

New Academic Advisor Training Series Supervisor Guide



**Professional Development and Training Working Group
Onboarding Subcommittee**

5/15/19

Table of Contents

| | |
|---|----|
| Introduction | 2 |
| How to Use this Guide | 2 |
| How to Enroll | 2 |
| Overview | 3 |
| Learning Objectives | 3 |
| Class One: New Academic Advisor Orientation..... | 4 |
| Class Two: Advising Appointment Basics..... | 5 |
| Class Three: Advising Systems | 7 |
| Class Four: Student Success Policies..... | 8 |
| Class Five: Special Student Populations..... | 9 |
| Class Six: Campus Resources | 10 |
| Class Seven: Enhancing the Student Experience | 11 |
| Class Eight: Professional Development | 12 |
| Need Help? | 13 |

Introduction

The information in this guide will help you to support advisors through completion of the New Academic Advisor Training Series. The interactive training series is meant to be a supportive resource for new academic advisors. We encourage you to discuss what is being learned in this training with your new advisor and to help them apply the information to your college/unit. Though much of the training can be completed independently, your new advisor will also be asked to work with you and other colleagues to complete many of their learning tasks.

How to Use this Guide

The pages in this guide detail the learning objectives and content covered in each class with notes on where supervisor and/or colleague support is needed.

Please share this guide with established advisors in your unit so that they can support their new colleague. Encourage them to use the information in the New Academic Advisor Training Series as a resource in their own work as well.

To help your new advisor have a positive training experience and learn and retain as much as possible, we suggest the following guidelines:

- Encourage the new advisor to reserve time in 1-2 hour blocks to work through this training. They should not attempt to complete any class in one sitting.
- Enroll in the courses yourself to preview the information (*see instructions below*).
- Communicate with your new advisor regarding their progress. Block time regularly to discuss what is being learned and assist as needed.
- Provide opportunities for the new advisor to ask questions and to observe what they are learning being put into practice.

How to Enroll

The New Academic Advisor Training Series is located in D2L. You can self-enroll in each course by clicking the corresponding link below. Sign in with your NetID and password, then click the “Course home page” link to access the class and be taken to D2L.

- Class One: <https://apps.d2l.msu.edu/selfenroll/course/701097>
- Class Two: <https://apps.d2l.msu.edu/selfenroll/course/733833>
- Class Three: <https://apps.d2l.msu.edu/selfenroll/course/742146>
- Class Four: <https://apps.d2l.msu.edu/selfenroll/course/923144>
- Class Five: <https://apps.d2l.msu.edu/selfenroll/course/754844>
- Class Six: <https://apps.d2l.msu.edu/selfenroll/course/775103>
- Class Seven: <https://apps.d2l.msu.edu/selfenroll/course/923146>
- Class Eight: <https://apps.d2l.msu.edu/selfenroll/course/775099>

The new advisor will be provided with the link to Class One in their “New Advisor Letter”. At the end of each class, they will find the link to the next class in the series. Please do not share all eight links with a new advisor, as they are meant to work through the courses in order. Established advisors are welcome to enroll in and use these courses as a resource in any order they choose.

Overview

There are eight classes in the New Academic Advisor Training Series. Each class walks the advisor through content and activities that will help them to learn the essential functions of their role.

Each course ends with a quiz which will assess learning and offer an opportunity for reflection. The new advisor will also earn a badge upon completion of each class and a certificate when they complete the entire eight-class series.



**Complete on the timeline that works best for you. Advisor should aim to complete all eight classes within their first year.*

Learning Objectives

The overall objective of this training series is for the new advisor to be able to successfully perform their basic job functions. Upon completion of this training your new advisor will:

- Understand the context of and expectations for advising at MSU
- Feel connected to the MSU advising community and begin to build a professional network
- Use online systems for their intended purposes and to help them perform their duties effectively and efficiently
- Understand MSU degree requirements and be able to answer common student questions about their programs of study and the career opportunities they provide
- Know where to find MSU policies and procedures, and interpret them accurately as they relate to specific student situations
- Be familiar with campus resources and refer students to them appropriately
- Recognize the diversity of student populations on campus and the importance of fostering an inclusive environment
- Find opportunities for ongoing professional development
- Return to this training series for use as a resource

Class One: New Academic Advisor Orientation

Learning Objectives

1. Set up and become acclimated to physical and virtual space
2. Complete required ethical and legal policy trainings
3. Become familiar with the MSU mission, values, and organizational structure
4. Understand national advising standards and MSU advising guidelines
5. Feel welcomed to the MSU advising community
6. Become aware of events and workload to expect throughout the year



Course Content

- **First Week Checklist:** Support your new advisor, as needed. The checklist includes an office tour, getting a Spartan ID card and parking permit, setting up Spartan 365 applications, Microsoft Outlook, and voicemail. It also provides links to the HR Toolkit for New Employees, FERPA training, RVSM training, and instructions for joining the MSU Advisor Listserv.
- **Setting Up Your Office Space**
- **University Structure**
- **Advising Structure**
- **Advising Field and Context**
- **Our Advising Community**
- **Calendar of Annual Advising Events:** Discuss any important dates that the advisor should add to their calendar.

Class Two: Advising Appointment Basics

Learning Objectives

1. Explain curriculum and degree requirements for your programs of study
2. Understand the major change process
3. Use and understand common MSU acronyms
4. Become familiar with online systems used before, during, and after advising appointments
5. Explain career outcomes for your programs of study
6. Locate and interpret frequently-used policies



Course Content

- **MSU Degree Basics**
 - **Degree Basics Scavenger Hunt:** Advisor will ask at least three colleagues to help answer a list of questions. When finished, they will turn it in to their supervisor. Please review and discuss the questions with your new advisor and give them their “prize” (NACADA booklet). If you need additional copies of NACADA booklets, contact apuehelp@msu.edu.
 - **Major Curriculum and Requirements**
 - **Connect with a Colleague:** New advisors are asked to connect with another advisor in your unit to find out if there are curriculum guides, worksheets, handbooks, or other resources that can assist them while advising students. Review a sample student’s file together to show them the curriculum/degree requirements.
 - **Practicing Major/Minor Elevator Pitch:** Advisor will develop a brief explanation or “elevator pitch” about their major/minor. They are asked to practice this with their supervisor and colleagues.
 - **Major Change Procedure**
- **MSU Acronyms**
- **ESAF**
- **Student Success Dashboard:** Discuss the number of appointments expected per day/week with your new advisor as they learn to set their SSD availability. Be sure to explain considerations for drop-in advising if this applies to your office. Please also discuss how students check in for appointments in your unit.
- **Schedule of Courses**

- **Major Choice & Careers:** Discuss common career paths for your major with the new advisor. It is also suggested that they set up a meeting with the Career Consultant for your college; they may need assistance making this connection.
- **University-Wide Policies: Part 1:** The new advisor is asked to practice interpreting common university policies by writing down what they would do in ten different scenarios. After the advisor has attempted to problem-solve the scenarios given, please discuss with them how these scenarios should be handled within your unit.

Class Three: Advising Systems

Learning Objectives

1. Use online systems to proactively connect with specific students or student populations
2. Understand the functions of online systems and use those applicable to your position for their intended purposes
3. Guide students through tools to monitor academic progress
4. Interpret and explain transfer credit policies

Course Content

This class introduces additional online tools, processes, and policies used in advising at MSU. Your new advisor may or may not need to learn each of these tools or processes. Talk with them about which responsibilities are important to their position.



- **ESAF Part 2**
 - **Conferring Degrees:** Talk with your new advisor about whether degree audits are part of their responsibilities.
 - **EASE Reports:** Discuss procedures for responding to EASE reports in your unit. The new advisor will have a worksheet to fill in with questions about how your department handles EASE reports.
 - **Query Builder**
- **SSD Campaigns**
- **Degree Navigator:** Advisor will have questions for you about how Degree Navigator is used within your unit and expectations regarding making substitutions.
- **SIS:** Advisor will have questions regarding whether using SIS will be part of their job responsibilities.
- **D2L**
- **Transfer Credit:** Advisor will learn about transfer credit policies and will need opportunities to review a transfer student's file with their supervisor or a colleague.

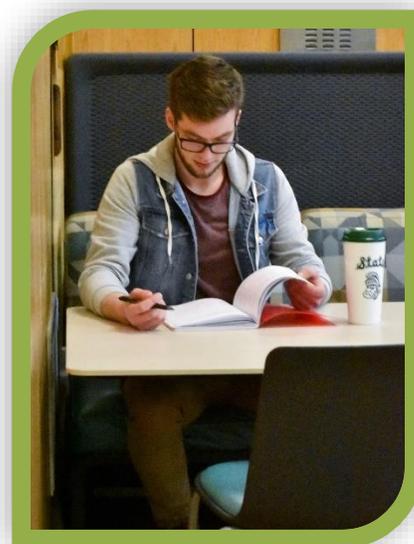
Class Four: Student Success Policies

Learning Objectives

1. Become aware of current student success initiatives and how they affect advising
2. Understand and interpret policies and processes related to student academic standing
3. Describe various academic support resources and refer students as appropriate

Course Content

- **Current Initiatives**
- **SAP: Satisfactory Academic Progress:** Discuss with your new advisor what their role is in the SAP process.
- **Readmission:** Discuss how readmission is processed in your unit and discuss your new advisor's role with that process.
- **University Policies: Part 2:** The new advisor will practice interpreting university policies that relate to academic standing. After the advisor has attempted to problem-solve the scenarios given, please discuss with them how these scenarios should be handled within your unit.
- **Academic Support Resources**



Class Five: Special Student Populations

Learning Objectives

1. Recognize the diversity of student populations on campus
2. Identify populations you will work with most frequently and make note of pertinent information

Course Content

Talk with your new advisor about which populations they will work with most frequently, including any that are specific to your college and are not listed here.

- **Lifelong Education Students**
- **Veterans**
- **TRiO**
- **Honors College**
- **Academic Scholars Program**
- **Bailey Scholars**
- **International Students**
- **RISE**
- **Student Athletes**
- **Transition and First-Year Programs**
- **LGBTQA**
- **Student Parents**

When the advisor finishes this class, review their completed “Special Student Populations” worksheet together. Make sure they have any pertinent information noted about populations they will interact with frequently.



Class Six: Campus Resources

Learning Objectives

1. Become familiar with campus resources to support students
2. Recognize when and how to refer students to these resources
3. Expand your network of campus partners by making a connection with several resources

Course Content

- **Registrar's Office**
- **Resource Center for Persons with Disabilities (RCPD)**
- **Student Account Services Office**
- **Crisis Situations:** Talk with the new advisor about the plan in your office for active violence situations.
- **Financial Aid**
- **Career Services Network**
- **Health and Wellness**
- **Neighborhood Student Success Collaborative**
- **Ombudsperson**
- **Campus Resource Scavenger Hunt:** Advisors will choose four campus resources to visit in person and complete a chart as they go. Discuss this with your advisor after they complete the activity.



Class Seven: Enhancing the Student Experience

Learning Objectives

1. Promote experiential and co-curricular learning opportunities to support students in their personal, educational, and professional growth
2. Understand how to connect students to co-curricular learning experiences
3. Expand your network of campus partners by making a connection with several resources
4. Gain an awareness of related majors and discuss alternative majors with students, as appropriate
5. Understand the competencies essential to be successful in your students' field



Course Content

- **Career Conversations with Students**
- **Undergraduate Research:** Discuss with your new advisor what system (if any) exists in your department to connect students with research opportunities.
- **Office of Education Abroad**
- **Center for Service Learning and Civic Engagement**
- **Student Life/Student Organizations**

Class Eight: Professional Development

Learning Objectives

1. Become aware of opportunities for ongoing professional development provided by MSU, regional, and national associations
2. Understand your academic specialist appointment classification
3. Identify opportunities to connect with other advisors across campus
4. Build skills for managing stress and reference self-care resources at MSU



Course Content

- **Academic Specialist Advisory Committee (ASAC)**
- **Academic Specialist Appointment Classification**
- **Funding for Courses (Tuition Assistance)**
- **Advisor Portal**
- **Mentoring Resources**
- **On-Campus Professional Development**
- **Off-Campus Professional Development**
- **Advisor Self-Care**

Need Help?

Contact apuehelp@msu.edu with any questions.

We also welcome constructive feedback as advisors begin to use the New Academic Advisor Training Series.

