Strategies for Navigating the Enrollment Period

Welcome!

A Community Conversation
Hosted by the Advising Resource & Collaboration Network @JMU
(ARC Network @JMU) with support from University Advising,
Academic Advising Board, and JMU Libraries.

Agenda

01   **Welcome & Introductions**

02   **About "the Network"**

03   **Group Discussion**
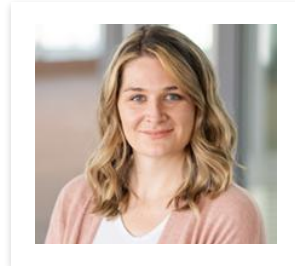
04   **Wrap up & Next Steps**

01 Who are we: Advising Resource & Collaboration Network @ JMU Core Team

Adrienne Giles

COB | gilesag@jmu.edu

Danielle Maxham

COB | gallagda@jmu.edu

Reilly Zwanzig

COE | zwanzira@jmu.edu

Elaine Kaye

JMU Libraries | robertef@jmu.edu

You are part of the network too!
Take a moment and introduce yourself at your table. Name, Department, and how long you have been advising?

01

Objectives

Participants will make progress towards...

1. Developing awareness of the Advising Resources and Collaboration Network
2. Identifying key resources that can support advisors' needs when navigating the enrollment period
3. Exploring a variety of general advising resources
4. Sharing your own experiences and advising strategies and discussing needs of JMU advisors.

About the ARC Network @JMU

02

2022 -2023 Goals:
Empower advisors to leverage campus resources to the benefit of their students and also to be efficient and supportive of advisors time.

Create awareness of the role and capacity and reality of advising services on campus

Foster community among advisors in order to share practices, information, and promote awareness of what's going on.

Adrienne and Reilly worked separately with Elaine on developing Canvas courses for advising.

As a small group we articulated the needs (through experience and observation)

Began meeting regularly and looped in Danielle to brainstorm, scope, and articulate purpose and goals

Connected with University Advising to share ideas and collaborate

Hosted our first event in February and now this one!

Purpose: *we are committed to building community, sharing resources, and developing advising continuity for the benefit of students, advisors, and other stakeholders.*
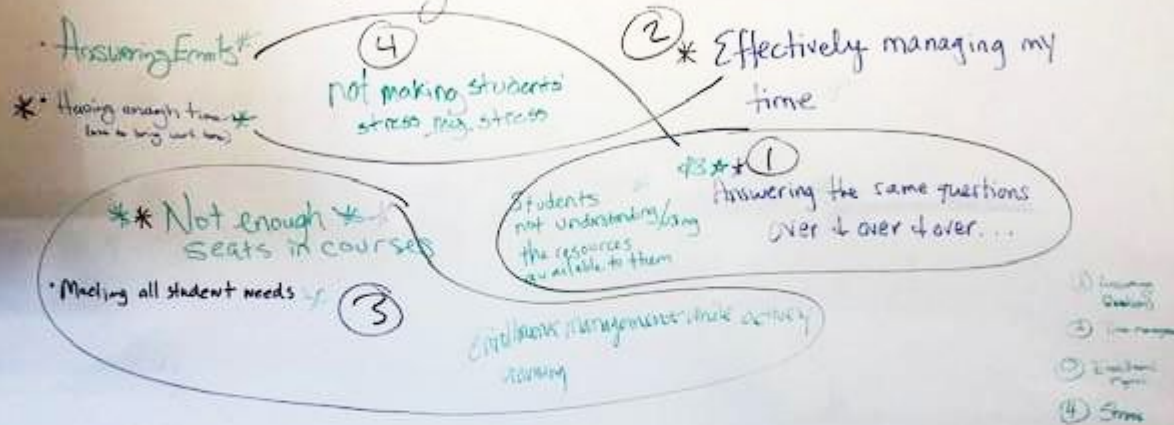
03

Identify Challenges & Prepare for Discussion

Let's review together some of the challenges identified by the larger group. Then at your table select one-three that you would like to discuss as a group and report out on later.

1. Answering same questions over and over
2. Effective time management / managing emails
3. Managing student needs / advocating
4. Not making students' stress our stress

Discussion Notes : Group 1

Challenges

[*take note of the challenges the group chose to discuss*]

Conversation prompts:
What are your current strategies for this challenge? What has been working in the past? What has not? What are some possible solutions? What kind of support do you need to implement solutions? How may technology be used to support advising during enrollment?

Responses:

How to keep from answering the same questions over and over:
- Set expectations for students / make a learning opportunity - e.g. "I think you slightly misread this…"
- Use Canvas for standard responses and link students to announcements as email responses
- Auto-reply answering common questions and linking to resources + Canvas announcements

Time-management:
- Use the Madison Advising Peers for lower-level advising questions (walk-in advising?)
- Only do walk-in advising only - tool for handling crisis management / plan around enrollment appointment times (https://www.jmu.edu/registrar/faculty-staff/enrollappt.shtml)

What type of support do we need as advisors?
- Summer enrollment - need information about class availability / standard messaging we can share with students (will help with advisors' confidence in answering students)
- Canvas workshop - helping advisors build from the ground up (2-3 hours) / can this be part of the advising orientation?
- Centralized list of advising contact list - who do we connect students with for different programs?

Discussion Notes : Group 2

Challenges

[*take note of the challenges the group chose to discuss*]

Conversation prompts:
What are your current strategies for this challenge? What has been working in the past? What has not? What are some possible solutions? What kind of support do you need to implement solutions? How may technology be used to support advising during enrollment?

Responses: 1. Answering same questions- Group 2:
- Auto responses in email- if auto-reply answers questions we do not respond
  - In auto-reply respond 24 to 48 hours
  - Created a word document with specific answers and "copy and paste" as needed
- Directing students in Canvas to come in early (to meet)
- Registration Period- not meet for academic planning; only registration or immediate enrollment questions/concerns
  - Use MAPs- will do special presentations in certain departments (MyMadison questions)
- Express Advising Only during registration period (that week)
  - Feels like "speed dating";
- Did not allow for admin time (only meet with students) now add in admin time so that I can do other things
- Wish students would take some responsibility- can they come with a plan?

Expectations/Responsibility
- In Acuity Scheduling- put in their confirmation email that they should come with a plan; "they just don't stare at you"
- Trying to find a "sweet spot" giving enough information but not too much

04

Discussion Notes : Group 2 cont.

Challenges

[*take note of the challenges the group chose to discuss*]
Conversation prompts:
What are your current strategies for this challenge? What has been working in the past? What has not? What are some possible solutions? What kind of support do you need to implement solutions? How may technology be used to support advising during enrollment?

Responses: 1. Expectations/Responsibility Cont- Group 3
- Culture at the university- ask your advisor
  - Wish the messaging could change
- Sharing with students that they can find the answers themselves
  - First-year students have a bit more leadway
  - Juniors and Seniors a bit more firm

Some Suggestions
- Announcements in Canvas- Delay messages
  - Future announcements on special events
- Put events in the calendar- students actually look at it
- Put videos to introduce yourself- using Loom, Youtube, Screencast
- Steal from the other groups
  - Group Advising- special themed sessions
  - Lure students in- it seems like it is mandatory

04

Discussion Notes : Group 3

Challenges

[*take note of the challenges the group chose to discuss*]

Conversation prompts:
What are your current strategies for this challenge? What has been working in the past? What has not? What are some possible solutions? What kind of support do you need to implement solutions? How may technology be used to support advising during enrollment?

Responses:
Effective time management:
- Management enrollment schedule
  - Express appointments 1 week before and during enrollment
  - Block time for checking and answer emails
  - Set auto-reply w/information (what to do / where to go / FAQs)
- Group advising by grade level / classification for general information
  - COE does this during the 2nd week of March
  - No-appointments / Drop-in (virtual) only three weeks leading up to enrollment (first come first serve)
- Pull students by credit hours / enrollment appointment the next morning and send reminder email with information

04

Wrapping up & Group Discussion

Large group conversation

Each group share 1-2 strategies you discussed
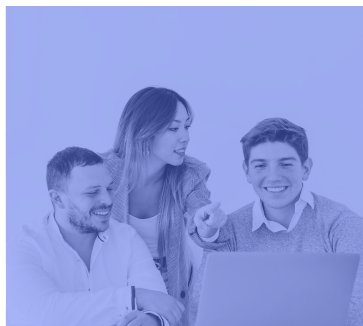
Action Steps

What is one new best practice you are committing to trying or exploring, this enrollment period or in the future?

Thanks

Save the date for the next conversations!

Exploring Canvas as an Advising Tool (Advising Community Conversations)

Please consider completing our brief survey - your feedback matters!

https://communityconvo2.questionpro.com

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