Team Players: How a small regional campus introduced training and development to staff and faculty advisors using a collaboration platform

Catherine Hunko, Transition Counselor
Denise Rotavera-Krain, College Success Counselor & Career Advisor
NACADA National Conference, 2021
"Very little is more connected to the academic, career, and personal success of students than academic advising. The end goal of higher education must be the retention, persistence, and graduation of students; as such, academic advising is the key to engagement in their educational careers."

-- J.K. Drake
Advising at Ohio State ATI Team

- Collaborative
- Keeps Information up to Date
- User Friendly
- Group Sourced Information
- Encourages Engagement between advisors
What do Wikipedia, Barack Obama's 2008 presidential election campaign, Zipcar's business model, and the popular band Radiohead have in common?
Cooperative Online Advising Format

“Because today, when the costs of collaborating are lower than ever before, there are no limits to what we can achieve by working together.”

-- Yochai Benkler, *The Penguin and the Leviathan*
"Nothing is more important in a cooperative system than communication among the participants....when people are able to communicate, they are more empathetic, more trusting, and can reach solutions more readily than when they cannot talk to one another. Communication is the key to the system's success."

-- Yochai Benkler

Communication
Advising at CFAES Wooster

- Faculty Advisors
- Staff Advisors
  - Academic Advisor
  - College Success
  - Transition Counselor
  - Financial Aid & Scholarships
  - Academic Records
- Academic Mentors (Trio Grant)
“Human behavior... acknowledges that people are driven by a great many (often subconscious) needs, goals, or values—not just self-interest... [these] are not fixed or static—they change from one situation to another."

“...not all people respond the same way to the same cues and contexts."

-- Yochai Benkler
Framing, Fit and Authenticity

"It is important that the frame in fact fit the reality, a collaborative system should truly mean collaborative..." and how something is framed has the potential “to produce major variations in the levels of cooperation.”

"In other words, if you know the other person(s) believes they are playing a "Community Game", you might expect them to cooperate; then you might be more willing to take the risk of cooperating as well.”

-- Yochai Benkler
Objectives of Using TEAMS

- Contribute to student success and retention
- Onboard new advisors
- Introduce professional development for seasoned advisors
- Bridge the connection between faculty and staff advisors, developing networks, sharing information
- Connect to NACADA core principles
Where do we fit?

The Ohio State University

College of Food, Agriculture, Environmental Sciences

CFAES Wooster, Agricultural Technical Institute

THE OHIO STATE UNIVERSITY COLLEGE of FOOD, AGRICULTURAL, and ENVIRONMENTAL SCIENCES
Retention

“The issue of student retention and persistence has continued to grow in importance throughout the history of higher education in our country”

-- C.L. Nutt
H.S. Graduation Projections – United States
H.S. Graduation Projections - Ohio

Graduation Projections, Ohio

THE OHIO STATE UNIVERSITY COLLEGE of FOOD, AGRICULTURAL, and ENVIRONMENTAL SCIENCES
Retained students include students who re-enrolled at the institution in the following fall term (i.e., returning students) and those who completed their program of study during the following fall term (i.e., a degree/certificate program that takes less than 2 years). Although rounded numbers are displayed, the figures are based on unrounded data.

“Good advising may be the single most underestimated characteristic of a successful college experience.”

-- R.J. Light
"If the desired outcome is for students to graduate, then 'academic advising is the key to engagement in their [college students] educational careers’ (Drake, 2011, p. 11)"

-- H.R. DeLaRosby
“Academic advising is the only structured activity on the campus in which all students have the opportunity for one-to-one interaction with a concerned representative of the institution”

-- W. R. Habley
The Training of Academic Advisors

“... an extensive need exists to educate and train academic advisors on methods of effective advising practices for engaging college students” (p. 10).

-- C. Filson & M.S. Whittington
Advising Training & Development Committee

- Faculty and staff acknowledging the lack of training for advising
- Based on student comments, advising quality varied depending on who was doing the advising
- Much of the advising was transactional

Goals:
Provide support to faculty and staff advisors to achieve a more unified advising experience across advisors.

Improve student retention through excellent advising relationships
Channels and Posts

Thursday, August 12, 2021
Rotavera-Krain, Denise M. 8/12 8:35 AM
Advising at Ohio State ATI
Can a 2nd year student who is transitioning to CBus next year who has 40+ credits and GPA 3.7 take Columbus courses?
2 replies from Jill and Denise
↩️ Reply

Tuesday, August 17, 2021
Holawa, Jodie L. 8/17 8:08 AM
Advising at Ohio State ATI
Advisors,
Later this week marks the start of the semester with students moving into housing. We will be kicking off AU21 with
See more
↩️ Reply

Yesterday
Rotavera-Krain, Denise M. Sunday 3:21 PM
Hanje, Kieegan L. Is the advising syllabus ready? I would like to put it in my Carmen course for GENSTD 1201.01T. Thanks!
2 replies from Kieegan and Kelly
↩️ Reply

Hunke, Catherine M. Yesterday 9:27 AM
Thank you Keegan and team😊 It looks great.
↩️ Reply

New conversation
Individual files and folders can be added in each channel.
Early Results

Advisor Engagement in Advising at Ohio State ATI Teams

28 Active
28 Inactive

45 Active
11 Inactive

May
August
May 2021 Most Used Channels
Active Advisors Over Past 30 Days

Active users

0 10 20 30 40
7/25 7/31 8/6 8/12 8/18
General Channel

Purpose

Share Time Sensitive Information

Provide Resources

Announcements

Q & A

Generate conversation
**Purpose:**
Help advisors communicate with advisees to develop working relationship.

Help advisors schedule communications around important institutional dates and deadlines.

**Resources:**

**Talking points**

**Links for referral**

**Time Critical Communication**
Advising Touchpoints Newsletter

February

Ohio State ATI

Advising Touchpoints Newsletter

Advising at Ohio State ATI The following articles are included in the February Newsletter:

- Online Resources for Advising Professional Development
- Examining the Congruence Between Perception of Learning and their Actual Abilities - A Comparison of Direct and Indirect Measures in Student Learning Outcomes
- Notes from the Front Line: NACADA’s Core Values

During the National NACADA conference in 2019 I chose to attend the presentation: Examining the Congruence Between Perception of Learning and their Actual Abilities - A Comparison of Direct and Indirect Measures in Student Learning Outcomes by Alexander Kunkle Director of Academic Advising, Nevada State College

According to the presenter, recent self-assessment literature suggests that the Kruger & Dunning Effect is overblown (Nuhfer et al, 2017), "Unskilled and Unaware of it: How difficulties..."
New Initiatives & Future Development

- Advisor Mentoring Program – Pilot, Assessment
- Advising Syllabus – Pilot, Assessment
- RNL SSI – Advising Assessment
- Retention Assessment
- Clean Up and Curate Information
Live Tour of Advising at Ohio State ATI TEAM

Advising at Ohio State ATI
Questions?
Thank You!

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Sources


Drake, J. K. (2011). The role of academic advising in student retention and persistence. About Campus, 16, 8–12. doi:10.1002/abc.20062


The Penguin and the Leviathan: How Cooperation Triumphs over SelfInterest (Crown, 2011); Yochai Benkler,