Welcome to

Returning to Campus: A Conversation with Advising Administrators

The conversation will begin at
7am Hawaii / 9am AK/10am PDT/ 11am MDT/
12pm Central / 1pm Eastern
Return to Campus Series

- Created in the Summer 2020 as an effort to discuss how the pandemic has changed best practices, back to campus planning and overall support to members
- Hosted three past panels including:
  - Campus Administrators - August 7
  - Advisor Training and Development Reps - October 15
  - Two Year Colleges - November 9
- Goal is to host more discussions with practitioners across the association’s three divisions giving everyone a voice at the table.
- Support of NACADA Executive Office, NACADA Leadership
- More to come in 2021!!
Your Moderator, Kevin Thomas

Associate Vice President for Enrollment Management
University of Central Arkansas

NACADA Highlights:
Past Member - NACADA Board of Directors
2020 and 2021 - Faculty - Administrator’s Institute
2018 - 2020 - Emerging Leader Mentor
2017 Annual Conference Chair, St. Louis, Missouri
Past Chair - Advising Administration Advising Community
Introducing our Panelists

Dr. Melinda J. Anderson
Associate Vice Chancellor of Student Success
Elizabeth City State University
NACADA Board of Directors
EAA Fellow
AACSS Consultant

Susan Corner
Director
Academic Advising and International Student Services
University of Victoria, Canada
Chair, Global Initiatives Committee

Dr. Kimberly Smith
Associate Vice Provost, Student Success
Virginia Tech
Career Advising AC Chair
EAA Fellow, Administrator’s Institute

Steve Viveiros
Dean of Advising and Academic Success
Filene Center for Academic Advising and Career Services
Wheaton College
Past NACADA Council Rep

Dr. Jammie Wilbanks
Associate Vice President for Academic Success
Wiregrass Georgia Technical College
Can you provide an overview of your campus structure during the pandemic?

- Have you returned to campus?
- What do virtual services look like?
- What do your course offerings look like?
- What technology did you use?

What worked well and what changed with your campus plans from the Spring to the Fall?
Elizabeth City State University: 1 of 17 Constituent Universities in North Carolina
Historically Black College located in NE North Carolina

- 2,000 students, 200 Faculty, 400 Staff
- Centralized Professional First Year Advising; Decentralized Faculty Led Major Advising

Spring/Summer 2020: Transitioned to remote services in March until August
  - Majority of staff moved to working remotely
  - All courses moved online
  - Developed new protocols for online services
  - Advising and Orientation Appointments offered by Zoom

Fall 2020
  - Returned to Campus in August
  - 41% of courses offered online. Limited F2F courses

Impact on Advising and Student Services
  - Increased usage of Navigate (E4U) for appointments for student services (ID appointments, book rental pick up, Financial Aid appointments)
  - Zoom Lobby
March 16 - transitioned from face-to-face to alternative modes of instruction. Advising Centre moved to virtual services

Priority for all staff to be able to work remotely - data security and access to student records
  - Appointments offered by phone and Skype for Business
  - Majority of staff moved to working remotely, some prefer campus (safe work plan)

Majority of undergraduate courses are online. Limited F2F courses meeting set criteria

Impact on Advising
  - Increased student enquiries (emails March to Sept +122.5% [5,908 to 13,147], RDPs 23.2%)
  - Advising related to COVID grading options - utilizing website, video, decision map
  - Initial planning reactive rather than proactive - transitioning back to proactive approach

New Technology: Bluejeans, Skype for Business, Zoom, CourseSpaces +Town Halls, workshops

Transitioned in September to Microsoft Teams, Brightspace, Jabber
Campus Structure: Virginia Tech

“Back to life, back to reality”

- Support services
  - Academic advising
  - Tutoring
- Course delivery
  - 30% in-person
  - 3 modalities
- Role of Technology
  - Resources for students and advisors
Campus Structure - Wheaton College

- Residential Small College, Decentralized Faculty Advising Model, Adjusted Academic Calendar with No Breaks

- Filene Center for Academic Advising and Career Services
  - Includes 3 Student Success Advisor, Accessibility Services Staff and Tutoring
  - All remote services as of March 2020

Fall Model and Numbers:

- Hybrid Tutorial Model (and fully Remote option available)
- 70% students returned to campus (singles/doubles)
- Zoom, Google Meet, Echo360, Moodle (online course platform)
- Increased use of social media platforms (Instagram, Facebook, blogs)
Centralized, Professional Advising Center on each of our 4 campuses

Began telework March 18 (moved Spring Break up to prepare)
  ○ Finished Spring 2020 online
  ○ Summer 2020 was online with limited labs on campus

Staff transitioned back to campus May 18; Open to public by appointment only June 1
  ○ Offered Drive-Thru and Curb-Side Advising in June/July to accommodate “drop-ins”

Fully reopened Fall Semester - drastic decrease in F2F sessions
  ○ Limited F2F class size
  ○ Limited office capacity

Virtual Service (advising was ready for virtual BEFORE the pandemic)
  ○ EAB Navigate
  ○ WebEx Meetings
  ○ WebEx Teams
  ○ Email, Phone
  ○ YouTube Videos
  ○ Canva, virtual offices
What was your experience in implementing any new technology or processes?

- Onboarding employees and creating buy in
- Creating new business processes
- Training Students
Technology and Process Implementation

Elizabeth City State University

● Hiring freeze but...
  ○ Looking to hire faculty and some administrative appointments now in the spring
  ○ New processes in place to help support new culture around our Return to Campus plan

● Creating new business processes
  ○ Collaborative efforts to integrate technology into new cultural practices
  ○ Shifted the way we work together across campus which creates new relationships

● Training/Supporting Students
  ○ Handouts, screen shots, videos were designed to help them understand new processes (i.e. graduation application)
Technology and Process Implementation

University of Victoria, British Columbia, Canada

- The strong team culture has supported onboarding employees
  - Mid-pandemic medical leaves (not related to COVID-19) required staffing changes and new term appointments

- Creating new business processes
  - Having an established leadership team paid dividends!
  - Technology specialist team supported fast response and excellent support for staff transitioning to new technology and working remotely
  - Leadership team engaged with their staff to create new business processes

- Training Students
  - Web resources and email templates are two tools we are using to support students transitioning to online services
  - Many students prefer phone appointments (virtual fatigue?)
Technology and Process Implementation: VT

- What is virtual academic advising?
- What types of platforms are available for video chat conferencing?
- Preparing for a virtual advising meeting
- Conducting a virtual advising meeting
- Wrapping up a virtual advising meeting
- How does FERPA impact a virtual advising meeting?
- How do I encourage students to sign up for virtual advising meetings?
Technology and Process Implementation

Wheaton College, Massachusetts

- Leadership from the COVID Task Force (Academic Subcommittee)
  - Setting the model, consideration of the technology needs with campus partners
  - Training available
  - Focus on converting processes to electronic (Google Tools, Banner Self-Service)

- Center for Collaborative Teaching & Learning/Library
  - Training available to faculty on the Moodle platform
  - Training available on Echo360 - video recording tool, studio spaces created

- Training Students
  - Learning Resources for Hybrid/Remote Learning
  - Learning Resources Team - weekly posts with timely guidance
  - Proactive outreach from advising staff to remote students/communication about student alerts from faculty via our WISe system and direct faculty emails
What were your biggest challenges and how did you overcome these obstacles?

- Employee Morale
- Work Life Balance
- Enrollment Concerns
- Engaging Students Virtually
Obstacles

Elizabeth City State University

- Moral and Wellness
  - Managing emotions of staff, faculty and students
  - Increased communications in a constant change
  - Managing staff remotely; keeping them engaged
  - Surprize lunches, celebrate little wins

- Enrollment
  - Increased enrollment; more pressure to support students in this new environment
  - Shout outs in meetings

- Student Engagement
  - Student desire to engage F2F
  - Managing life challenges related to COVID, learning remotely, in addition to general student challenges
  - Call to action - Freshmen Group
Obstacles

University of Victoria, British Columbia, Canada

- AAC staff have a commitment to maintaining moral
  - Purposely scheduling time for connections, commitment to staff health and wellness
  - Staff now creating more of a work-life balance (it has taken time)
- MS Teams chat supports staff relationships - express emotion GIFs/emoji, channels
- Acknowledging it is different and it is okay for things to change
  - Creating online forms, new tools (videos, mapping tools), flexible work schedules/working remotely
- Brightspace new tool to connect with newly admitted/first year students 2021
- Staff feel more connected to institutional information and decisions
- UVic Advising Group
- Online appointment booking form – required and optional fields
  - Students express needs (secure) - move to more intrusive advising based on student disclosure
Obstacles

University of Victoria, British Columbia, Canada

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Obstacles: Virginia Tech

- Advisors and students, alike need support
  - Thank an advisor
  - Advisor appreciation
- Work life balance
  - Dependent care
- Enrollment
  - EVERYONE HATES US (jk)
- Engaging students virtually
  - Academic advising
  - Classroom
  - Student Affairs
Obstacles - Wheaton College, Massachusetts

STAFF & FACULTY
- Swift changes to digital environment - readiness
- Increased workload/demands in a period where staff is already stretched
- Working to motivate faculty/staff during challenging time

PRIMARY CONCERNS
- Ensuring all students had access (Chromebooks, hotspots for remote students)
- 60 first year student deferrals, maintaining a relationship with the college

OTHER CONCERNS
- Impact on enrollment (new students and retaining current students)
- Increased volume of students taking a leave of absence
- Student athletes missing seasons of eligibility
Obstacles - Wiregrass Ga Tech

- Health concerns
- Enrollment is a major concern!
- Students need constant reinforcement and engagement
  - Multi-Dept call lists managed/tracked through EAB Navigate Case Management tool
- We conducted multiple surveys
How did you create community remotely with your team and how was this received?

- Challenges
- Keeping team members engaged
- Recognition
- Resources
Creating Community

Elizabeth City State University

● Challenges: Engaging in real time; consistently
  ○ Hold real conversations -- People respect honesty
  ○ Advocate without assumptions -- Stand up for your people, they are watching
  ○ Don’t be the smartest person in the room, invite others to lead

● Engagement
  ○ Keep regular meetings; 1:1; the value of time
  ○ Don’t underestimate the small things

● Recognition
  ○ Highlight contributions, social media highlights, short emails “Thank you”
Creating Community

University of Victoria, British Columbia, Canada

- Initially the challenge of the unknown
- Changes in leadership due to sick leave (successful transitions)
- New technology and availability of equipment
- Inability to “read the room”
- Adapting processes to be online – how to move in-person process to virtual format
- Changing platforms multiple times over course of pandemic
- Students in different time zones and staff working remotely
- Keeping team members engaged
  - Regular staff meetings, supervisor - group and one-to-one check-ins
  - Advising participating in Faculty Town Halls - connection to students, faculty
  - Professional Development opportunities, manuals, handbook
  - ADVA Connector – staff newsletter
- Recognizing staff both group and individual contributions, reporting stats, recognizing work accomplished
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<td>Drop Deadline Extension</td>
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<td>October 20:</td>
<td>College Scheduler Demonstration</td>
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<td>July 9:</td>
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<td>April 2:</td>
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<td>March 25:</td>
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<td>March 18:</td>
<td>Introduction &amp; Course Request Campaign</td>
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Creating Community - Wheaton College, MA

- Daily Morning Check-In Meetings
- Building in flexibility as much as possible
  - College supported all work that could be done remotely
- Connection to College Community
  - Limited staff available in office throughout the week during the academic semester
- **SAY THANK YOU**
  - For the incredible work transitioning in Spring, advising staff were thanked with a personally delivered care package/basket of treats
  - Does not need to be a significant undertaking - PLEASE SAY THANK YOU
• WebEx Meetings & Teams
Do you have a plan to return to campus and what are you putting in place to address the current challenges?
Return to Campus Plan

- We are baaack!
- Increased online courses to 45% but still holding F2F courses
- Increased communication to students, faculty and staff about challenges experienced in the Fall
  - Wearing masks on campus
  - Escalating student concerns
  - New COVID protocols
Return to Campus Plan

University of Victoria, British Columbia, Canada

- No plans to return for Winter Session 2020-2021
- Exploring possible in-person activity for Residence students if COVID numbers go down
Return to Campus Plan: Virginia Tech

Back to life, back to reality
Return to Campus Plan - Wheaton College, MA

- Continuing with Hybrid Tutorial Model for the Spring 21 semester
- Slight increase in residential students for Spring 21 semester
- Continuing the testing protocol (2x’s a week for students/faculty)

UPDATES for SP21:
- Addition of break days at key points in the semester, no full week off for Spring Break
- Data sharing with faculty/staff to help inform better practice for teaching/learning in the Spring 21 semester
Return to Campus Plan - Wiregrass Ga Tech

- All staff/instructors are back on-campus
- F2F class sizes are limited to no more than 50, regardless the room size
  - Most are capped at 12
- Formal Plan developed and posted online
What advice do you have for current/future advising administrators dealing with a crisis?
Advice

Elizabeth City State University

- Manage YOUR emotions
- Listen, PAY attention
- Politics: Remember your role, manage up, out and down
- Team work makes the dream work, You cannot do it alone
- Without vision, people will perish
Advice

University of Victoria

- Have a vision of what needs to be accomplished immediately
- Consider the underlying message of your actions
- Prioritize: Nice to have versus need to have
- Work with your team to develop solutions
  - Be open to creative solutions
  - Listen, listen, listen – to concerns, solutions, challenges
  - Help staff predict what they cannot control
  - Celebrate victories - big and small!
Advice: Virginia Tech

- Importance of a senior level position providing oversight to academic advising
  - Leadership
  - A voice at the table
- Importance of collaboration with key stakeholders
Advice

University of Victoria, British Columbia, Canada

- Have a vision of what needs to be accomplished immediately
  - Staff working remotely ensured staff knew they would have a job if the campus shut down
  - Nice to have versus need to have
- Work with your team to develop solutions
- Be open to creative solutions
- Listen, listen, listen – to concerns, solutions, challenges
- Help staff predict if they cannot control
- Celebrate victories - big and small!
Advice - Wheaton College, Massachusetts

- PROVIDE SOME GRACE
  - Everyone is dealing with the pandemic in unique ways

- Expand the use of social media venues

- Partnership and Collaboration are essential
  - Registrar’s Office
  - Dean of Students
Advice - Wiregrass GA Tech

- Start now! It’s better to be proactive than reactive
  - Audit your student resources to make sure they are online and F2F friendly
- Be creative and flexible
  - Be realistic also
- Get input from others (within and outside department)