



Webinar Registration Form

How To Advise Students Online: Protocols & Pitfalls Of Email Advising Friday, March 22 ~ 1:00-2:15pm

Once the live date has passed, this training will be available on demand.

Overview

Email advising has become a standard method of communication for students. Whether they are campus-based, distance, or online, students often prefer the convenience of interacting with their advisors via email. The asynchronous nature of email communication enables students to write down their questions and concerns as they occur to them and allows for communication outside of standard business hours. Students can keep and refer back to advisor emails, and advisors can use emails to document student interactions. The lack of visual and auditory cues that are inherent in face-to-face and phone advising can limit the ability of students to effectively communicate their needs, as well as limit the advisor's ability to comprehensively identify and address student concerns and issues. Advisors must carefully choose their words to provide information accurately, convey concern, engage students, and identify additional issues relevant to the student. Additionally, advisors may miss integrating key advising approaches such as developmental, strengths-based, appreciative, and proactive advising into emails, which may negatively impact the quality of the advising relationship. Ineffective or poorly composed emails can result in the need for multiple exchanges with students who seek clarification or additional information. As such, advisors can benefit from learning to develop comprehensive email responses in order to reduce the amount of "back and forth" that often occurs with email communication.

This webinar will focus on common pitfalls that occur in email advising, and examine limiting factors such as tone, intent, and prescriptive advising. Participants will examine real-life examples and engage in discussion as to how to strategically infuse developmental advising techniques into email communication, as well as determine when email advising is not appropriate to address students' concerns.

Objectives:

- Discuss how to infuse developmental advising techniques into email communication
- Assess the quality of email advising by examining real-life examples of student-advisor email communication
- Identify opportunities for composing robust responses to student inquiries
- Explore ways to engage in proactive advising via email
- Learn to apply "forensic advising" to comprehensively meet student needs
- Determine when email advising is not appropriate to address students' concerns

Who Should Attend?

- 2-year & 4-year institutions
- Advising & Counseling
- Student Services/Affairs
- Academic Affairs/Instruction
- Online Learning Administrators & Staff
- Online Learning Professionals
- Instructional Designers
- Any educator interested in learning more about advising students online



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Speaker(s)



Sue Ohrablo

Sue Ohrablo is a nationally recognized speaker and author in the areas of academic advising and student services. Sue's areas of expertise include comprehensive developmental advising, student engagement, advising adult and online students, supporting students at a distance, advisor skill development, and advising administration.

Sue has over thirty years of experience in higher education administration, working in public and private institutions and with diverse student populations ranging from freshman to doctoral level students. She has held positions as director of academic advising, academic advisor, personal counselor, career counselor, and employment specialist. Sue is the author of *The Pocket Advisor: A Family Guide to Navigating College*, and serves as the Executive Director of Undergraduate Academic Advising at Jacksonville University in Jacksonville, Florida.

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