

PAB Management Team - Discussion of reviews of the 2010 book *Comprehensive Advisor Training and Development: Practices that Deliver*.

June 19, 2018

**Attending:** Susan Fread, review chair; Bob Hurt, PAB chair, Jeanette Wong, PAB past-chair; Julie Givans Voller, PAB incoming chair; Jennifer Joslin, NACADA Associate Director for Content Development; Marsha Miller, PAB liaison and scribe.

**Overview:** This 2010 book has sold more copies than any other NACADA-only book (*i.e.*, book not produced with a publication partner). Susan noted that compiling reviews for this book was more challenging than the last one as the reviewers came from a wide variety of perspectives (among others, members represented the advisor training and development and faculty advising communities, the Professional Development Committee, and the Publications Advisory Board).

**Overall the reviewers found the book helpful and recommended a new edition** that would, among other things, update technology issues and references.

**Other issues that need to be addressed in any new edition include:**

**Voices of Experience:** Reviewers had lots of comments about the Voices of Experiences. Many noted that while VOE's become quickly dated good examples are always needed. The next editors should consider putting VOEs online possibly as video clip interviews of program directors. Consider using the NACADA YouTube channel; Michele Holaday is the contact.

Jennifer talked about the *New Directions* series book she and Wendy are editing; it focuses on what higher ed administrators should know about academic advising. Initial chapter drafts are due to the series editors by July 15.

**Possible PAB project:** The PAB might want to consider identifying and recruiting 'Voices of Experience' on a variety of topics covered in NACADA publications. A working group consisting of members from the PAB, WAB, and Professional Development Committee could explore options for topics and video interviews.

**Technology.** Reviewers want technology integrated throughout any new edition; not as a stand-alone chapter. Guiding technology principles should be introduced early and then authors reference those throughout.

**First & 2<sup>nd</sup> chapters,** assessment. The first chapter was well received; reviewers would like to see more in it for campus administrators. Readers should be aware of their campus assessment procedures. Topics covered in the second chapter could become a Pocket Guide.

**Chapter 3,** training faculty. The next edition should include more discussion regarding the role of advising in faculty promotion and tenure. Also needs to highlight the connection between faculty research and publication; bring in NACADA's Research Center.

**Chapter 4,** training primary-role advisors. Editors should discuss combining chapters 4 and 5. Pro: it would provide a direct comparison/contrast of training and development of the two groups. Con: faculty want to feel special.

**Chapter 5,** Delivery systems (e.g., workshops, panels). Reviewers thought this chapter needs the most revision. Principles of adult learning should be addressed including perspectives of trainees. More on platforms used for training including flipped learning (posting of videos & readings on LMS) with discussion questions.

**Chapter 6,** interactive group learning. This chapter is strong but needs to add learning outcomes for training and development and how to measure those outcomes

**Chapter 7,** Problem-based experiences. Advisors with different levels of experience need different case studies/problem-based learning scenarios.

**Chapter 8**, advisors as mentors. Reviewers were not overly excited about this chapter. They like the organization of material but didn't really connect to it.

**Chapter 9**, training advisors online. This VOE is where the rapidly changing technology arena was mentioned most often. As noted earlier, technology principles need to be earlier in the book and then referenced throughout.

**Chapter 10**, written materials. Reviewers were not a fan of the definitions included. While advisor handbooks are good for documentation what should be discussed here is who is responsible for keeping procedures up-to-date, how to set a revision cycle, and what questions need to be addressed during this process.

**Chapter 11**, technology. The reviewers did not like the 'technophobe' label. Social Media changes so fast that any chapter on this topic needs to talk more about how to identify the best social media platforms.

**Chapter 12**, Diversity. Tone always is important when talking about diversity issues. The tone of this chapter is not productive and needs to be significantly reworked.

**Chapter 13**, Soft skills. While this is a crucial component of advising the term itself 'put off' several reviewers.

**Exemplary Practices.** Wikis are outdated. For the rest, each individual reviewer liked EPs that mirrored their experiences; EPs that did not address a reviewer's individual experiences were ranked lower. EP's may be best placed on the web with videos (similar to VOEs). Editors should consider posting two or three initial EPs when the book debuts. Then solicit readers to video tape what they do and submit the video for possible inclusion. Editors should also consider EPs garnered from award nominations.

#### **Other topics discussed that were not addressed by reviewers**

- In the Introduction editors should include a discussion of how advisor training and development impacts student retention and persistence to graduation including:
  - a. Without AT&D how do we train advisors on data management system upgrades?
  - b. Framing AT&D outcomes with accreditation and research goals for our discipline
  - c. How this book addresses the nuts & bolts of training and development
- Possible platforms for this material:
  - a. Initial printing should be on paper with searchable/downloadable PDF also available for purchase
  - b. look at other/newer platforms as print date gets closer

#### **Summary of general recommendations:**

- This is an important resource for anyone responsible for training and development
- Yes, this resource needs to be updated
- Technology should be addressed early in the book and then referenced throughout
- Any revision must build upon the 2017 NACADA competencies and the Core Resource library especially the *New Advisor Guidebook*
- Additional of online resources should be explored including videos for VOEs and EPs

**The PAB's management team issues a profound 'thank you' to Susan for chairing this review!** Susan's practitioner's eye and organizational skills makes the Management Team's task easy. This is Susan third review and she indicated that she will happily chair another! THANK YOU!!