Utilizing the Appreciative Advising framework in Implementing "Case Management" within Academic Advising

Joe Murray

- Associate Dean of University Advising Services, Florida Atlantic University
- Certified Appreciative Advisor and AA Institute faculty member, national trainer
- Co-Chair: NACADA First Generation Interest Group, 2007-12
- Co-founder of OHIO REACH & FLORIDA REACH, supporting foster youth in higher education
- Student Success Retention and Advising consultant

ABOUT FAU

30,000+
students

170+
degree programs

6 campuses
across 110 miles of coastline

171,000+
alumni

#1 most diverse public university in Florida

award-winning
undergraduate research

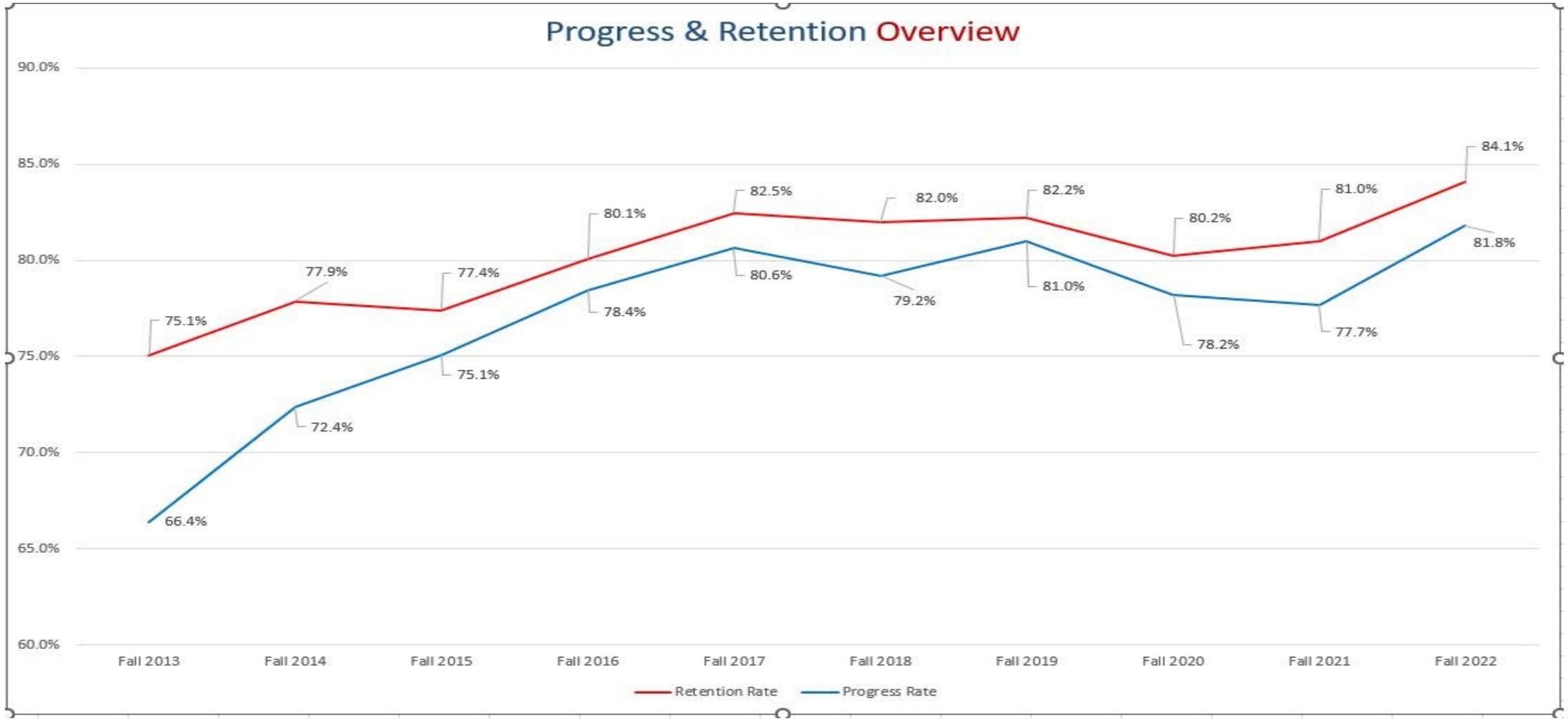
University Advising Services

Academic Advising Initiatives

- General Education requirements (**IFP**)
- Help *co-create* a 4-year plan
- Foster Youth Support- Educate Tomorrow
- Specific First Gen student advising with dedicated academic advisor and success coach
- Targeted programing and outreach to undecided students
- Success Networks
- University Honor's Program
- Maintain and Support Navigate software
- Midterm Grade Interventions
- Success Coaching
- Summer Jump Start
- Engineering Pathway
- Academic Success Pathway
- Dual Enrollment
- Early Admit
- Change of Major
- Pre-law/Pre-med Advising
- Transient Approvals
- Course Evaluations
- Part-time requests

The Science of Caseload Management

Data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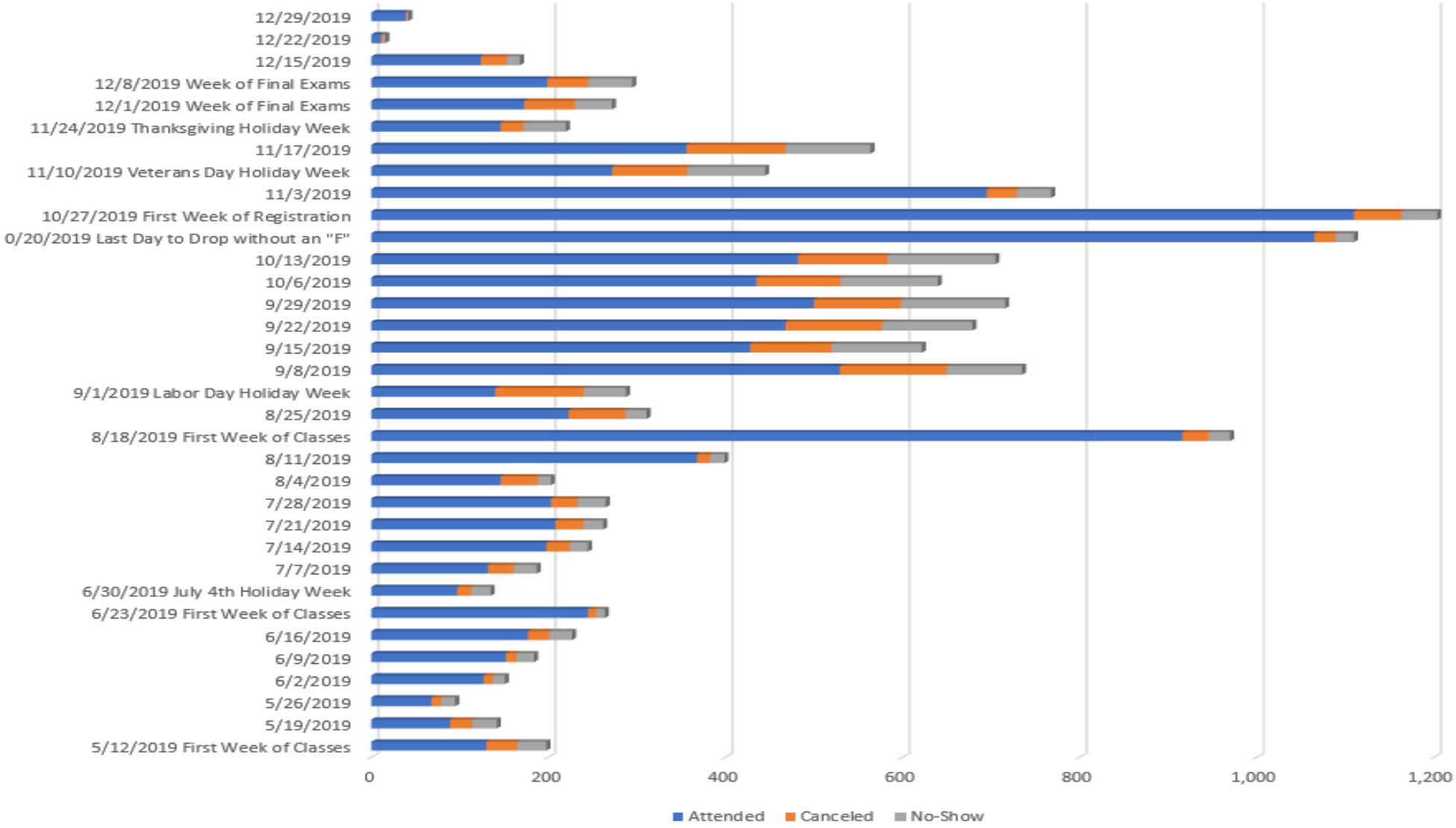
80.2%
81.0%
84.1%
66.4%
72.4%
75.1%
78.4%
80.6%
79.2%
81.0%
78.2%
77.7%
81.8%
Fall 2013
Fall 2014
Fall 2015
Fall 2016
Fall 2017
Fall 2018
Fall 2019
Fall 2020
Fall 2021
Fall 2022
Retention Rate
Progress Rate


12/29/2019
12/22/2019
12/15/2019
12/8/2019 Week of Final Exams
12/1/2019 Week of Final Exams
11/24/2019 Thanksgiving Holiday Week
11/17/2019
11/10/2019 Veterans Day Holiday Week
11/3/2019
10/27/2019 First Week of Registration
0/20/2019 Last Day to Drop without an "F"
10/13/2019
10/6/2019
9/29/2019
9/22/2019
9/15/2019
9/8/2019
9/1/2019 Labor Day Holiday Week
8/25/2019
8/18/2019 First Week of Classes
8/11/2019
8/4/2019
7/28/2019
7/21/2019
7/14/2019
7/7/2019
6/30/2019 July 4th Holiday Week
6/23/2019 First Week of Classes
6/16/2019
6/9/2019
6/2/2019
5/26/2019
5/19/2019
5/12/2019 First Week of Classes
0
200
400
600
800
1,000
1,200
Attended
Canceled
No-Show

Gap Assessment Staffing Model

Demand Analysis: Department Template for Assigned Advisors

Number of students assigned to the office	5000	**	(This number must equal K24 totals)
Total number of advisors (Coordinators)	15		(See narrative #1)
Percent of time per week spent in a student appointment	70%		(See narrative #2)
Number of hours a week advising per advisor	28		
Total hours a week advising for total staff	420		(# of advisors X hours per week advising one-on-one)
Number of weeks per sem	15		(based on a 16 week semster but taking into account staff taking some time off for sick/leave time)
Number of hours advising for total staff per sem	6300		
Number of minutes advising for total staff per term	378000		total # of appointments
% of appointments at 15 min	5%		1260
% of appoints at 30 min	50%		6300
% of appointments at 45 min	40%		3360
% of appointments at 60 min	5%		315
total (needs to be 100%)	100%		11235
Total number of appointments available per term	11235		(See narrative #3)
non-Intervention Student to Advisor ratio	333		(See narrative #4)

Gap Assessment Staffing Model

Fall 20xx Data	Student Population Categories										
(See Narrative #5)	Student type 1	Student Type 2	Student Type 3	Student Type 4	Student Type 5	Student Type 6	Student Type 7	Student Type 8	Student Type 9	Totals	
Student contact w/advisor per term by student type	*1*	*5*	*2*	*5*	*1*	*2*	*5*	*3*	*1*		
Number of minutes per meeting	*15*	*45*	*30*	*45*	*15*	*30*	*45*	*30*	*30*		
Total # of minutes needed per student per sem	*15*	*225*	*60*	*225*	*15*	*60*	*225*	*90*	*30*		
Number of students in student type	1716	465	418	60	1231	268	430	12	400	5000	**
20% of pop. will visit an advisor one extra time*	343	93	84	12	246	54	86	2	80	1000	
Total # of minutes needed per sem in student type	30888	125550	30096	16200	22158	19296	116100	1296	14400	375984	
Total # of appt. needed for students per sem	2059	2790	1003	360	1477	643	2580	43	480	11436	
Total # of Appt. remaining for each population	11235	9176	6386	5383	5023	3545	2902	322	279		
Unused **appts. remaining per term for the office**	**9176**	**6386**	**5383**	**5023**	**3545**	**2902**	**322**	**279**	**-201**		
Total appt. per term unused (full staff)	-201										
Total number of minutes remaining	2016										
* based on office experience of students returning on their own for additional meetings											
**Total number of student assigned to department									© Joseph Murray 3/14/16		

													1st yr Reg opens				
			Add/drop										EZ ADV opens?			Thanksgiving	Std off campus
			24-Aug	31-Aug	7-Sep	14-Sep	21-Sep	28-Sep	5-Oct	12-Oct	19-Oct	26-Oct	2-Nov	9-Nov	16-Nov	23-Nov	30-Nov
Student focus	Adv	partners	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Weel 12	Week 13	Week 14	Week 15
Stop ins	All		436														
General outreach	All				388												
Music	Liz	Mus fac			23												
Ed Tomorrow	Tracyann				29												
Honors	MD				98												
Early Admit	Andrea				12												
Arch	Andrea				69												
Total					619												
ACCESS																	
ASP	Access					300											
STD on Prob	Acess				800												
SLS 1931	ALL	Instructors					415										
UMI	ALL	Keven Allen					70										
SLS 1503	ALL	Instructors					50										
Rise	All	Keven Allen					120										
Kelly/Strul	ALL	Keven Allen					15										
Total							670										
Athletics	ALL	Ath adv							85								
FAU HS																	
10th grade (SLS 1101)	Melissa	HS			180												
11th Grade-UAS adv	Melissa	HS					85										
11th Grade-College a	Colleges	HS-Chris/parents					85										
12th Grade	Colleges	HS								152							
Jupiter FAUHS	Jeff	HS-Molly				24											

LABOR DAY – Sept 4, 2023

#owlintograduation

Let's

All

Begin

Our

Registration Advising

Time to start making your advising appointments for spring 2024!

The ART of Caseload Management: Success Networks

What is Intrusive Advising?

"With intrusive advising, the INSTITUTION takes the initiative in working with students and not waiting for them to come forward when they experience difficulties." (Glennen, 1975)

Appreciative Advising

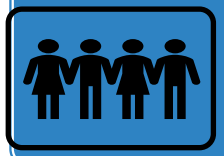
Appreciative Advising is the intentional collaborative practice of asking positive, open-ended questions that help students optimize their educational experiences and achieve their dreams, goals, and potentials

Jim Henson
The Jim Henson Company
PALISADES
PLAY WITH IT

What is a Success Network?

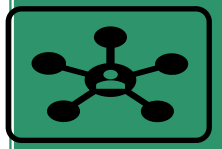
- Building Partnerships
- Leveraging Resources
- Sharing Knowledge
- Technological Support

Developing a Support Network on your Campus



Who is your population? What are their needs?

Gain an understanding of how your on-boarding works from the student's experience

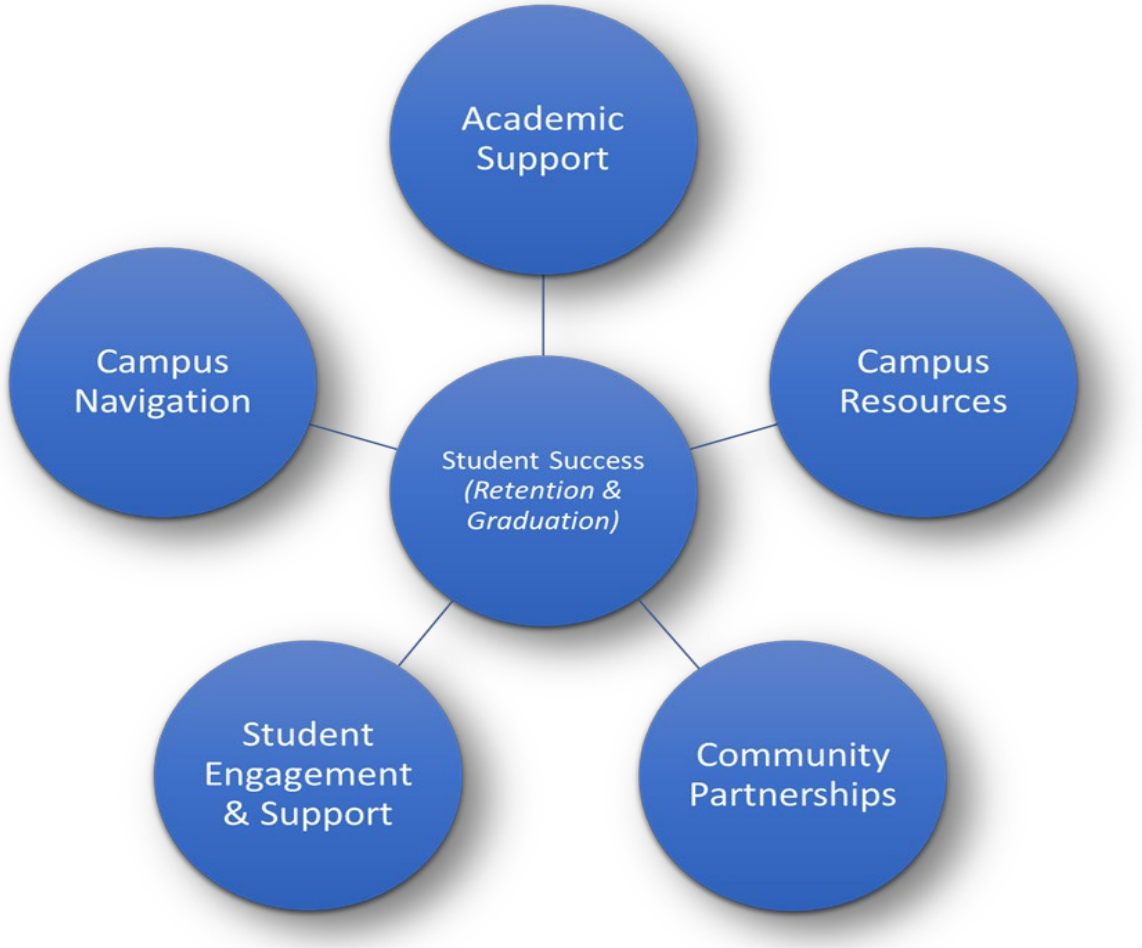


Who are the stake holders?

Develop an action group to make decisions and implement

Evaluate outcomes and make adjustments

Key Components of Campus Support Programs



"At-Risk" Students?

Wrap around Support

- mentoring
- advising
- coaching
- financial
- career/networking

Key Stakeholders

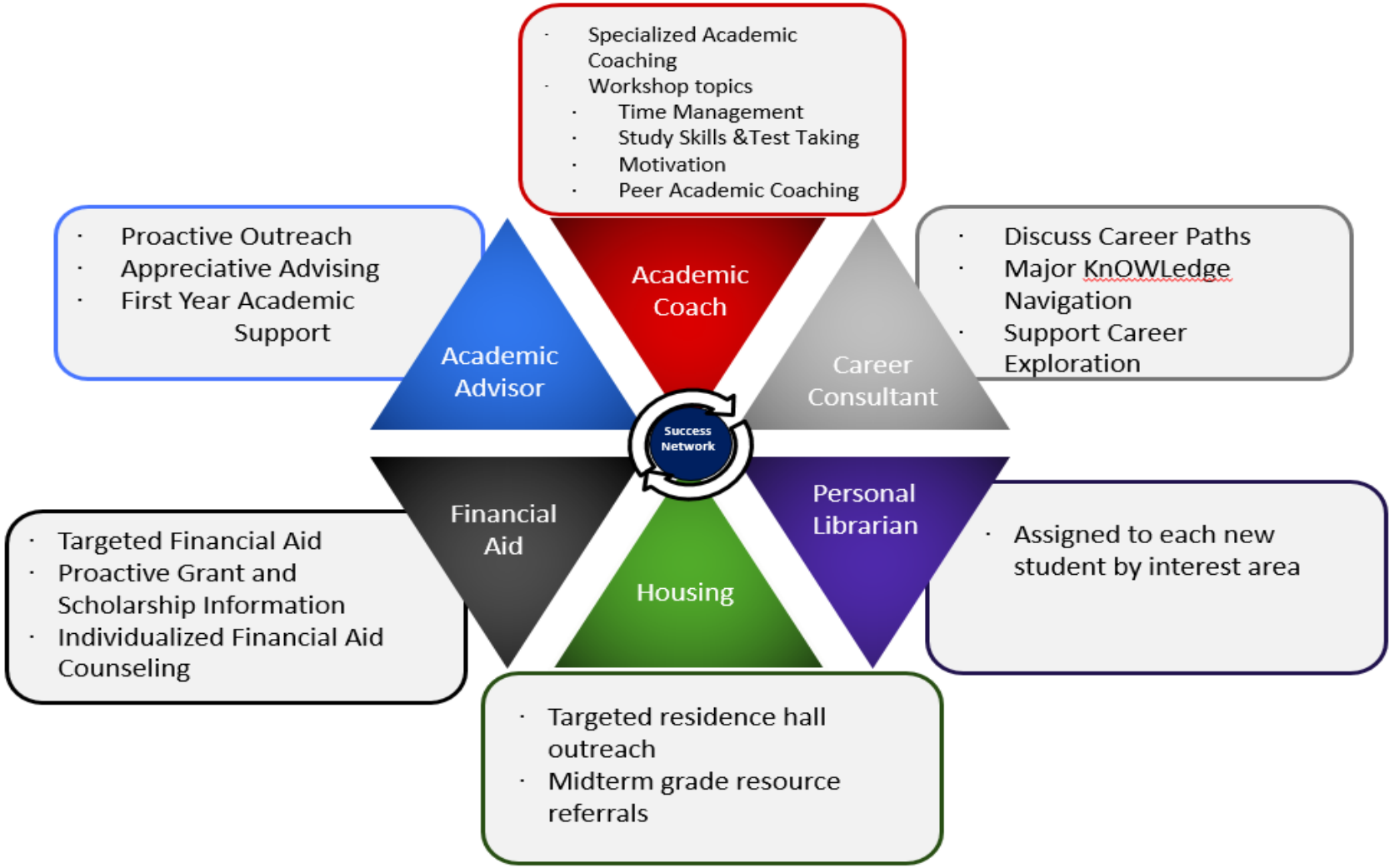
- Proactive Outreach
- Appreciative Advising
- First Year Academic Support

- 1 on 1 Career Planning
- Career Options based on Major
- Professionalize Resume and Cover Letters

- Specialized Success Coaching
- Workshops
  - Time Management
  - Study Skills
  - Test Taking
  - Financial Literacy

- Targeted Financial Aid
- Proactive Grant and Scholarship Information
- Individualized Financial Aid Counseling

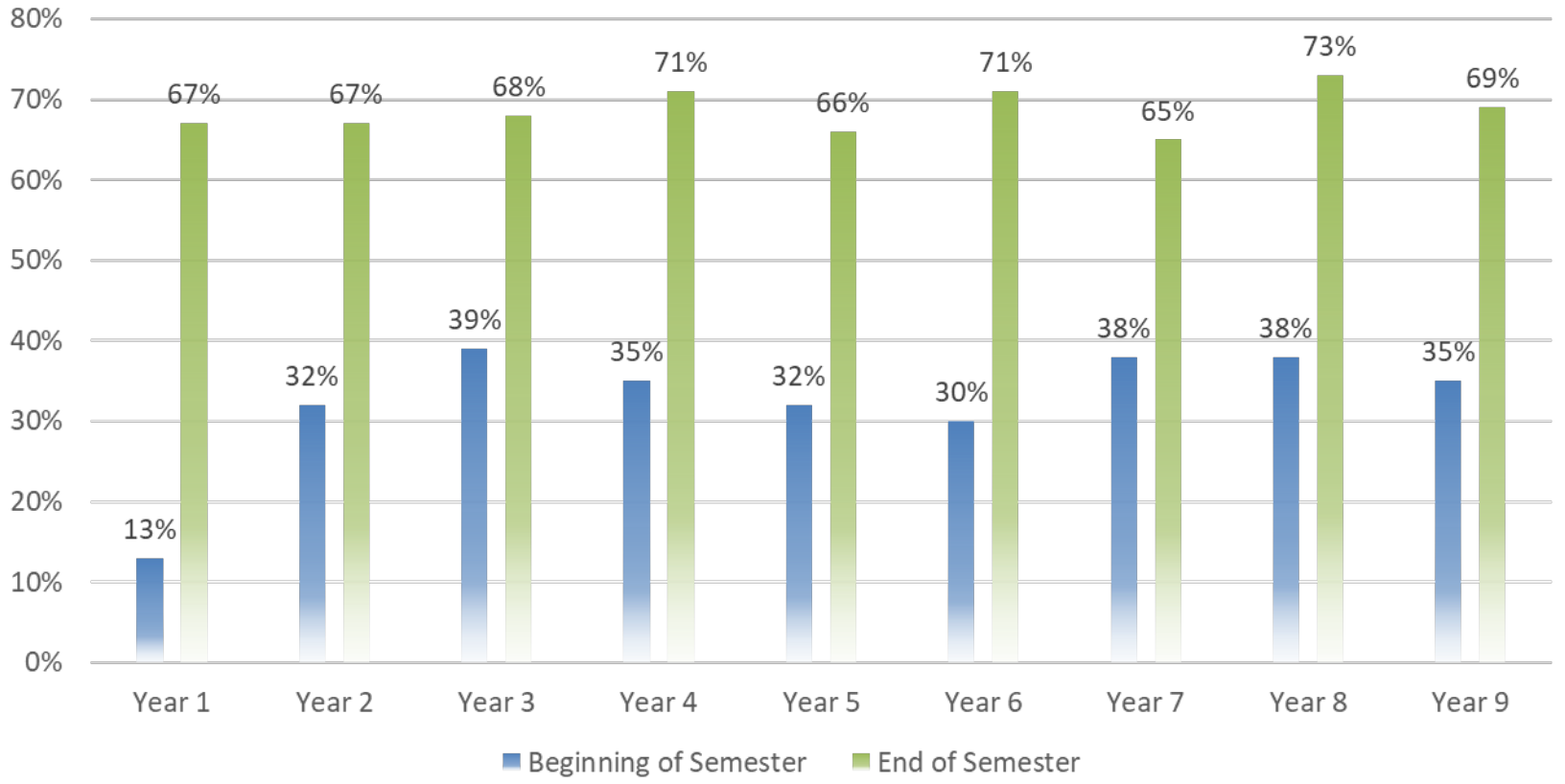
Success Network



What is academic coaching?

- One-on-one ongoing connection, relationship
- Focuses on developing a skillset
  - time management
  - Motivation
  - study habits
  - Test-taking strategies
- Throughout semester
- Progression that is outcome based

Students with a Term GPA of 2.0 or Above



Do you receive the DCF tuition waiver?

If your tuition and fees are waived due to the **DCF waiver**, then you qualify for the *Educate Tomorrow program at FAU!*

ET at FAU Benefits:

- ✓ Academic Coaching and Advising
- ✓ Tutoring
- ✓ Mentoring
- ✓ Tailored Academic Support
- ✓ Campus Programs
- ✓ Community Engagement
- ✓ Scholarship Opportunities

Questions?
Email Catherine Aroca Avellaneda at caroca2014@fau.edu
to apply today!

EDUCATE TOMORROW

Program for
DCF Tuition Waiver students
Email: caroca2014@fau.edu
for more information.

Support. Connect. Engage.

University Honors Program at the Boca Raton Campus

Hello Class of 2027!!!

If you've been invited to participate in the University Honors Program, feel free to connect with me (Mary Downing Patterson) or the Engagement Coordinator (Heather Smith). Go OWLS!!!!!

https://www.fau.edu/honorsboca/

Mary Downing Patterson
mpatterson@fau.edu
561.297.3064

Heather Smith
smithh@fau.edu
561.297.3064

Are you thinking about law school?

Talk to us to learn about:

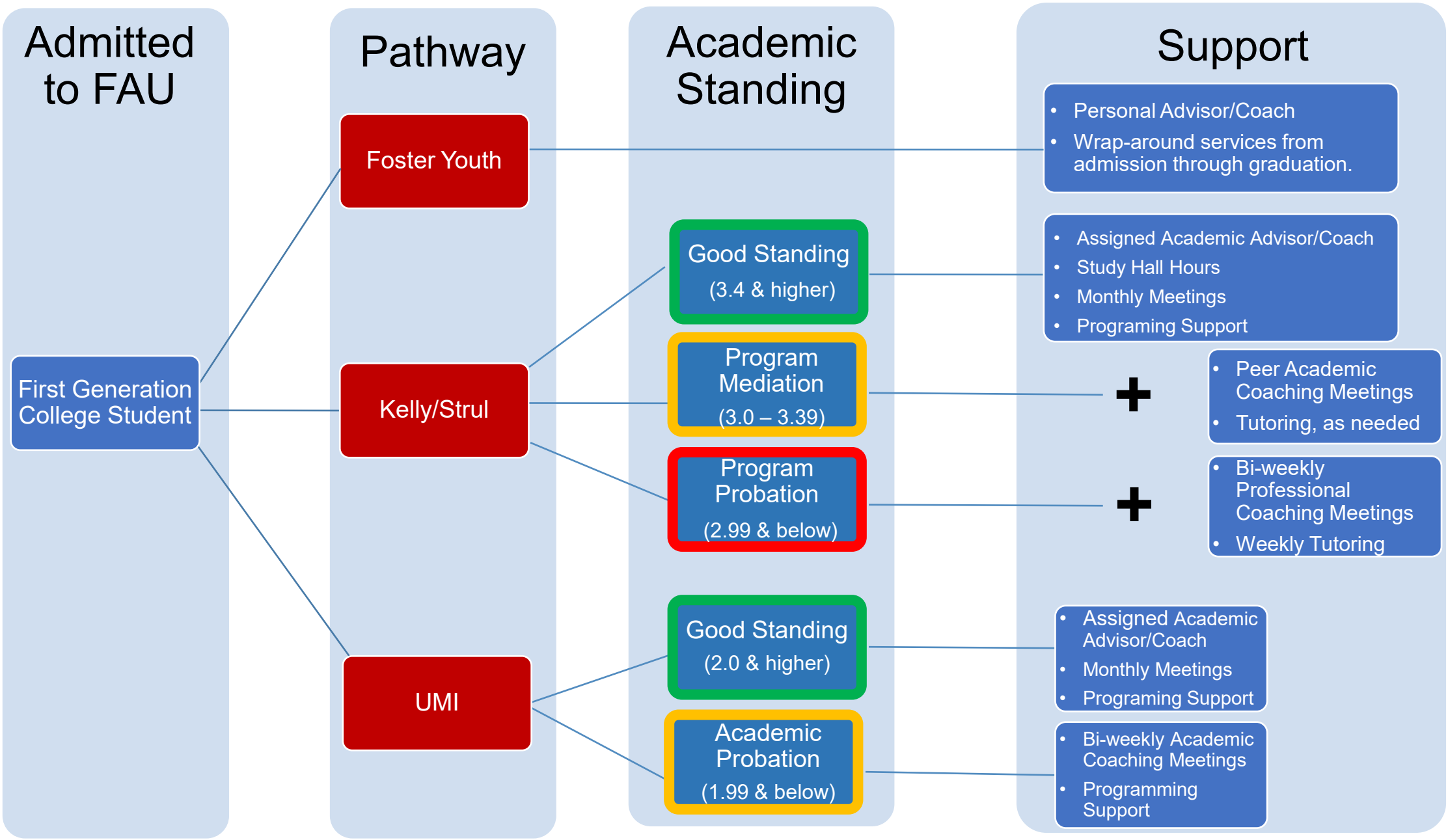
- FAU resources to get you prepped
- Getting published!
- Writing skills and LSAT
- How to connect to other pre-law Owls

Get involved and find out how FAU can help you prep for law school!

For additional information,
please contact Dalel Bader at draide2012@fau.edu
https://www.fau.edu/prelaw/

FLORIDA ATLANTIC UNIVERSITY

Academic Success Model



Undecided Students

First Semester, Freshman year

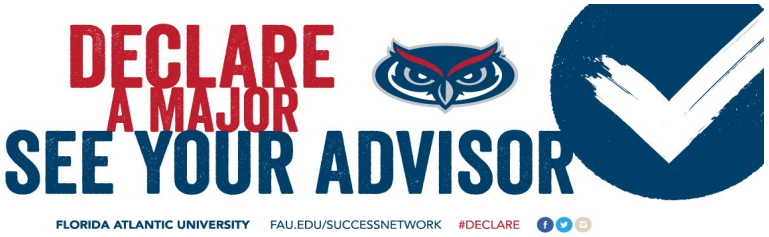
Declare-A-Thon

Second Semester, Freshman year

iDeclare

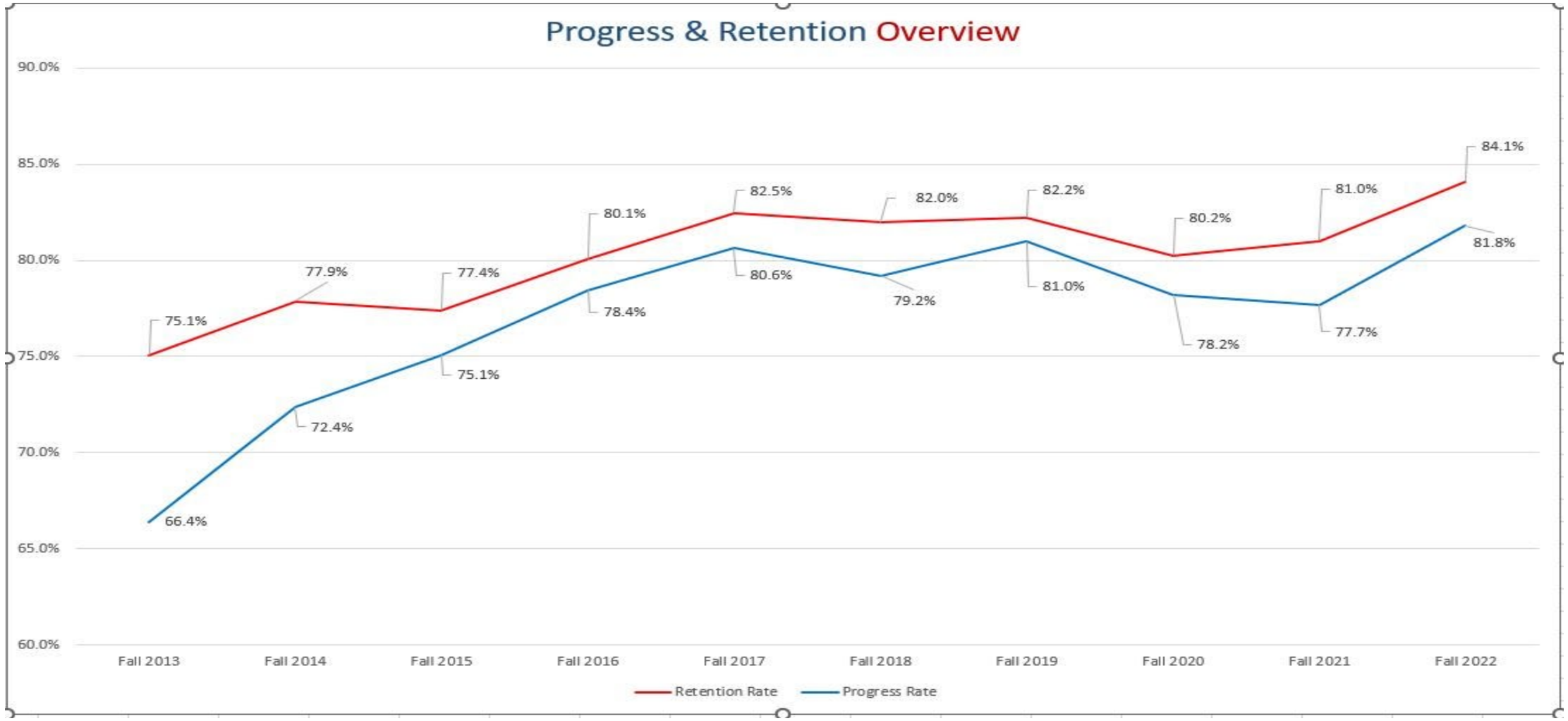
First Semester, Sophomore year

Destination Declaration



SOMEDAY I'LL BE A UNICORN
ICANHASCHEEZBURGER.COM

Data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Retention Rate
Progress Rate

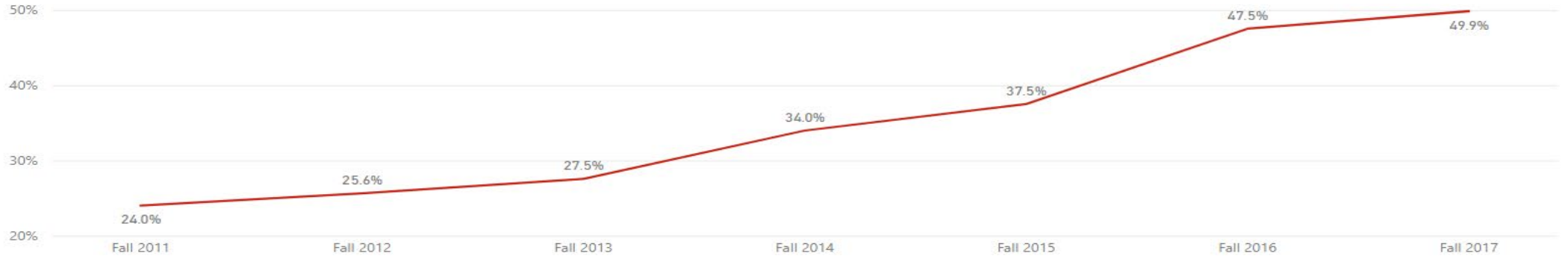
Data

Student Type

New First Time in College (FTIC)

Graduation *Rates*

1 Year | 2 Year | 3 Year | **4 Year** | 5 Year | 6 Year | 7 Year | 8 Year



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Graduation *Rates*

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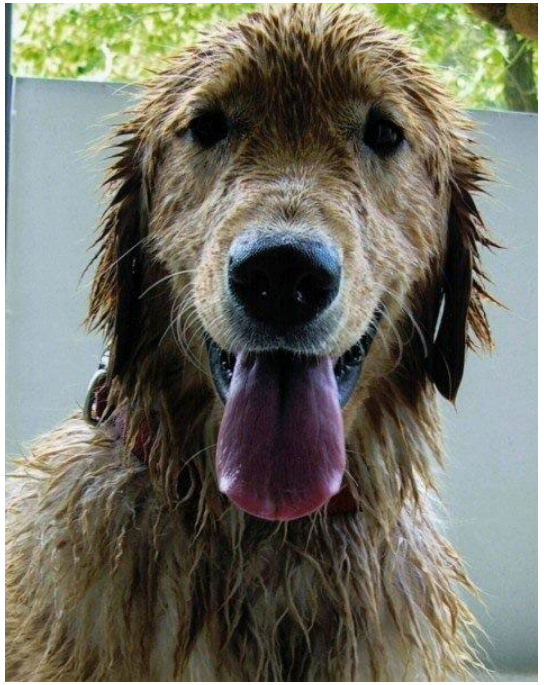
The Case Management Transformation



Questions