What Hat Am I Wearing Today?

Jill Oberfeitinger

- Director of Academic Advising at Tusculum University since 2005
- Multiple Hats
  - Training of Advisors
  - Registration of all new students
  - PDSO
  - Teach Orientation every semester
  - Serve on Multiple Committees
  - Lost two professional advisors due to COVID layoffs
Betsy Dunn-Williams

- Director of Academic Advising at Campbell University
- Multiple Hats
  - Manage undergraduate-wide early alert system
  - Training of advisors
  - Instruct first-year seminar
  - Multiple campus-wide committees
  - Faculty Fellow for residential learning community
  - Advise OΔK
  - Greatest COVID impacts: shift to virtual student onboarding & course placement

Pandemic Effects on Higher Education Resources

- Lower Enrollments = Lower Revenue
  - Especially for small schools that are tuition driven

Institutions are already on track of losing 10% of tuition revenue in the upcoming year and 20% the following year if fewer students return. (Rowley, 2020)

- Layoffs and unfilled positions due to resignations and retirements
- High turnovers
Increased Responsibilities of Staff/Faculty

- Membership on Institution-wide COVID Task Forces
- Financial appeals committees
- Review and update of policies and procedures impacted by the pandemic
- Completing tasks associated with vacant positions
- Additional courses or larger class sizes

Causes and Avoidance of Burnout

When you become so overly invested that you have a hard time drawing boundaries between your work and personal life, that’s going to set you up for compassion fatigue. (Dubois & Mistretta, 2019)

- Compassion Fatigue
  - Global Compassion Fatigue (indirect exposure)
- Empathy Fatigue
- Burnout
Strategies

- Importance of collaboration across the campus
- Connect academia with programs that promote student success
- Success is easier to achieve with common goal – student retention and student success
- Solution focused conversations
- Practice self care/wellness lifestyle
- Supervision, personal counseling, consultation
- Reentry Day

“Adversity often produces unexpected opportunity”
- John Wooden, former UCLA basketball coach

Questions for Small Group Discussion

- What are some of the hats advisors are wearing that are new in the last year and a half?
- What strategies have advisors leveraged to avoid burnout?
- Who are the other institutional stakeholders that can help, and how can advisors engage and encourage their buy-in?
We Challenge You

Take some of these ideas back with you and report back to us your outcomes.

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References