

Additional Best Practice Recommendations for Intrusive/Proactive Advising

Genuinely care about the success of each and every advisee, no matter how demanding, entitled, rude, or lazy they seem. Not all of them will be successful, but you should want them to be as much or more than they do. Students can sense when you do and when you don't. Without genuine empathy, sympathy, and care, best practices will do nothing to help students be successful. That said...

- You don't have to always be available, but you should be available when you say you will be.
- Look calm and collected (even if you aren't) when students ask the hard questions during advisement. Students will feed off of and respond to your demeanor. If you're flustered, they will be flustered.
- Find out what a student wants out of their education during the first time(s) you meet them. Ask them the question "You're here at Missouri Western because..."
- If a student is having troubles, academic or otherwise, ask questions and actively listen to get to the root of their issues. Nudge, don't press.
- Document *everything*. Emails, appointments, the content of discussions at appointments (Griffon GPS—if appropriate) and always remember FERPA guidelines when documenting.
- Get to know students with the available information you have about them before you meet (for the first or fiftieth time). Know what they look like, their general course history, their current courses, their GPA, courses they've historically struggled in, etc.
- Try to make an impression at new student orientation.
- Make sure you check mid-term and final grades. Send out an email ASAP after grades are posted encouraging advisees to contact you if they have questions about how their grades will affect them.
- Connect outside the office. Eat at the cafeteria in the Student Union. Not because it's delicious, but because in a way you get to keep your finger on the pulse of what's going on with your advisees and the campus at large.
- Keep up to speed on campus resources (advisor training).
- It's better to bother others trying to find the right answer instead of giving students the wrong answer. Once your credibility is lost with an advisee, it is hard to regain!

Tips from Derek Evans, Advisor, Student Success & Academic Advising Center, Missouri Western State University