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
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.o
  - 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-Adviseing 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
- Online 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