching the unreachable
- Strategies in addressing common students' needs



Merry Christmas

Thanks for coming today!



Reference

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