

## *The New Advisor Guidebook: Mastering the art of advising*

### Chapter 3 - Ethical Issues in Advising

#### Reader Learning Outcomes

Readers will:

1. Identify five guiding ethical principles
  - Assessment:
    - Conduct an advisors' discussion group using advising scenario case studies and observe and document to what extent advisors' decisions for resolving ethical dilemmas employ ethical guidelines to resolve advising dilemmas.
2. Recognize potential ethical dilemmas in advising and how to resolve
  - Assessment:
    - Conduct an advisor professional development session focused on ethical dilemmas and ways to resolve the dilemmas. Small group discussions that follow could be used to assess if advisors recognize that with some advising dilemmas they may not be able to follow all ethical guidelines at the same time. Advisors should be aware that they need to follow as many as possible to greatest degree possible.
3. Identify the steps in resolving ethical dilemmas
  - Assessment:
    - Advisors list the steps they use, or plan to use, when confronted with advising dilemmas including the protocol to seek advice from a supervisor and/or legal counsel at their institution.

#### Aiming for Excellence activities

- Meet with other advisors in the unit and draft a checklist for solving ethical dilemmas. Share these ideas with administrators for final approval and store with other advising guidelines for easy reference and consistent utilization within the department. Include proven resources such as the NACADA Statement of Core Values of Academic Advising (NACADA, 2005a, 2005b, 2005c, 2005d) and the CAS Standards (CAS, 2013).
- Identify the institution's legal counsel and the protocol for retaining an attorney. Communicate about or create the appropriate steps for obtaining legal advice. Do not wait until counsel is needed to research recommended procedures. (chapter 8)
- Meet informally with other advisors to discuss complex advising sessions or dilemmas, share ideas, and identify resources for ameliorating specific problems.
- Attend or develop a professional development workshop series focused on ethics in advising. Use case studies introduced by participants and role play to share ways to resolve dilemmas.
- Gather advisors together to discuss confusing and inconsistent policies, practices, and procedures. Seek clarification by consulting with appropriate administrators. Simplify language and statements for students and staff.
- Document procedures and resources used to resolve ethical dilemmas. Include histories of successful and less-than-satisfactory outcomes.