



## Advising & Registration in an Online/Virtual Environment

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**Blackboard training link:** <https://us.bbcollab.com/guest/fd1c9a345d7c47ba9fe7949c3c133770>

As Hood College adapts to COVID-19 in spring 2020, advisors will need to connect with students beyond in-person advising. Many students choose Hood for its small size and close interactions, so faculty and staff should communicate frequently and clearly with advisees, including any changes to times and phone numbers for availability, and give extra attention to responsiveness given increased email volume.

### **1. Students should not be authorized to register for upcoming terms without an advising session.**

#### Advising period

The advising period for summer and fall 2020 has been extended from two weeks to four weeks:

Monday, March 23 - Friday April 17<sup>th</sup>

#### Registration for summer and fall 2020

Students register in self-service for summer and fall 2020 terms beginning on the date according to their class standing of *current* earned hours:

- Non-graduating Seniors (87 or more credits earned): Monday, April 20th, 12:01 a.m.
- Juniors (56-86 credits earned): Monday, April 20th, 12:01 a.m.
- Sophomores (25-55 credits earned): Tuesday, April 21st, 12:01 a.m.
- First year/Freshmen (less than 25 credits earned): Wednesday, April 22nd, 12:01 a.m.

### **2. Advisors should remind advisees of the advising period, request to schedule an appointment, share preparation expectations, and instructions how the meeting will be held (see below).**

*Access assigned advisee lists in Self Service> Advising tab> Manage Advisees> Search for List= "My advisees."*

Click on hyperlinked name to access transcripts, grade reports (midterms), and dossier (cell phone). Click on one or more boxes next to students to (left side menu) mass-email advisees or authorize registration (after advising).

Refer to the [Top Ten Tips for Advising and Registration for Students](#) handout for resources you may want to include in your email.

*Alternatives to signups on the door or through email?* There are plenty, but here's a few:

1. Create and send a link to a shared, Excel spreadsheet listing dates/times for advising appointments; advisees can fill in their name into slots.
2. <https://calendly.com/>. If you actively use Office365 calendar to blockoff courses/meetings, it will sync and allow students (or others with the link) to schedule an appointment. Titles of events already on your calendar will show only as "busy".
3. <https://www.signupgenius.com/> and <https://doodle.com/> and other free online signup sites.

### **3. Review students Degree Progress Report, transcript, past notes, placement results, and alerts/ midterms, if available.**

*Access students' Degree Progress Reports (DPR) and Placement Test results on homepage of Self-Service> Reports> Degree Progress (advisor).*

On list of advisees, click "Degree Progress" or Placement "Results" for these reports. For guidance on placement test results advising, refer to placement test advising guides on the [Faculty Advising LibGuides](#) page.

In addition to DPRs and placement results (if taken) are terms of matriculation and expected graduation. Even if departmental trackers or plans are used, the DPR is considered the official audit for degree/graduation planning.

### **4. Students should be asked to come to advising (whether by phone, or videoconference) prepared with potential courses after reviewing their Degree Progress Report and their catalog. This "asynchronous" prep by students and advisors will be extra important in a remote, online environment.**

*Note: Degree Progress Reports for undeclared students will only reflect core requirements. Students should also review their major of interest catalog requirements.*

*Advisors have access to the “List All Course Sections” Report in Self-Service. The report will indicate if a course is currently set to “Hidden” and highlighted in pink. These sections should not be openly recommended to students unless the course is open to a very specific student population and the department head approves it; some hidden courses will only be opened if the seat max is met in all of the other sections.*

#### **5. After advising, Advisors must Authorize students to register in Self-Service >Advising tab> Authorize Registration> search for “My advisees.”**

*Students must resolve any holds on their account before attempting registration. Advisors can view the type of hold by clicking on the red stop sign next to the student’s name and ID in their advisee list in Self-Service.*

*Create an Advising note.*

At minimum, note in the advising file, along with the date, courses that were recommended for upcoming term(s) as well as any recommended next steps for advisor/advisee. See advising [notes guidelines](#) for a quick overview of what to include in (and leave out of) advising notes. (This fall 2020, we will be offering use of CampusLabs’ Beacon technology for secure, online notations on students, including both alerts and updates on students, such as advising notes).

#### **6. Resources for Virtual Advising**

In a remote educational environment, a virtual advising session should mirror the flow and amount of conversation that would occur during a face-to-face session, and is best offered through a phone call or videoconferencing. Advisors should reach out to students in advance of the advising period with instructions to schedule an individual advising appointment along with where/how the meeting will take place. *For a majority of students and advisors at Hood, phone advising will likely work best and easiest!* Be sure to verify if students will have access to a computer (with mic/video) or have the app on their phone if using videoconferencing.

*Email*

Email is best for communicating about one or two questions or issues, or for sharing info in advance of, or as followup to, an advising session, but is not recommended as an advising format for pre-registration advising.

*Phone*

Ask students, if possible, to have access to a computer/the internet during a scheduled phone advising appointment. This way, they can pullup self-service (transcript, course schedule, degree progress report), the catalog, emails you’ve sent, etc.

If you are not on campus and have concerns about using and sharing and using a personal phone number, you can signup for a free [Google Voice](#) account. Calls to your Google phone number can be forwarded to a personal number. You can make and receive calls through your computer (with microphone) or phone (download the Google Voice app). View a how-to setup [video](#). Google Voice also supports text messaging.

*Videoconferencing*

There are many options to connect with students through video, audio, and shared computer screen(s), including Skype for Business, Blackboard Collaborate, Facetime, Zoom, WhatsApp, and GoToMeeting. While it can be beneficial to be able to see facial expressions and reactions, and share computer screens (within some applications), sometimes the student and advisor can spend more time “making the technology work” than focusing on the discussion.

If you feel (at least somewhat!) comfortable with videoconferencing for advising students, make sure to inquire if they’ll have access to the needed computer, camera, mic, internet, etc. at the scheduled time. **Please view a training session on “virtual office hours” by Jeff Welsh for more in-depth training on technology.**

Blackboard training link: <https://us04web.zoom.us/j/2740216778?pwd=d0Rra3E3aStUbkJ0aCtZUW1XdVpIUOT09>