**Andrews University Online Advising Checklist**

**Scheduling Advising Meetings**

* Within 2 days of admission, email welcome with steps to activate username, upload photo, and schedule a first advising meeting in the next week – this connects online students!
* 6 weeks prior to the next term’s start date, email a registration reminder, including the class list if fixed, with steps to register or schedule an advising appointment if needed
* Use calendly or other online calendar to give students easy access to times that work for you
* Link students to resources, or attach, with succinct instructions on how to prepare to meet

**Before the Appointment**

* Review policies and procedures specific to *online* students and their program
* Review the student’s transcripts accessed through Recruit or Banner Records
* Review student’s IVUE page
  + Major and overall GPA?
  + DegreeWorks - use transcripts if nothing articulated yet
  + Any alerts in IVUE in past terms or academic probation?
  + Notes on previous advising appointments? Petitions? Prior learning follow up?
* Prepare workspace, turn off notifications, open documents and heart, prayerfully

**During the Appointment**

* Connect with a smile and cheerful, authentic greeting
* Use info learned in meeting prep to ask about personal wellbeing and academic progress
* Practice active listening, clarifying as necessary, being patient, don’t multitask
* In the first meeting, check student is online-ready:
  + Has computer with current MS 365, Teams, browser, any software program requires
  + Has reliable internet available for all hours of study each week
  + Will have all study materials by start of class (don’t register if not!!)
  + Has reading, typing, and tech skills to succeed in online higher ed
  + Has started and will complete the online degree orientation
* Share your screen and explain what you are doing as you look at information together
* Use what you hear and see to suggest AU and community services available online
* Check for registration holds and help solve
* Provide a warm conclusion, asking for any other ways you can help their AU experience improve
* Remind students that you are their go-to while studying online (*you are their ONE advocate, with more student service responsibility that for main campus students*; reshare your contact info, including a form of messaging – WhatsApp or Teams are inclusive
* Pray with the student, ending with encouragement and caring personal support

**After the Appointment**

* Email a summary of meeting that serves as notes and next steps commitment for both student & advisor
* Escalate any concerns, process petitions, track transcripts, connect to needed student services, etc.
* Communicate your follow up to student & schedule reminders for future interventions, prayer and care

**Professional Development Resources**

* [NACADA Online Advising](https://nacada.ksu.edu/Resources/Clearinghouse/Online-Advising.aspx), [New PCC Online Student Checklist](https://www.pcc.edu/online/students/new-online-student-checklist/)
* [Andrews Distance Student Services,](https://www.andrews.edu/distance/students/) [New AU Online Student Checklist](https://www.andrews.edu/distance/students/orient-success/new-online-student-checklist.docx)
* Andrews UG Online Degree Orientation, 9-modules in learninghub, prior to first registration