

Appreciative Education in Action

How to Ace your Virtual Advising Appointments

You have the Questions, We have the Answers

Question: What is your approach to group advising with the online platform?

Answer: Leticia Wilson (Del Mar College) - I would say a group advising approach would be our Pathways approach to information streamed on Facebook and YouTube Live.
[Becoming a Nurse.](#)

Question: Are you still open to meeting students in person?

Answer: Leticia Wilson (Del Mar College) - College remains in Phase 2 of our Return-to-Campus plan, with campuses closed to the public and limited access for instruction and testing.

Question: Does anyone have regularly scheduled virtual drop-ins? How do you encourage drop-in appointments?

Answer: Leticia Wilson (Del Mar College)- Our outreach and enrollment team/enrollment advisors conduct virtual drop-in appointments on Microsoft Teams. (see below for details)

For advising, students fill out a request form and if they indicate that they can do a virtual session we schedule it and send them a Teams link.

For recruitment, we create a Teams meeting and send the link to the high school counselor and our inquiry list of students for that campus, then host an open session - so students can drop in and out to have their questions answered, get assistance with apps, etc. They do not have specific appointment times, but we do have a lobby so that if we are in the middle of helping a student with a FAFSA, etc. then a student will not just pop in.

For large events, it is more structured, and we follow an agenda. We also do not do personal/sensitive stuff in that forum.

For workshops we have breakout rooms available (we used to have individual links but now Teams has the actual breakout room option) so if a student needs personal attention, we can move them over.

Our college relations team (CRO) does a phenomenal job highlighting different academic disciplines and Live Streaming on Facebook and YouTube Live.

Question: Are you hosting advising sessions during time that are not between 8 a.m.-6 p.m. and if so, how are you marketing that to students?

Answer: Yes, we offer advising sessions that are not between the hours of 8:00 a.m.-6:00 p.m. To market these opportunities, we send directed emails to students so that not every student gets every email. This helps on cutting down on the amount of emails student receive from us. We also use social media to market these appointments, but the challenge is that students must follow the social media account.

Question: Does advisor assignment matter to maintain the relationship or is any advisor in the division okay to advise the student if notes are shared to assist in the next scheduled time?

Answer: Leticia Wilson (Del Mar College) - Based on Del mar College's Statistical Profile (2019-2020), our student population composition; 12,008 students, 78% Part-Time Status; Average age: 24 years old; 59% Academic Track; 49% Career and Technical Education. Although we would like the student to have a consistent point of contact from enrollment through graduation, this is not always possible. Considering that fact, the 'silver lining' in the midst of working from home, is the soft hand off by using our advising documentation hubs (e.g., Datatel Colleague 5.8 + Civitas Learning Platform). Regardless of whom the student interacts with, our advising community members are able to share notes on each individual student to continue the conversation. To that end, we have provided consistent professional development opportunities and on-demand resources on: Verifying the student's identity, advising documentation "dos and don'ts" and practical examples.

Question: You mentioned how your department did reach out to students for virtual advising sessions through a survey. What if administration does not develop these types of surveys or initiatives? Do you have recommendations for individual advisors to prompt this at a higher level? the Concierge Coaches a paid position?

Answer: Tyler Hall (Dalhousie University) I think that is a great question. Depending on what you have access too, if you folks could even gather a caseload email list and use something as simple as [SurveyMonkey](#) to send out something. Students want to know you care and that you are listening.

If you do this, make sure to follow up to let the students know how their voices enacted change. There is nothing worse than giving feedback and having no changes at all.

Question: How did you ask students for their opinion and build the student committee you talked about?

Answer: Ben Forche (University of Rio Grande) Currently, I am at a low-tech institution. So, I largely relied on word of mouth, at first, getting connected to students. I intentionally sought out various populations. After I met with students who volunteered, I began visiting academic spaces and started conversations with students in our lounges. In the virtual environment, I reached out to campus leaders (students and faculty) and asked for feedback and names of other students that might be interested. Note, this will take time to form a true representative group of your campus.

