Maintaining Your Advising STEAM:
Advisor Thriving During Challenging Times

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Overview
- Background/Context
- Surveys & Results
- STEAM
- Future Application
- Q&A

Background/Context
- Original NACADA Proposal
- Adapting to Change
In your opinion, what (if anything) has made academic advising easier for you during COVID-19?

<table>
<thead>
<tr>
<th>Convenience/Flexibility</th>
<th>Comfortability</th>
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<tbody>
<tr>
<td>“It was nice to have options.”</td>
<td>“I felt more open talking to my advisor when I was home.”</td>
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<td>“This is way more flexible for those of us who have to work.”</td>
<td>“I didn’t feel comfortable coming to campus so this was a nice option to have.”</td>
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<td>“I appreciated advisors being flexible with us during tough times.”</td>
<td>“Being able to see everything he showed me really helped me feel more comfortable asking questions.”</td>
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<td>“It saved me from having to go to campus and risk getting sick.”</td>
<td>“It opened up more to my advisor through Zoom.”</td>
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<tr>
<td>“Appointments seemed more available with more times.”</td>
<td>“I love doing advising over zoom!”</td>
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Surveys & Results

- Advisor Survey
- Data Collection
- Demographics
- Questions
- Results

In your opinion, what has been the easiest aspect of distance advising?
- "I feel safer advising from home right now."
- "No commute!"
- "Students seem to be timelier."
- "Fewer no-shows."
- "Scheduling appointments has been easier."
- "Connecting with students via Zoom has come easily to me and I feel like the connection has been natural and authentic."
- "I feel that the conversations go a lot easier because they are in a location that they feel comfortable and that they can speak their mind."
- "Students are more accessible."
- "Moving to remote advising has forced me to go all digital in all my documentation and materials. This has helped streamlined my advising process."
- "Convenience for advisor and student."
- "Students that cannot make it to campus during normal business hours can now meet with their adviser via phone or Zoom while on break at work."
- "Better work-life balance has led to less stress. I feel more rested and better prepared to deal with my day."

In your opinion, what has been the most difficult aspect of distance advising?
- "It doesn't feel quite as personal as when the student is in your office...especially when they don't even turn on their camera. That student is not engaging as much as if they were sitting in my office."
- "Some of the supports that are provided in office are not in place and it makes my job a lot tougher. As much as I can as possible, I make sure everything is as normal as possible. Responsible for more documenting and administrative work."
- "Follow-through. Zoom fatigue. Conversations are much less "natural." They just take more work."
- "Lack of a community to discuss questions and concerns with immediately."
- "I find myself triaging more crises. Students seem to be doing worse this semester. In person they are more direct about their concerns. Discussing their personal and academic challenges, which are more numerous and more severe, has been an incredible drain on my productivity."
- "Electronic communication can be interpreted differently or inaccurately...I've had many students get upset with me because of this."
- "I'm working so much more and so much harder from home than I would if I was in the office full time."
- "I find myself working through lunch, working later, or logging in early simply because the work is always right there."
Thriving Survey - Recurring Themes

- Isolation
- Stress related to online transition
- Lack of engagement
- Overwhelmed
- Unfair work distribution
- Lack of professional development
- No work/life balance
- Financial impacts

“Everything feels very lonely and isolating.”
“I miss being part of a true team.”
“I feel isolated and unheard.”
“There is no work/life balance anymore.”
“There is a lack of communication across the university.”
“My role has become customer service at this point.”
“I enjoyed my job until COVID hit.”
“I love my career, but I don’t know how feasible it is long term financially.”

Staff morale is the worst I have ever seen in my 15+ years of experience.
“There is a lot of focus on what faculty and students need, but nobody has asked what staff needs are.”
“I feel very lonely and isolated and feel like I have not been able to connect to campus in the first year of my role.”
“I’m burnt out trying to constantly find ways to engage with my students.”
“There are inconsistent and unrealistic expectations for us from administration.”

Staff have been of secondary importance to the university.
“I miss being part of a true team.”
“Higher admin is getting credit for the work we’ve actually been doing.”
“There is more of a focus on increasing enrollment as opposed to keeping people safe.”
“Nobody has asked us about our experiences dealing with all of this.”
“Thriving is not an option right now. Surviving is all I can get to.”

STEAM

- S – Self Efficacy
- T – Teamwork
- E – Engagement
- A – Attitude
- M - Meaning
S - Self Efficacy

• Effective strategies
  • Communication
  • Take a break! (Seriously)
  • Identify stressors
  • Take action

T - Teamwork

• Effective strategies
  • Team-building activities
  • Coffee chats
  • Supervisor Check-In
  • Colleague Check-In

E - Engagement

• Effective strategies
  • Institutional Opportunities
  • Control Your Professional Development
  • Volunteer
  • Conference Opportunities
A - Attitude

- Effective strategies
  - Recognize Signs of Burnout
  - Be Open
  - Utilize Resources
  - Reflect

M - Meaning

- Effective strategies
  - Develop a Project
  - Campus Committee
  - Set Goals
  - Find Your “Why”

Reflection & Self-Assessment

- Assess Yourself
- Develop Your Action Plan
Future Application
• Useful for Advisors & Supervisors
• Onboarding new advisors
• Goal setting

Wrapping Up
• We've Dealt With a Lot!
• We're Still Here!
• Your Work Matters!
• YOU Matter!

Questions?
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