

ADMINISTRATORS' INSTITUTE – SESSION ABSTRACTS

PLENARY SESSIONS

Embracing the Role of Academic Advising in Supporting Student Success

An understanding of how and why academic advising supports student progression and graduation success is essential to improving academic advising programs on your campus. Equally important is an understanding of how to translate what is said in the literature to institutional practice.

This plenary session will discuss the relationship between federal and state pressures on higher education juxtaposed against the importance of advising for student success.

Participants will:

- Understand the relationship between academic advising and the national pressures to increase graduation and completion
- Understand the role that technology and data play in advising interventions
- Introduce promising practices to support student persistence and success

Tales from Academic Advising Administrators: What We Wish We Had Known

Gain insights from seasoned administrators. Learn what they wished they would have known as they advanced positions. Hear from administrators who started from faculty tracks, advisor positions, and other student affairs roles. Perspectives will include experience with community colleges, research universities, private institutions, and regional public institutions. Regardless of your role, come to this interactive panel discussion to learn from others how you might best prepare for your next role and/or how it might help you with your current role. Topics will include taking on new perspectives in new roles, transitioning from colleague to boss, time management and prioritization, and navigating one's institutional structures.

Participants will:

- Know the challenges of serving as a high and mid-level Academic Advising Administrator in higher education
- Share from their own experiences in this interactive session
- Use the information to go back to their groups and discuss how their roles on their campus differ and/or are similar to information shared at this session

CONCURRENT SESSIONS

Examining the Four NACADA Pillars: Look at Concept of Advising, NACADA Core Values, NACADA Core Competencies, and CAS Standards

The NACADA Pillar documents form the foundation of the profession of academic advising. Providing guiding principles, program standards, and ethical guidelines, these documents offer a solid foundation for creating, re-organizing, assessing, and improving academic advising programs, regardless of context. The session will begin with an overview of these foundational documents, including ways the facilitators have used them in their own work. Then, participants will discuss how the NACADA Concept of Academic Advising, the Core Values, the Core Competencies, and the CAS Standards might be used to address challenges commonly faced by today's advising administrators.

Participants will:

- Know how to access the NACADA Pillar documents online
- Describe the purpose of each document
- Understand how the Pillars form the foundation of the profession of academic advising, regardless of context
- Use the Pillars as a basis for responding to issues in advising administration

Campus Collaborations

Join this interactive session to discuss how Advising Administrators work to create collaborative relationships and structures within and across their institution. You will hear presenters talk about the successes and struggles for collaboration on their campuses, working within institutional culture, the importance of collaboration in achieving student success outcomes, and strategies for managing all of it. You will also learn about the leadership practices that lead to effective collaboration.

Participants will:

- Identify the structures, opportunities, and challenges in creating campus collaborations.
- Share strategies for developing campus collaborations
- Understand research-based student success outcomes of collaboration
- Explore leadership practices that enhance collaborative work
- Discuss in groups how student and participant experiences on campus could be shaped through different collaboration strategy

Advising Competencies: Development, Implementation and Assessment

Academic advisors fulfill various roles and responsibilities while supporting student success at their institution. The creation of academic advising competencies by utilizing your institution's specific roles and responsibilities, and incorporating NACADA's new Academic Advising Core Competencies Guide, will enhance the overall effectiveness and relevancy of your training and development program. This interactive session will provide a foundation for identifying the content for a competency based academic advisor training and development program.

Participants will:

- Understand the concept of a competency based training and development program
- Become aware of national and campus resources and tools which may assist in determining desired academic advising competencies
- Learn the value of developing common academic advisor competencies for those who provide academic advising on your campus
- Participate in an activity for and group discussion on strategies for developing, implementing and assessing a competency based advising program

Hiring the Best Candidates and Then Evaluating Their Performance

Search processes represent valuable opportunities to recruit an exceptional advising team, and performance evaluations provide mechanisms to further strengthen, develop, and retain that team. The process of recruiting and hiring talented colleagues allows administrators, regardless of institutional type (e.g., 2-or 4-year; unionized or 'at will' organizations) to establish a firm foundation for robust evaluation processes that encourage recognition and growth. This session will provide an overview of the key components of successful searches and performance reviews, while considering the complementary relationship between the two.

Participants will:

- Learn characteristics associated with successful recruitment and evaluation processes,
- Consider strategies for developing an ongoing evaluation process that begins with the advisor hire and evolves with departmental needs and objectives, and
- Explore opportunities for improving existing processes within their advising operations.

Engaging and Learning from/for Faculty Advisors

Effective faculty advising is consistent with exemplary teaching practices. Institutions that use faculty advising models can improve advising by unpacking the conceptual framework of academic advising, highlighting the value of academic advising, and listening to the needs and challenges faculty face when advising. This session will examine how deans, chairs, and administrators create conditions for effective faculty advising. Participants will discuss strategies for improving faculty advising and supporting students in and out of the classroom.

Participants will:

- Define similarities between effective advising practices and teaching practices
- Examine the role of administrators in promoting effective advising
- List specific strategies for valuing and rewarding faculty advising
- Construct ways to elicit faculty feedback on the role and practice of advising

Developing and Administering Training and Development Programs

The development of a comprehensive advisor training and development program is critical to the overall success of any academic advising program. This presentation focuses on diverse strategies for delivering advisor training and development. Topics will include delivery methods and pedagogy, administration of programs, and assessment of learning, as well as a review of NACADA resources available to enhance your campus program. Participants will engage in conversation to share specific challenges and solutions in advisor training and development.

Participants will:

- Understand basic methods and strategies for delivering academic advising training and development
- Explain factors to consider when determining who shall have responsibility for administering academic advising training and development
- Recognize reasons and simple methods for assessing academic advisor learning for those who provide academic advising on your campus
- Know how to access and employ NACADA resources to support a campus training and development program

Leading a Successful Advising Team: Embracing the Challenges and Joys of Being the Boss

Supervising and managing people can be one of the greatest challenges and successes we experience in our professional careers. Our role involves everything from building and maintaining team morale; empowering and leveraging the individuals around you; managing conflict; establishing priorities for and advising program; and keeping your sanity through it all.

Effective leaders recognize they cannot achieve success in isolation; they broaden and deepen their impact by working on behalf of and through their team. Advising administrators enhance their credibility and that of the profession by connecting academic advising with meaningful priorities while connecting team members with their strengths and interests. Leaders should empower and leverage the talent and expertise around them to achieve ambitious and oftentimes evolving goals.

This session will explore strategies to encourage engagement and commitment across the advising team, and maintaining morale to promote a positive work environment. Strategies for self-care and administrator professional development will also be discussed.

Participants will:

- Understand how incorporation of the NACADA core values into daily operations can foster team morale. (Conceptual)
- Consider how harmony can be maintained by encouraging advisor participation in the development of unit mission, goals, and values. (Relational)
- Learn to implement continual professional development and community building activities as tools to build high performance levels and morale. (Relational)
- Explore strategies for motivating, empowering, and inspiring their team. (Relational)
- Consider the opportunities and challenges associated with developing leaders. (Informational)
- Identify how to capitalize on a particular team member's strengths to enhance the advising environment. (Conceptual)
- Understand the need for administrator self-care and development. (Relational)

Change Management: How Understanding the Change Process Helps Support Advisors

In an ever changing world, especially in the advising field, staff need to change with advising trends, student populations, institutional initiatives, and events that impact our students and the profession. Administrators are many times challenged to deliver the news of yet another change or ask staff to assist in the implementation of changes, which are not always met with a positive view. Learn about the stages of change and the transition process of getting through change effectively, as well as ways you can help staff understand and address the impact of change. Change management techniques can also be applied to our work with students and assisting them through the change process. Real scenarios and activities will be utilized to assist administrators in addressing change with their staff. We will also discuss the various changes we as staff encounter on our own campuses and in our personal lives.

Participants will:

- Understand the stages of the change process and how to apply techniques in order to assist staff who struggle with change
- Recognize the signs of change and change talk
- Identify where a person is at in the change process and how our behaviors can impact it
- Apply the techniques to change with students through the use of scenario based activities

Developing and Assessing Student Learning Outcomes

If advising is teaching then what do we as Advising Administrators want our students to learn? And how do we know if they have? When administrators collaborate with their Advisors and other stakeholders to identify Student Learning Outcomes (SLO), they operationalize the connection of learning to their mission and values. This can reinforce the Advising as Teaching and Learning paradigm as well as focus the intentions of the center with regard to measurable student learning objectives.

Participants will:

- Understand how student learning outcomes are derived from Advisement Mission, Goals, and Values
- Be able to incorporate student learning outcomes into an Advising Syllabus
- Identify and map student learning outcomes
- Appreciate how SLOs fit into the Advising Assessment Process

Connecting Academic Advising with Conversations about Student Success

Much has been written about student success and the essential skills our students need in the 21st century. This session will highlight conversations taking place in higher education today about student success, guided pathways, and degree completion. Academic advising has much to contribute to these conversations; however, both advising administrators and academic advisors should learn more about these discussion and related efforts on their campus and beyond, including the work of the Gardner Institute, EAB (Education Advisory Board), Gates Foundation, Lumina Foundation, and Complete College America. Accordingly, session participants will discuss how advising administrators can connect academic advising with these important conversations.

Participants will:

- Explore strategies for motivating, empowering, and inspiring their team
- Consider the opportunities and challenges associated with developing leaders
- Learn ways to enhance and leverage advising portfolios

Leading the Charge to Develop an Assessment Plan for Academic Advising

Developing and implementing a comprehensive assessment plan and utilizing the data effectively are complex processes, and are challenges for all administrators within academic advising. But continuous and effective assessment is a critical component of every successful academic advising program. It is important that advising administrators demonstrate how they can use that knowledge and understanding to improve the undergraduate experience and student success. An impactful assessment initiative is the foundation for program effectiveness, improvement, and accountability. This session will provide participants an overview of the basic components of an assessment program and will review strategies for sharing outcome data with stakeholders and constituents. The discussion will address the need to connect values, vision, goals, and outcomes into the development of a plan, as well as discussing measures associated with advising assessment. Discussing the important task of mapping outcomes within advising initiatives will also be addressed.

Participants will:

- Learn NACADA evaluation and assessment terminology
- Connect values, vision, goals, and outcomes in developing an assessment plan
- Understand the cycle of assessment
- Identify measures associated with advising assessment
- Understand the mapping process of outcomes

Exploring the Roles of Research in Academic Advising

NACADA: The Global Community for Academic Advising views research as scholarly inquiry into all aspects of the advising interaction, the role of advising in higher education, and the effects that advising can have on students (NACADA View on Research, 2008). This session will articulate the rationale for increasing scholarship on academic advising and participants will leave the session knowing how to articulate inquiry questions, design a study, and make a commitment to disseminate findings to the broader field. Finally the session presents an opportunity to learn how administrators can support scholarly inquiry in academic advising on their respective campus.

Participants will:

- State the reasons that NACADA is promoting scholarly inquiry in academic advising
- Make decisions on the appropriate study design for particular inquiry questions
- Define the components of effective inquiry in academic advising
- Identify steps advising administrators can take to encourage inquiry in advising