

Anatomy of an Awesome Kennedy-King Advising Appointment

Pre-appointment - Run a degree audit and use Grades First to get a snapshot. Check if student should repeat courses.

Student at your desk - Focus on the Student, give eye contact, smile, be pleasant, don't answer phone

Ice Breaker & define purpose - Introduce if first time, reference past discussions, try to find common ground. Discuss: What brought you in? What do you hope to accomplish? How can we help you?

Check degree progress with student - Run a degree audit in CS9 every time. Discuss to ensure the student is on track. Check to see if a student can add a class to max their tuition band.

ADVIP > Academic Advisement > Request Advisement Report > Add a New Value > Report ADVIP > Add > Process Request

Confirm, Confirm, Confirm - Reassure student you will get to their goal, but first need to confirm basic information. Check the following every time!

Are they in the correct program plan, correct requirement term, is this their first CCC degree and have they consented via the portal to earn a degree? If no to any, update.

Do they have any holds? If yes, address.

How are they paying for classes? If using FA do a quick SAP snapshot to see if they are approaching a hold or need to talk to FA. If appointment is before refund date, make sure to be very clear about when financial responsibility kicks in.

If they are undecided, set expectation and guide student to narrow choices

Address the student concern specifically - What brought you to Advising today? What do they want to do? What are their post-completion goals? How can they feel supported? Are they at risk? What is going on?

Update Planner- Make sure upcoming semester planner is correct and ensure there are no errors, so students can self register later. Quickly show student how Planner can help them save time at home if time permits. Point out anticipated graduation term and discuss.

Wrap up the appointment - assign homework/tasks, invite them to fun events, congratulate them for coming to the appointment. Ask them if they understand everything or need clarity. Ask if all of their questions were answered.

Document the appointment - Create Advisor Report in Grades First and add notes including:

Confirmation that program plan and requirement term were checked, how student plans to pay, and if meeting was before refund date that implications were discussed. Confirm degree audit was run and discussed. Then update notes about actions taken or recommended, and include points that will help build for the next conversation. Include homework/tasks discussed. Think of these as both a backup for complaints, and a way for you to be a superstar Advisor that remembers everything so the student knows you care.