

Monday, August 30, 2010

9:00 am -4:00 pm

Bring for each PA/M: resource document, highlighter, note cards for questions, degree audit sample, daily evaluation

Introductions - 1) Turn OFF your cell phone

2) Yarn Activity (illustrate connectedness of team): Give name, major, hometown, one thing did this summer, and *returners*: favorite part of being a PA/M or *new*: what are you looking forward to about being a PA/M?

Overview History

Ask: What is the role of advising? Why do you see an advisor? Purpose of the advising center?

- Vision/Mission overview (*advising center mission*) (*PA/M Vision, Mission & Goals*)
Small group discussions (*Questions for mission reflection in small groups*)
- Advising Syllabus/Philosophy of Advising (*Advising Syllabus*)
- Total Intake Model (*Advising Syllabus*)
- Why are PA/Ms important? What niche do PA/Ms fill? (Group Discussion)
- History of PA/M program/ Differential Tuition

Team Builder – Brown Bag Skits (*not too many props!*)

Announcements

Appointments/student contact overview/office flow

- Doctors Office Analogy – understanding the flow of our office
- Number of students PA/Ms help (*Refer to excel sheet from last 2 years*)

Ask: Can you think of different “types” of students in your classes/on campus?

- Types of Student examples (*Refer to resource doc – “Students” section*)
- What kind of student am I?

Ask: Why do students need appointments with an advisor?

- The Art of Pre-Advising (*PA/M Pre-Advising Tips*)

Advising vs. Advice

Ask: What do you think is the difference between “advising” and “giving advice?”

- Examples (*Handout-PA/M Guidelines*)
- Shoebox activity

Lunch (T-shirts/pictures)

Professionalism: Ethical and Diversity Issues/Expectations

Ask: Can you think of some ethical issues you might encounter as a PA/M?

- Confidentiality/FERPA (Releases)/Sexual Harassment (*Understanding FERPA/Relationship Violence Policy; FERPA Y/N Activity*)
- Ethics (*NACADA’s Overriding Ethical Principles; Ethical Conundrums*)
- Diversity Topics (*Cultural Bingo*) (*Iceberg, Things you should know as an Ally*)
- Expectations: What do YOU think expectations should be for a PA/M?
- PA/M Professional Code (*Professional Code and Dress Code Suggestions for Student Employees*)
- Attendance Policy (*Attendance Policy*)
- PA/M Communication (*Pa/m Communication*)
- Evaluation process

Degree audit general overview

- Include advisor, program/plan, bulletin year, placement levels, official vs. combined gpa, IP classes, OK, NO, +/-general education categories, legend/key (*sample BS Undeclared degree audit*) (*degree audit Scavenger Hunt*)

Wrap around: “What was the most important thing you learned today? –
“Why are PA/Ms important?”

Evaluation

Tuesday, August 31, 2010
9:00 am - 4:00 pm

Team Builder: Non-verbal Communication Exercise (cards) (takes 10 min.)

People Skills

Ask: What are your expectations of a professional office? How do you expect to be treated?

- How to Project a Professional Image (*Projecting a Professional Image*)
- Open ended Questions
- Paper Tearing Communication Exercise
- Conflict Resolution
- Angry Student vignettes

Resources-

Ask returning PA/Ms: How did you use each of these and where are they located?

- Differences of Degree with majors
- Bulletin
- Phonebook (will see on-line version tomorrow)
- Academic Calendar

Stretch Break (seek out someone you do not know x 2 with Speed Meet N Greet questions)

Topics in the resource document (call on a returning PA/M for each topic to give a question they might be asked of a student regarding that information)

- Academic Computing
- ADD/DROP cards Change of major/minor
- Credit Examiners & Graduation Application
- Foreign Language
- Holds on Accounts
- Re-entry
- Repeat Policy
- Student Accounts
- Transcripts
- Transfer credits
- Wait lists

Resource Game

Lunch Noon – 12:50 on own

Degree audit/Planning sheets/Change of major forms... Round Robin

- Discussion and quick review (including Repeats not show with IP courses) -
- Round Robin STAR training (20 minutes each; 5 groups with a returning PA/M in each)...
 - BA/BS
 - BSE/BSHS
 - BFA/BM/BSW/Change of major form
 - BSN/review 45 cr. pre-req. for Adv. Comp./42 cr. GE
 - BBA/review 120 cr. for grad and non-degree cr./35 UL cr. (bring gpa sheets)
- Wrap up: degree audit not perfect! Do not advise in major (Ex/Graphic Design major)

Testimonials from returning PA/Ms: How did you feel after the first 2 days of training?
What about after the first few days of work? When were you finally comfortable?

Evaluation

Wednesday, September 1, 2010
9:00 am - 4:30 pm

Computer Lab (9:00 – noon)

Computer Training

- Online Time Cards
- Online Registration System
- People Soft 9.0
 - show service indicators
 - how to find advisor
 - third party access
- Email
- Instant messenger – how use
- R-drive
 - Possible/probable on-going office projects and why important to office

Team Builder: The Advisor You Admire

- Appointment details
 - Review why students need appointments (*refer to PA/M Pre-Advising Tips*)
 - What kind of Appointment do you need? (*Walk-in vs. Appointment Grid*)
 - Walk in vs. Emergency (*Identifying Crisis students*)
 - Appointment scheduling (*Appointment Pointers*)
 - Transfer Appointment
 - Re-entry Appointment
 - What to look for in PeopleSoft to identify different types of students
- Online Transfer Information
- on-line directory to locate faculty advisors
- advising center website (Walk-in hours; gpa calculator)

On-line Exploratory Resources

- online career exploration- (*give cards to record passwords*)
- Exploratory sites: advising center, Career Services

Advising Office (1:00 - 4:30)

Advising Office Training

Collect Career Exploration Homework: Interest Profiler – will discuss at Sept. meeting

- Zone Training
- Down time discussion (include no Facebook/MySpace)
- Role playing (see list of scenarios)
 - Have 10 or so scenarios (one at each computer station) from the list about front desk practices and hard situations; teams rotate through all scenarios
- Assign teams: 3 new PA/Ms, 1 continuing PA/M, and one committee member
- Brief Tour: See mailboxes, copy machine, offices, black filing cabinets
- Emergency procedures, advising offices

Evaluation

Ice Cream Social with advisors @ 4:00

Thursday, September 2, 2010
1:00 pm - 4:30 pm

Team Builder- (Compass Activity Workstyle)

Phone Outreach

- Think of headline for your Freshman year
- Frosh concerns discussion (think about questions you had as a first year student)
- PA/M Training Resource Scenarios
- Intro to Freshman Survey
- Goal of the calls (encourage Freshman Survey, advising appts., and answer questions)
- Logistics with spreadsheets, note sheet, etc.

Review... any questions?

PA/M Quiz

Tour of Residence Hall Advising Office (around 2:45)

- Locate call box by first double doors. – Call #1114 - someone in office will open door

Scavenger Hunt (return to advising center by 4:30)

- Competition... Amazing Race (Rules?)
- 4 teams - only turn in one signed sheet (must ALL return together)
- If not done by 4:30 (or need to leave), finish on own time with no pay – slide under advising center door

Email final day evaluation