Objectives and Resources:

Note: Summaries are taken directly from the resources, without grammatical changes.

1) **Define your role as Academic Advisors.**
   The Graduate Student-Advisor Relationship
   Author: Unknown
   URL: [http://lib-gsl.blogspot.com/2013/02/the-graduate-student-advisor.html](http://lib-gsl.blogspot.com/2013/02/the-graduate-student-advisor.html)
   “This article bullet points the essentials of how a student can building a student-advisor relationship, however, an academic advisor can also apply these practices with new students. The article covers establishing clear and frequent communication, clarifying the roles and responsibilities of each individual, as well as setting mutual expectations by being responsible and open to conversation.”

2) **Differentiate between online and face-to-face advising.**
   Email Advising: Doing it Wrong, Doing it Right
   Author: Susan Ohrablo
   URL: [http://www.academicimpressions.com/news/email-advising-doing-it-wrong-doing-it-right?q=19503n130985mW](http://www.academicimpressions.com/news/email-advising-doing-it-wrong-doing-it-right?q=19503n130985mW)
   “Advisors who have traditionally worked with students in a face-to-face environment may experience frustration, dissatisfaction, and a lack of connection with the students with whom they work. Advisors run the risk of eliminating critical, comprehensive developmental advising strategies as they attempt to manage a seemingly unmanageable amount of emails and phone calls.”

3) **Establish rapport with online students to better understand them in a case-by-case scenario.**
   Multicultural Awareness Issues for Academic Advisors
   Author: Leigh Cunningham
   URL: [http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Multicultural-a84.aspx](http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Multicultural-a84.aspx)
   “We must recognize that while it will not ever be possible for us to completely erase the effects of our enculturation and experiences - and that it is unlikely, and perhaps even undesirable, that we will ever come to equally value or appreciate every possible means of cultural expression - we can come to the place that we, for the most part, seek to comprehend before we judge, and offer thoughtful, responsive understanding and respect more often than reactive judgment.”

4) **Build your soft skills for virtual communications to improve the student/advisor relationship.**
   8 Tips for Developing Positive Relationships
   Author: Liggy Webb
   URL: [http://www.trainingmag.com/content/8-tips-developing-positive-relationships](http://www.trainingmag.com/content/8-tips-developing-positive-relationships)
   “One of the most profound experiences we can have in our lives is the connection we have with other human beings. Positive and supportive relationships will help us to feel healthier, happier, and more satisfied with our lives. So here are a few tips to help you to develop more positive and healthy relationships in all areas of your life.”
Intrusive Advising 101: How to be Intrusive Without Intruding
Author: Jennifer Cannon
“As advisors it is important to be intrusive without intruding, and be warm, friendly and inviting while still providing the tough love and information that students need to hear. It is a delicate balance; though when done right, intrusive advising can enhance the advising relationship while also encouraging student responsibility and participation.”

Implementing Intrusive Advising Principles for Adult Learners in Online Programs
Author: Beth Giroir and Jeremy Schwehm
“Intrusive advising, also known as proactive advising, is an effective approach for reaching college students. The premise behind intrusive advising is to encourage the student to seek out assistance, by deliberately structuring “student intervention at the first indication of academic difficulty in order to motivate a student to seek help” (Earl, p. 28). “The intrusive model emphasizes the importance of the role of trained and responsive professionals to guide students toward degree completion.” (Earl, p. 29)

Distance Advising Strategies
Author: Jennifer Varney
URL: https://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Distance-advising-strategies.aspx
“Online students are becoming an entirely new subpopulation of higher-education learners (Diaz, 2003, as cited in Hartman, 2008). These students primarily attend part-time, are largely interested in degree completion options, work full-time and self-report a low to moderate degree of technology abilities. Retention rates for distance education students are estimated to be 15%-20% lower than for face-to-face instruction.”

5) Discuss the impact of social media and communication skills for all.

Intentional use of Technology for Academic Advising
Author: George E. Steele
URL: http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Intentional-use-of-technology-for-academic-advising.aspx
“Those charged with finding the best technology often lack an understanding of how different technologies align with of the multiple goals of academic advising. This article presents a model to help advisors and college administrators better understand that intentional relationship. In short, this Intentional use of Technology Model is designed to help those interested in the use of technologies in academic advising with a tool that leads to greater intentionality.”

6) Combine these understandings with the goal of maintaining the virtual student/advisor relationship.

Book Title: Working with Difficult People
Author: William Lundin, Kathleen Lundin, and Michael S. Dobson
“Mastering the ability to handle difficult people and disruptive behaviors has always been a critical career skill. Working with Difficult People defines nine fundamental types of difficult people and gives readers a complete system for opening lines of communication, resolving differences, and avoiding office headaches.”

Book Title: Disagreements, Disputes, and All-out War: 3 Simple Steps for Dealing with Any Kind of Conflict
Author: Gini Graham Scott.
“The potential for conflict exists in every interaction. But when one doesn’t know how to deal with these disagreements constructively, they can escalate into unproductive and even destructive situations. The key is not to avoid conflict, but to recognize and manage it skillfully to produce the best possible outcome.”

Book Title: Have a Nice Conflict: How to Find Success and Satisfaction in the Most Unlikely Places
Author: Tim Scudder, Michael Patterson, Kent Mitchell
“Have a Nice Conflict... reveals a practical understanding of how conflict really works- how to recognize its initial stages, how to navigate it better to diffuse a situation, and how to understand the values of the other person to better frame your point for them. The book provides guidance for moving beyond conflict to enhance relationships, including a five-step framework (anticipate, prevent, identify, manage, and resolve) and tools for locating conflict triggers in ourselves and others.”