SPRING 2020 ADVISING TIP SERIES

3-3-20

Advising Tip of the Week - #1
Scheduling Advising Appointments

The Fall 2020 schedule is available, priority registration begins April 1, and registration **for degree students opens April 6th. If you haven't reached out to students to have** them schedule advising appointments, now is a good time.

Starfish offers an easy-to-use appointment scheduler. It also makes note-taking a breeze. There are two more Starfish Tutorial sessions scheduled for this semester: one is today from 4:00 to 5:30 (Craig-Lee 011). The other is tomorrow, from 2:30 to 4:00 in Alger 101. Feel free to drop in.

Questions? Want screenshots? Please contact Michelle Brophy-Baermann at facadvisingdirector@ric.edu.

Don't forget: Faculty Advising Guide, past semesters' Advising Tips and more are available at: https://www.ric.edu/advising/faculty.aspx. Just click on Faculty. You can find Advising FAQs at: http://www.ric.edu/advising/Pages/Frequently-Asked-Questions.aspx.

3-12-20

# Advising Tip of the Week - #2

Remote Advising?

In case you're pondering how you're going to advise students in the upcoming weeks, I thought I'd re-send a tip from the fall. At the very end of this very long email, you will see that tip, a series of screenshots on how to schedule appointments with students using Starfish, as well as some language for students about scheduling an appointment.

Whether you choose to use Starfish or some other tool, you'll probably want to give your advisees options about how they will "meet" with you. Some may still choose to come to campus. Others will prefer a phone call, a "virtual" meeting, or an email. For some advisees, it might be enough just to have them contact you when they have selected their fall courses. Then, you can check their Shopping Cart on their Student Center page, double-check their selections, and lift their UAD hold.

For students who don't want to meet in person but need more guidance, I'd suggest an online videoconferencing tool like Zoom. It's free (using your RIC email) and pretty simple to download and use. You can schedule appointments and send a link to students so they can "join your meeting." What I especially like about Zoom is that it's easy to share your screen, plus, you don't have to turn on the video. ☺ You can sign up for an account here: https://zoom.us/signup.

If you have students make appointments via Starfish, you can ask them to let you know how they'd like to "meet" during the time they've selected. There is a comment box they can use to provide a phone number, or to say they'd like to meet "virtually."

Here's what the student sees when they use Starfish to schedule an appointment:
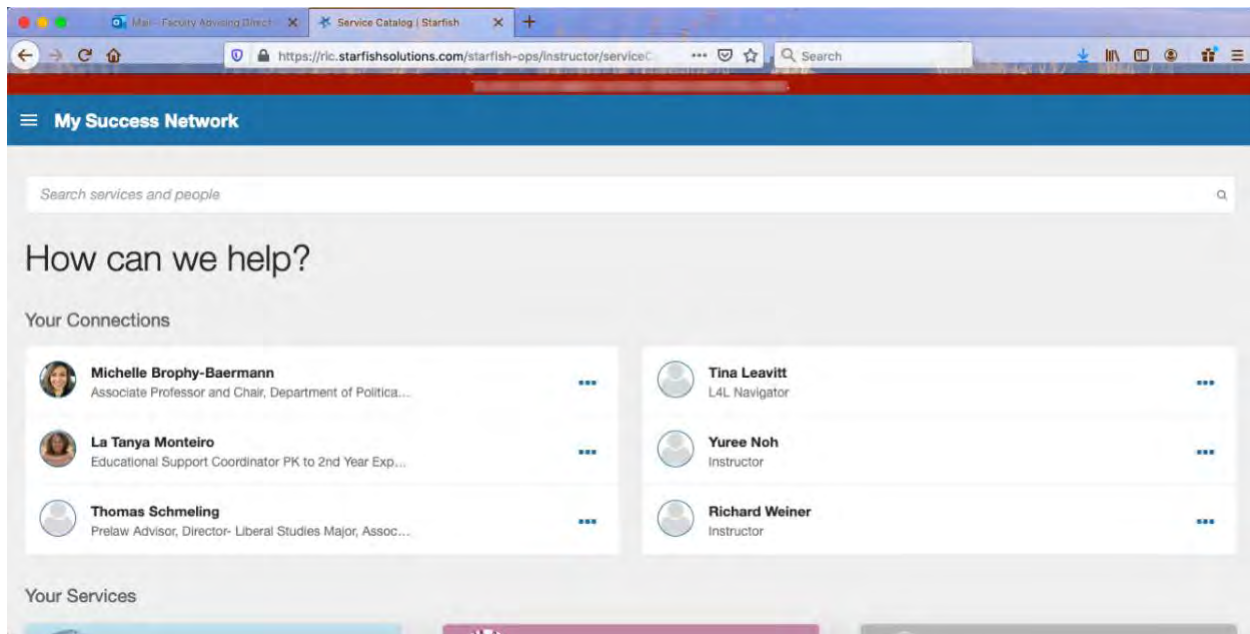
Once the student has clicked on your name or the little blue dots to the right of your name, they will be able to schedule an appointment (if you have set up office/advising hours, that is).
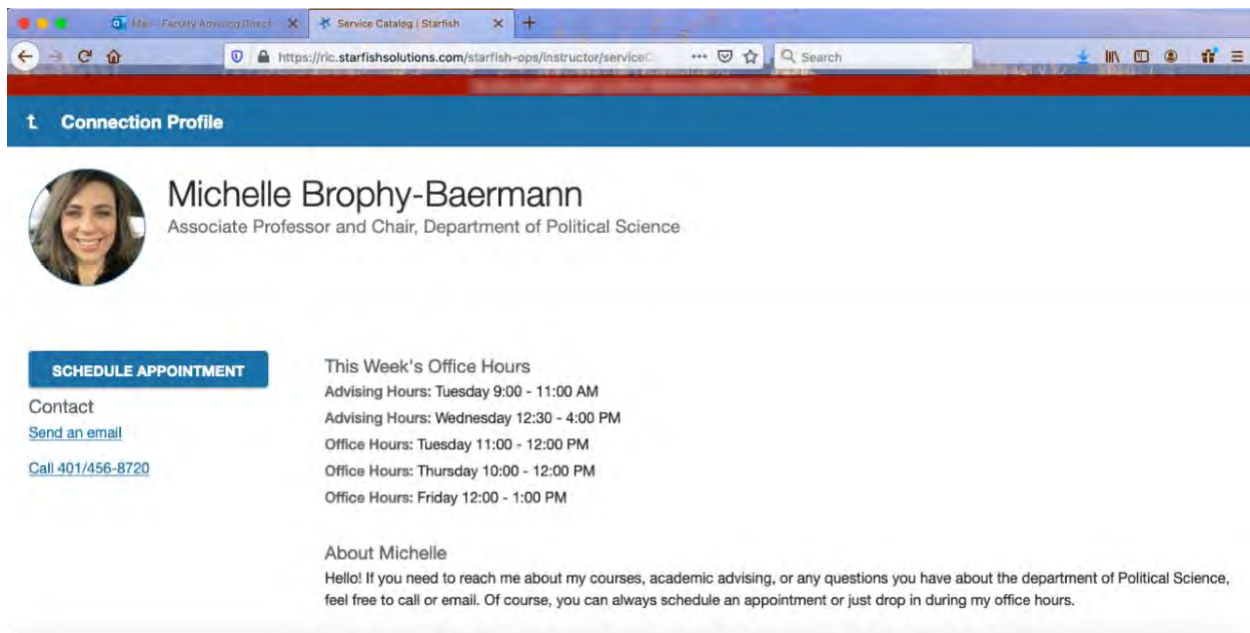

Once they've clicked on the blue "Schedule Appointment" button, they will arrive at a screen that allows them to check what the purpose of the meeting is:
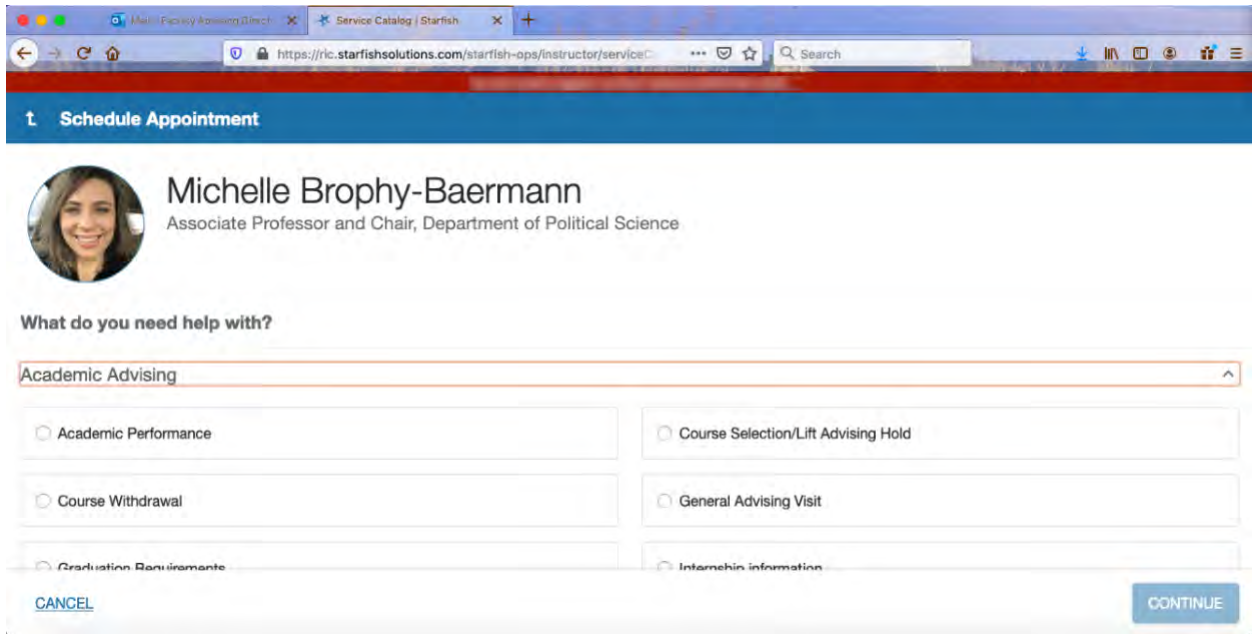
After clicking Continue, they will arrive at a screen that allows them to see your availability and choose a time slot.
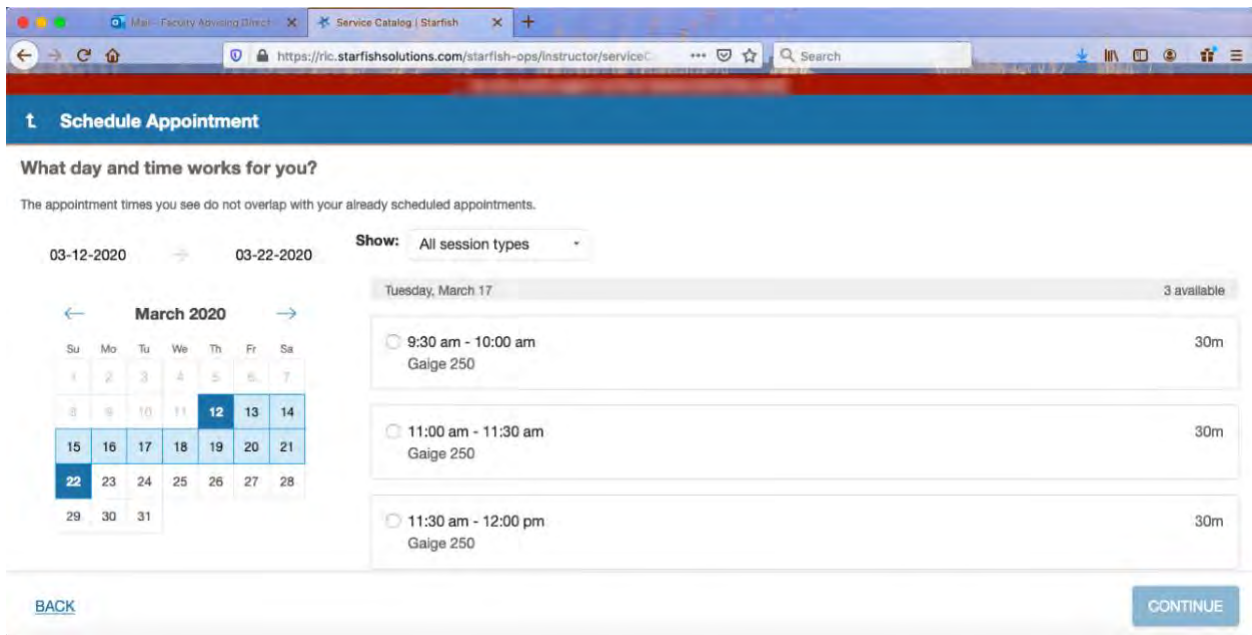

Next, the second-to-last screen allows them to add a comment. All that's left is to Confirm the appointment!
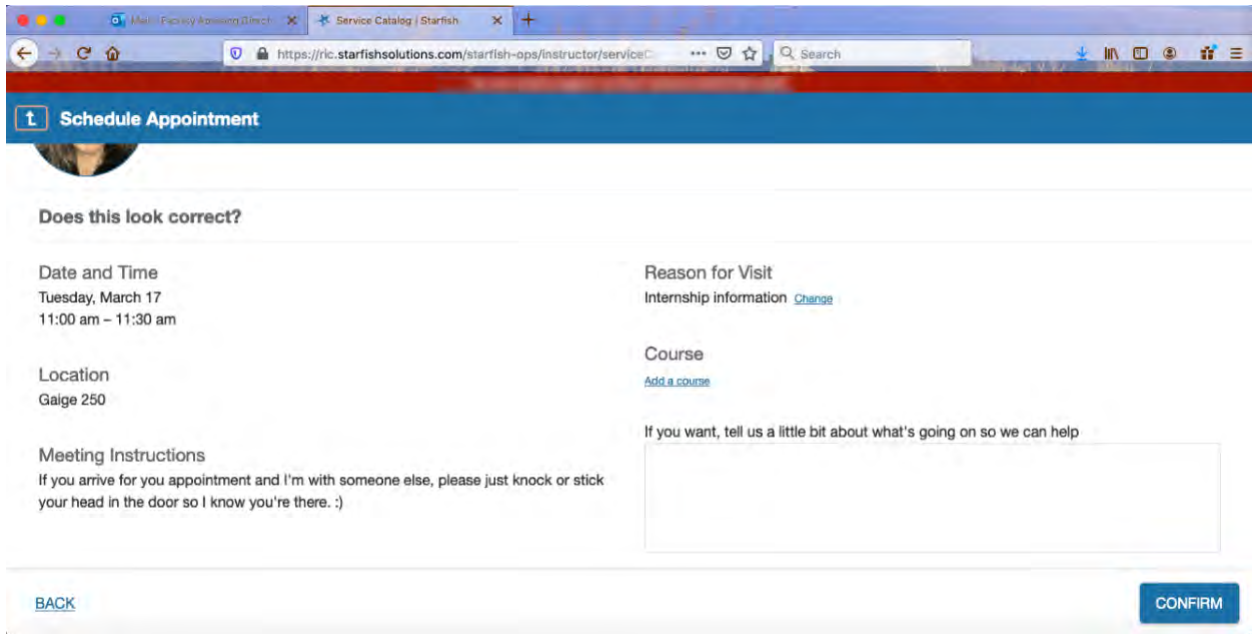
Once the student has made an appointment, you will get an email with an Outlook calendar invite, which you can accept. The email will provide you with the student's comment.

Starfish offers an easy-to-**use appointment scheduler. To set up your schedule, you'll** need to logon to Starfish. For the time being, the link to Starfish is found on the OASIS **webpage. Here's the direct link:** https://ric.starfishsolutions.com/starfish-ops/support/login.html?tenantId=9348. Just use your RIC credentials. You will come to your homepage (the screenshot below shows a list of appointments scheduled by my advisees thus far).
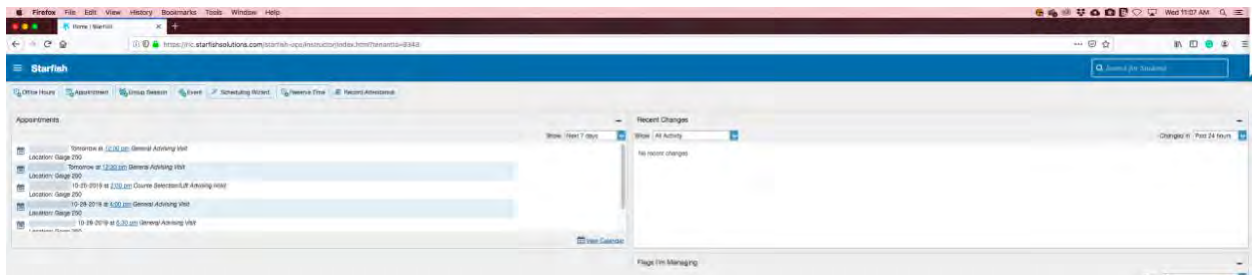
There are two ways to set up your appointment schedule:

OFFICE HOURS: If you click on Office Hours, you'll get this:

5

Add Office Hours

Never Mind | **Submit**

* Title

Office Hours

* What day(s)?

Weekly ⌄   **Repeats every** 1 ⌄ week(s)

Repeat on: ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

* What time?

Enter Start Time   to   Enter End Time

* Where?

☑ Gaige 250

* Office hours Type ❓

Scheduled And Walk-ins ⌄

Take either scheduled appointments or walk-ins

* How long?

15 minutes ⌄ minimum appointment length

15 minutes ⌄ maximum appointment length

* Appointment Types

Select the types of meetings you will have in these office hours.

☐ Academic Advising   ☐ Course Related

| Instructions | Start/End Date |

These will be sent to anyone who makes an appointment.

* Required fields   **Never Mind** | **Submit**

You are able to easily set up recurring hours (whether for office or advising) this way. I **use this feature to schedule my entire semester's worth of office hours.**

SCHEDULING WIZARD: This is great if you just want to create some special blocks of appointments. I use this to schedule my advising appointments over three weeks. It will walk you through the steps.

Scheduling Wizard

The Scheduling Wizard makes it easy for advisors and instructors to schedule multiple office hours blocks for multiple days in a single week. This is useful for setting up your calendar for advising rush periods and other times when you book several blocks of time for seeing students.

To get started, specify the title, location, and other settings for the office hours blocks you are setting up.

Continue to step 2 in the wizard to setup the days and times for the week's office hours.

Enter the information that should be applied to the office hours blocks. Note that all blocks created in step 2 of this wizard will use the information you specify here.

* Title   Advising Hours

* Where?   Gaige 250

* How long?   15 minutes ▼ minimum appointment length

                      8 hours ▼ maximum appointment length

* Appointment Types   Select the types of appointments that can be made in these office hours.

                      Note: You can select multiple non-recurring appointment types but only one recurring appointment type.

                      ☐ **Academic Advising**   ☐ **Course Related**

Instructions

These will be visible to anyone who makes an appointment

[Never Mind] [Next >]

Once you've set up your advising appointments, you should receive emails that allow you to accept or decline the appointments. The appointment slots will automatically go to your Outlook calendar.

You are now ready to email your advisees and have them log into Starfish and make an appointment.* You can email them through MyRIC or Starfish. If using Starfish, click on the "hamburger" (those three horizontal lines in the upper-left corner) and select Students. Then, make sure that **Faculty Advisor is chosen as the "Connection," and that the Term is "Active." You can then click on the top box next to Name to send an email to all advisees. If you have more than 25 advisees, you'll have to go to the next page** (and the next, if necessary) and click on the top box near the word Name on each page.
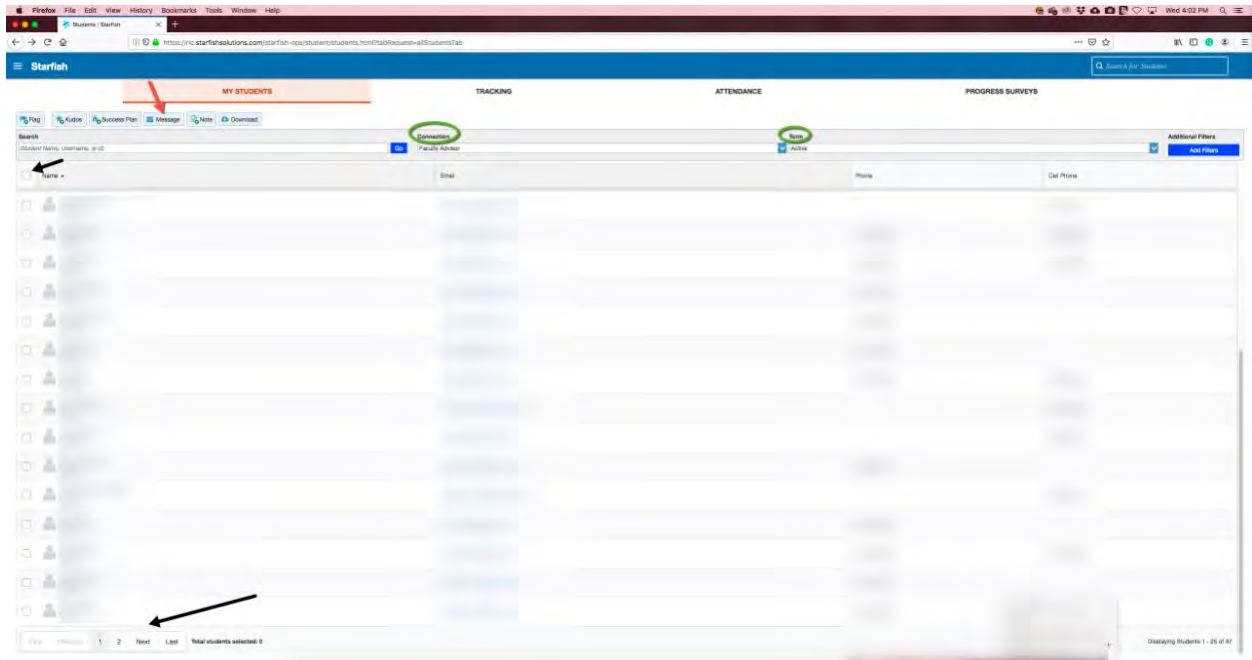
You can then click on the Message tab, and fill out the subject and box, and then submit.

As your advisees make appointments, you'll receive emails that allow you to accept or decline each appointment. It is also easy for either party to cancel an appointment if necessary.

*Sample language about Starfish for an email/message to your advisees:

Starfish Student Log in (use your RIC credentials):
https://ric.starfishsolutions.com/starfish-ops/support/login.html?tenantId=9348
To create an appointment with me:
- Log into Starfish (using above link);
- You should "land" on your My Success Network page;
- From your list of Connections, select me;
- **Click "Schedule" to see my available times;**
- Select a time that works for you.

Questions? Want screenshots? Please contact Michelle Brophy-Baermann at facadvisingdirector@ric.edu.

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3-16-20

Advising Tip of the Week - #3
MyAdvisees List Problem? Clear Your Cache

In the event you go into your MyAdvisees list, click on "View Student Details," and get nothing, it's most likely because you need to clear your browser cache.

Here's a note on the homepage of MyRIC:

Campus Solutions 9.20 User Notes:

If you have not yet cleared your browser cache, you might encounter issues when accessing some of the new academic features (part of the newly upgraded Campus Solutions system). **It is very important that you clear your browser cache by following the instructions before logging in to MyRIC:**

- ***Instructions on Clearing Your Browser Cache***

As always, you may contact our Help Desk at x8803 or send an email to helpdesk@ric.edu with any questions or concerns.

Thank you!

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3-18-20

Advising Tip of the Week - #4
How to Zoom for Tele-Advising (and Teaching)

I just wanted to forward some detailed instructions/advice for using Zoom that Kemal Saatcioglu of Finance has shared. He said that he tried Zoom as both host/instructor and as attendee/student, and that it worked smoothly. I know others of you are using different tele-conferencing tools, and I'd be happy to forward any instructions/experiences you'd like to pass along.

Here are Kemal's notes:

- Signing up is straightforward, go to the zoom.us site and choose sign up. By default you sign up to the free account.
- After setup it installs a program on you device. Then you choose new meeting to set up a new meeting or join to join a meeting.
- Once you set up a meeting, you can invite your students through a link which you can email to them or put on Blackboard.
- Face to face talking and screen sharing is str**aight forward. You see everyone's face in small rectangles, and everyone sees your and everyone else's face and hears them.**

- You can turn off video and use only audio too.
- If you work with two/multiple screens, you can select which screen you want to show.
- If you share your screen, students see the entire screen, make sure any **document/email/files that you don't want them to peek are not on that screen. Similarly,** if you open, say Blackboard or some other website to show them on your shared screen, they see the browser and the tabs for everything you have open. Close tabs that you **don't want them to see before sharing your screen.**
- If you work with two/multiple screens, you can pull the faces of the participants to the **screen you're not sharing so it doesn't take space there. The downside is then it is** harder to pay attention to who is raising their hand **–** see below for what I mean.
- We tested it out with 3 people. Talking over each other or background noise from attendees can become an issue as class size increases. You can mute everyone. Students can click on a hand which you see next to their face which is the equivalent to raising your hand in class. You can then unmute that student so that s/he can ask/comment.
- There is also a quick yes/no answer functionality. You can ask a question with yes/no answer and students can click on yes/no so you see who said yes who said no.
- I also write on the board a lot in class. They have a whiteboard functionality for that but to use it effectively you need an additional gadget that lets you write easily. Mouse and trackpad are pretty useless for that. iPad writing with a finger or a tablet pen is an option but from what I read that is also not ideal.
- The free version cuts you off after 40 minutes but you can do multiple back to back 40 minutes sessions.

Questions? Want screenshots? Please contact Michelle Brophy-Baermann at [facadvisingdirector@ric.edu.](mailto:facadvisingdirector@ric.edu)

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3-19-20

Advising Tip of the Week - #5
Blackboard Collaborate for Tele-Advising

Blackboard Collaborate is another excellent tool for tele-advising as long as you have a current or past Blackboard course/organization. One advantage to Blackboard is that we have support staff who can help us if we run into problems. Another is that all the

student needs to do is click on the link you send them. They don't have to be in your class.

I decided to test this using a course I taught in the fall, and will walk through the steps below. (Unfortunately, the screenshots I took on my home computer didn't turn out as clearly as I'd have liked.)

**First, click on "Course Tools" in the left**-hand menu once you open up your course.


Once that has opened, click on Blackboard Collaborate Ultra:

You can then "Create" a session in the upper right hand box. You can name it ("Advising" or student's name or whatever). It will automatically add a session to the main screen. You can schedule it for whatever day/time you'd like by setting up the Event Details in the lower right-hand part of the screen. Then, you can copy the "Guest link" (seen below in the red box) and email that to your advisee. When it's actually time to "meet" with your advisee, just click "Join session" (main screen).

Once **your session is open, you'll get this screen. Make sure you turn on your audio by** clicking on the mic at the bottom of the screen. For video, select the camera. To share **your screen or use the whiteboard, you'll want to click on the purple tab on the lower** right-hand corner.
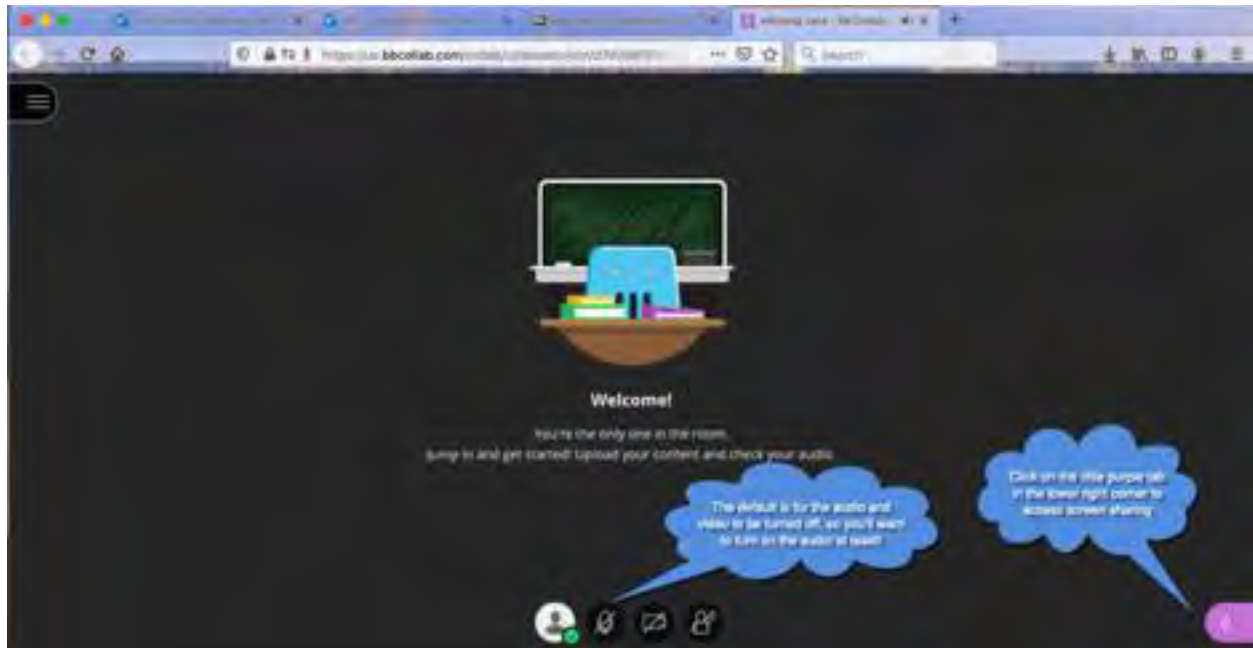
The icon with the square and the arrow in the lower right-hand corner of the screen will allow you to share your screen. You can also see the speech bubble icon for chatting.
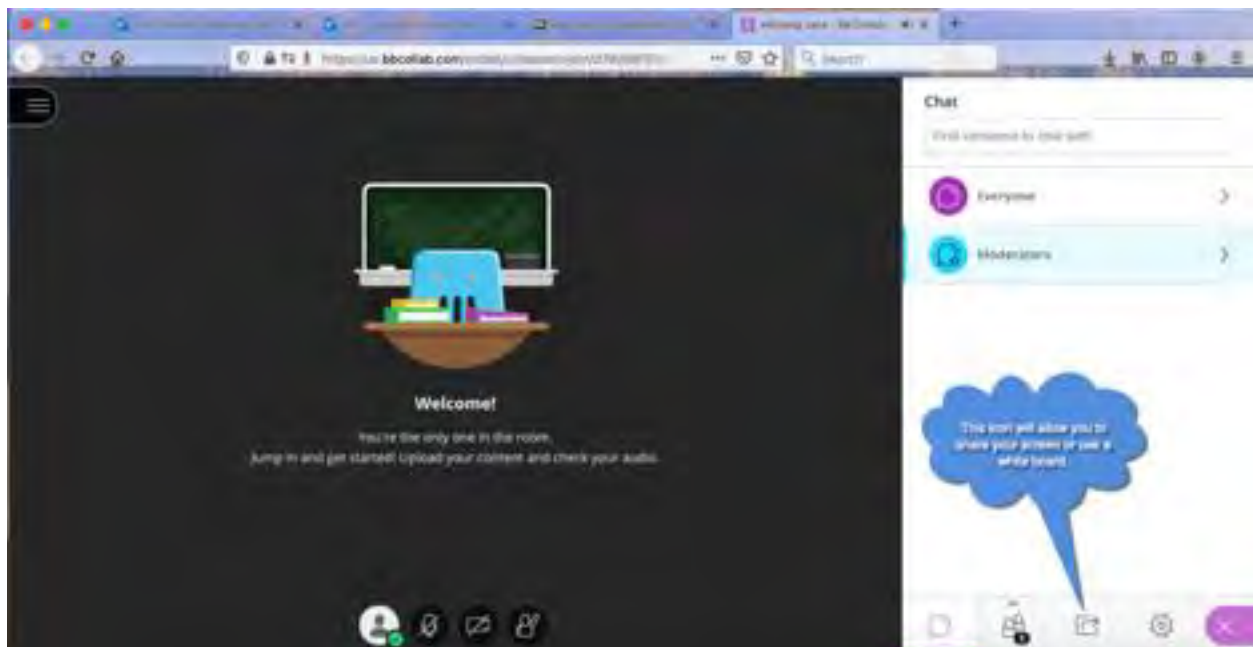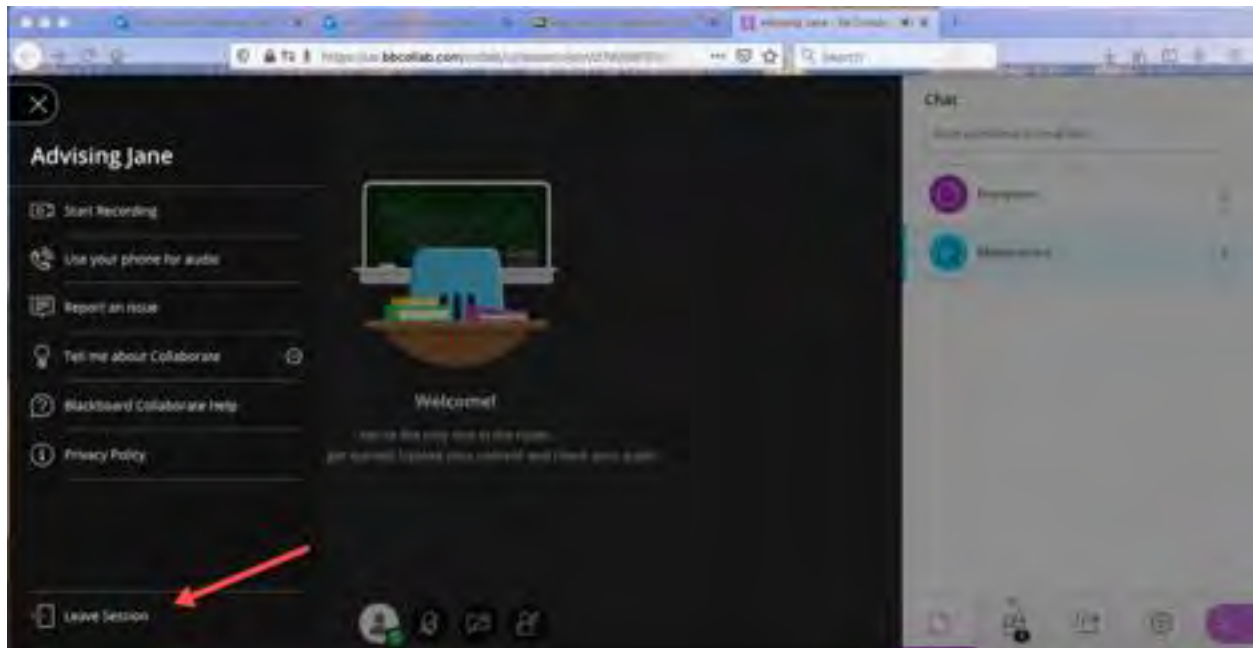
To share your content, choose what you want to share from the right-hand side menu.
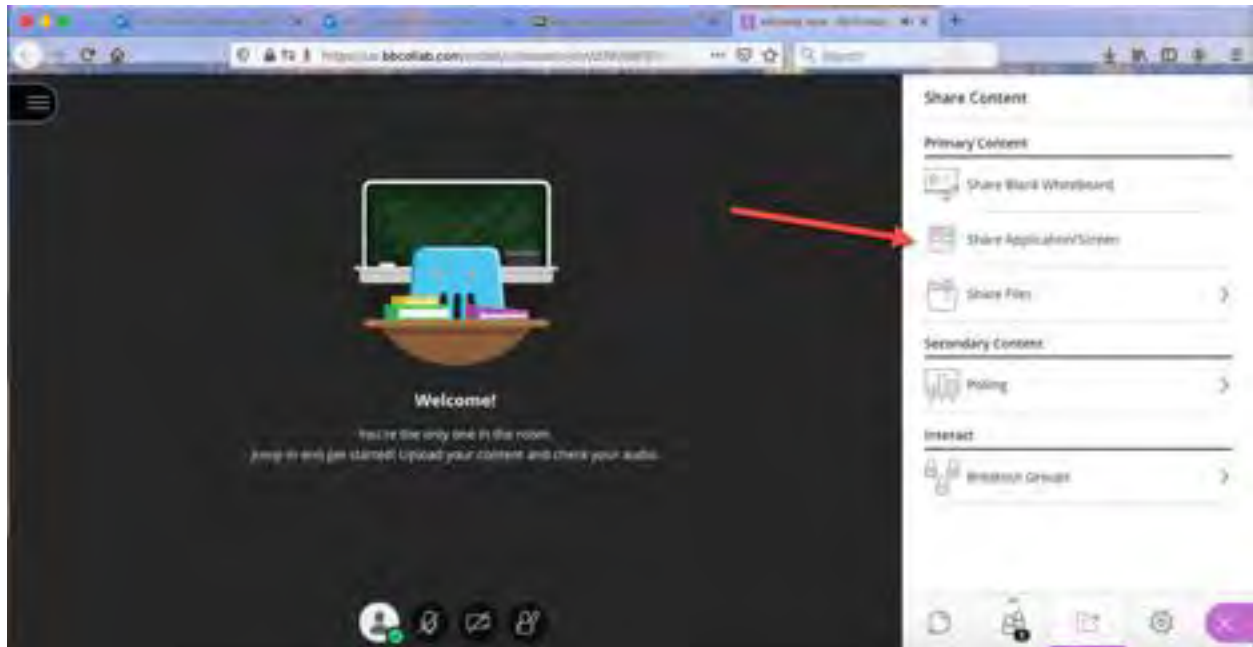
From the main screen, click on the black tab in the upper left-hand corner to record your session, use your phone for audio, or leave the session.
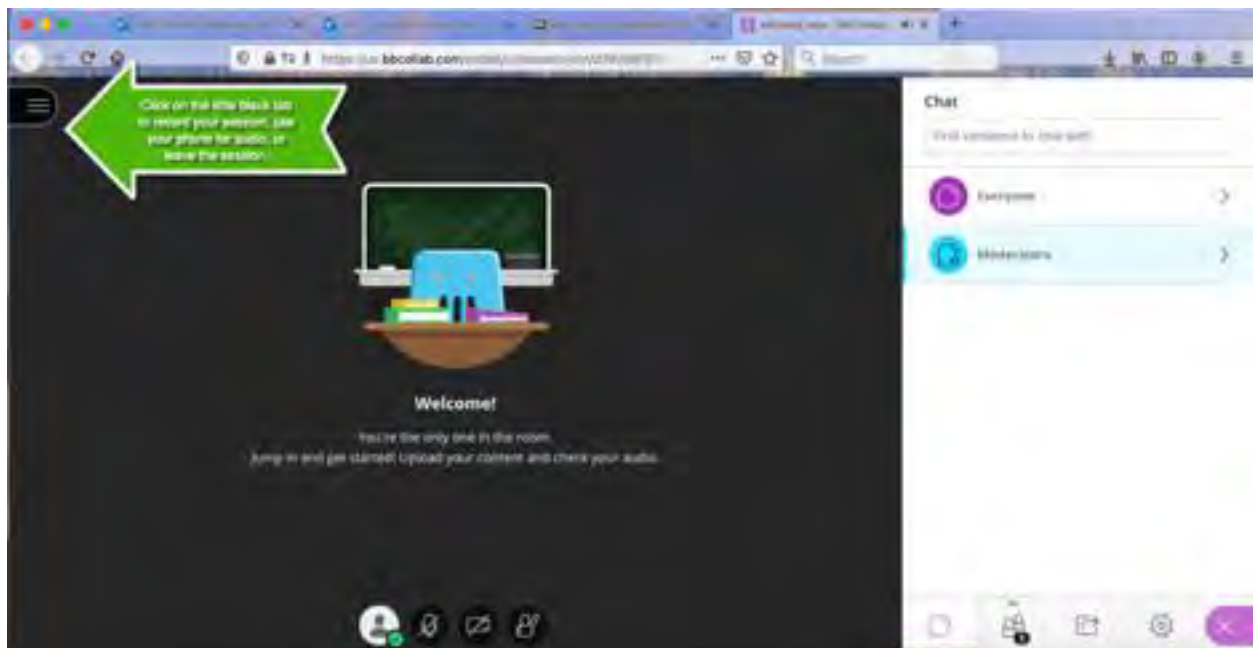
The "Leave Session" button is in the bottom left-hand corner.

That's it for the basics. I tried it today, and, like Zoom, it's super-easy peasy. You might wear headphones and have your advisee do the same to reduce feedback.

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4-6-20

Advising Tip of the Week - #6
Check the Transcript Too

Hey there, all You Cool Cats and Kittens! 🐑

The Academic Advising Report (AAR) is a wonderful tool that allows advisors to easily see if a student has fulfilled a Gen Ed, major, or other requirement. However,

occasionally, when it comes to number of credits the advisee has completed, the AAR can be wrong. In preparing to "meet" with a student, I'd encourage you to quickly take a peek at the student's transcript and note their Earned credits.

Sprg 2020

Course		Description	Attempted	Earned	Grade	Points
CIS	252	Introd to Information Systems	4.000	0.000		0.000
CIS	455	Database Programming	4.000	0.000		0.000
GEOG	201	Mapping Our Changing World	4.000	0.000		0.000
GEOG	202	Geographic Info Systems I	4.000	0.000		0.000

			Attempted	Earned	GPA Units	Points
Term GPA		0.000 Term Totals	16.000	0.000	0.000	0.000
Cum GPA		2.194 Cum Totals	90.000	54.000	62.000	136.020
Combined Cum GPA		2.194 Combined Cum Totals	90.000	54.000	62.000	136.020

Sum 2020

Course		Description	Attempted	Earned	Grade	Points
CIS	350	Special Topics: Topic: Future of IT	4.000	0.000		0.000
CIS	351	Adv Office Applic in Bus	4.000	0.000		0.000
MATH	177	Quantitative Bus Analysis I	4.000	0.000		0.000
POL	328	Field Experiences in Pub Sectr	4.000	0.000		0.000

			Attempted	Earned	GPA Units	Points
Term GPA		0.000 Term Totals	16.000	0.000	0.000	0.000
Cum GPA		2.194 Cum Totals	106.000	54.000	62.000	136.020
Combined Cum GPA		2.194 Combined Cum Totals	106.000	54.000	62.000	136.020

Undergraduate Career Totals

Cum GPA:		2.194 Cum Totals	106.000	54.000	62.000	136.020
Transfer Cum GPA		Transfer Totals	0.000	0.000	0.000	0.000
Combined Cum GPA		2.194 Combined Totals	106.000	54.000	62.000	136.020

Non-Course Milestones

College Mathematics Competency - Completed
Date: 12/28/2017

Writing Competency Req - Completed
Date: 12/28/2017

2nd Language Requirement - Completed
Date: 12/03/2016

End of Rhode Island College Unofficial Transcript

Then, when you look at their AAR, the number of credits listed under Total Credit Hours should equal the number of earned credits as found on the transcript plus the number of credits they're currently taking; make sure these numbers add up. Of course, if the student is taking summer courses, those credits will also appear on the AAR as part of the Total Credit Hours. You can always check the Credits In-Progress to see the total number of credits a currently is totally registered for, but has not completed.

Not Satisfied: Complete all Graduation Requirements

Graduation Requirements (AR-0580)

Not Satisfied: Complete all Graduation Requirements

▼ **Total Credit Hours**

Not Satisfied: Complete a minimum of 120 credit hours

(Please note: "taken" includes credits in-progress)

- Units: 120.00 required, 90.00 taken, 30.00 needed

▼ **Credits In-Progress**

Credits currently registered for

- Units: 0.00 required, 32.00 taken, 0.00 needed

In this case, the numbers don't actually add up. You can see from the transcript the student has earned 54 credits, and from the AAR, you can see they currently have 32 Credits In-Progress (16 this spring, 16 this summer). Fifty-four plus 32 equals 86, not the 90 we see under Total Credit Hours on the AAR. So, what's going on? This mismatch of credits caused me to go back again to look at the transcript more carefully; I noticed that the student has an Incomplete from the fall. The AAR treats that course as though it has been completed, when of course, it hasn't been.

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4-16-20

Advising Tip of the Week - #7

CLEP Tests on Hold

As you're probably aware, examinations like the CLEP test are on indefinite hold. For students who had planned to "CLEP out" of the 2nd Language Requirement, depending on their projected graduation date, this could be problematic. You may need to advise them to take a placement test so that they can register for a language course.

Here's the info on CLEP testing:

https://clep.collegeboard.org/coronavirus-updates

Here's the info on language placement:
http://www.ric.edu/modernlanguages/Pages/Language-Placement.aspx (or have students contact the Modern Language Department's administrative assistant, Erin Riordan, at eriordan@ric.edu).

Addendum: students who are taking the 102 (or higher) course for the Second Language Requirement will be able to fulfill that requirement with a P this semester.

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4-17-20

Advising Tip of the Week - #8

Advisees Who Still Have Holds

You've sent four emails, yet you still have advisees who have not responded to your requests to set up advising appointments. While this is something advisors experience every semester, this spring, it's more important than ever to reach out to students and encourage them to register for fall classes.

Here are the most recent numbers from the Student Success division:

2993 Students have registered since registration opened on 4/8.

- 2799 Undergraduates
- 194 Graduates

Of the 2057 Undergraduates yet to register.

- 1103 do not have a hold (53.6%)
- 803 have a UAD (Universal Advising Hold)
- 210 have a financial hold

As you can see, as of today, 803 undergrads still have UAD holds. That's a HUGE improvement over the approximately 5,000 with holds after Spring Break! Thank you ALL so much for all the work you've done to connect with your students! Now, I'm going to ask you to try one more time.

Some advisors have successfully reached holdouts by using students' personal emails, or even texting them. You can find alternative emails and cell numbers (if provided) in MyRIC. When you go to an advisee's Student Center, just click the General Info tab at the top, and then scroll down until you see the various phone numbers and email addresses.

You can also easily find a student's cell number (again, if provided) in Starfish.

While it won't help with the situation this semester, for future reference, if you use Starfish, you can have students set up their profiles so that your messages go to their cell phones as well as their email accounts. This is a great feature because you don't have to use your phone to text.

So, even if you've reached out four times, please try once more. It took four "All Advisees" emails and a fifth, personalized email, and then texts to the last few holdouts, but I've now heard from all but two of my 47 advisees.

One last thought, given that so many students without holds have yet to register, it wouldn't hurt to remind your advisees and the students in your classes to do so if they haven't.

Have a great weekend!

facadvisingdirector@ric.edu.

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