The STARS of Online/Hybrid Advising

Presenter
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- Office of Engagement and Extension/CSU Online
- CSU 2019/2020 First Destinations Report:
  - 83% rate advising to be excellent/better than average

Intros
- Name
- Pronouns
- Institution
- Experience with online and/or hybrid advising and course-loads

Thoughts?
Are hybrid/online courses the new normal?
Do you feel like practices/courses are going back to how things were pre-COVID?

Agenda
- Data
- STARS (with two T’s)
- Schedules
- Timely Nudges
- Tactics
- Active Listening
- Resources
- Single Coordinator Role
Rate of Student Enrollment in Online Courses

- The National Center for Education Statistics' Integrated Postsecondary Education Data System (IPEDS)

- As of Fall 2018:
  - Total: 35.3% of US postsecondary students (6.9 million students)
  - Just Public Institutions: 34.1% of students
  - Just For-Profit Institutions: 73% of students


Rate of Student Enrollment in Online Courses

- As of Fall 2019:
  - National Center for Education Statistics
  - 37.24% of students took at least one online course and/or all online courses (7.3 million students)
  - 19.7% took at least one online course, but not all online courses (3.86 million)
  - 17.6% took exclusively online courses (3.45 million)

Link: [https://nces.ed.gov/fastfacts/display.asp?id=80](https://nces.ed.gov/fastfacts/display.asp?id=80)

Positives of Online Courses

- Wiley Education Services
- 2020 Online College Students, Comprehensive Data on Demands and Preferences
- 78% of online students who have learned in a face-to-face setting feel their online experience was the same or better than their classroom experience
- 79% of those who completed their online degree agree or strongly agree that it was worth the cost


Online/Hybrid Bad Rap

- 64% of students are willing to pay more in tuition if they feel they are gaining something from it
- 39% of respondents would consider that gain to be the reputation of the school

- Wiley Education Services

STARS (with two T’s)

Schedules

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<tr>
<th>Student</th>
<th>Advisor</th>
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| - Most positive statements:  
  - Hybrid: 1 face-to-face course with rest online  
  - Or all online or all face-to-face  
  - Must use planner/semester-at-a-glance | - Mornings and last hour – emails  
  - Note time after meetings – time to email students with key points from meeting  
  - Zoom/phone appointment fatigue  
  - Easy for things to just be transactional  
  - Four 10 hours days |
Timely Nudges

Day before appt reminders; Reminder of where to find the graduation/degree plan
Drop/withdrawal/etc. deadlines – one week before and day of reminder; Don’t send info out the week before the semester

Tactics

Course Logistics
- Full syllabus/assignment plan on first day of class
- Office hours in late afternoon/evening

Tactics

Active Listening

Stress/unhappy
Validation (not agreeing/disagreeing)
Do you want to brainstorm solutions?

Resources

- What resources can students access from a distance?
  - You@CSU:  https://health.colostate.edu/youcsu/
  - SilverCloud:  https://health.colostate.edu/silvercloud/
- Two factor authentication
- Students who are deployed
- Mailing items:
  - Not sustainable
  - Example: welcome packages
- Mailing equipment (webcams, keyboards, etc.)
- Office hours:
  - Available times
  - Phone/Zoom/Teams availability

Single Coordinator Role

REVIEWS ON-CAMPUS AND ONLINE COURSE SCHEDULE
REVIEWS WHICH POLICIES APPLY TO ONLINE COURSES TO ON-CAMPUS COURSES
REVIEWS IF THERE ARE TUITION DIFFERENCES

CHOOSE ONE: ZOOM OR TEAMS
RELAY THIS INFORMATION TO ADVISING COMMUNITY

Thoughts

Thoughts