

Technology in Academic Advising

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What technology is currently used by UNM advisors?

INSTITUTIONAL

- LoboWeb & Banner
- LoboAchieve
- OnBase (replaced STARRS)
- MyReports (replaced Hyperion)
- Web pages
- Email/Listservs
- Phone/Fax
- LoboGuardian App
- Instant Messenger *

SOCIAL MEDIA

- Facebook (Alumni Office)
- Twitter (PT Services)
- Tumblr (CAPS)
- Online communities
<http://www.edweb.net/coeadvisement>

Educational Functions of Technology

- Disseminate Information
- Archive forms and have them available for printing/downloading
- Making appointments
- FAQs
- Notifications about delays/closures*
- Emergency Notifications
- Get/Keep Students Engaged (defined by institution)

*media

Advantages of Using Technology

- Speed of delivery of information
- Convenience (24-hour availability)
- Accessibility (forms/information)
- Saves physical resources (and can save time, too)
- Can be easily archived and referenced
- Can be updated easily
 - Corrections
 - Database accuracy

Disadvantages of Using Technology

- Inefficient Use
 - Email: multiple corrections, duplicate notifications, increasingly complicated exchanges
 - Software programs: outdated versions and/or versions that don't have needed options; programs that don't "play nice" with each other.
- Ineffective Use
 - Sending out information on the wrong "platform"
(such as on Facebook rather than email for urgent info)
 - Using incorrect formatting
 - Presenting as a "novice" rather than expert user
 - Not checking message content, message format, and links

Presenting as a Novice



Inefficient



Considerations for Using Technology

- Resources
 - Financial
 - Technical (support personnel/appropriate version of software)
 - Time
 - Personnel
- Feasibility (is it even worth trying with available resources? (Stanford))
- Mission (does the use of technology support it)
- Usefulness (is technology being used efficiently & effectively)
- Maintain privacy/confidentiality while providing convenience
- Training (Do personnel have support or are they left to figure it out on their own?)

Lack of Training



How does this information relate to how we can offer advising service?

- Students can utilize phone, LoboAchieve, or front desk to make appointments with advisors
- Students can contact advisors via in-person appointment/walk in, phone (via front desk), and email
- Students have electronic access to nearly all information and forms via LoboWeb, email messages, and webpages
- A&S students are able to schedule alternative advisement sessions via phone and Skype

Background from NACADA article

Balance between face-to-face and online interactions should be maintained in an advising relationship. (Feghali, Zbib, & Hall, 2011)

The importance of keeping **human contact** as a **central ingredient** in the academic advising experience whenever possible continues to be reinforced in spite of the increasing array of electronic and virtual ways to communicate. (Multari, 2004)

Nonverbal communication has been identified as an **integral ingredient** to **understanding** the meaning of a conversation or nuances about the intention of the speaker. (Pentland, 2008)

Available Video Chat Services

- Adobe Connect
- AnyMeeting
- Cranium Café
- Google Hangouts
- GoToMeeting
- ooVoo
- Skype

Focus on Skype

- Software application that specializes in providing video chat and voice calls from computers, tablets, and mobile devices via the Internet to other devices or telephones/smartphones.
- Users can send instant messages, exchange files and images, send video messages and create conference calls.
- As with any net-based program, is capable of being hacked, compromised, experiences outages/glitches

Who could benefit from advising via Skype?

- Students on exchange
- Incoming transfer students
- Students at branch campuses
- Students with appointments who are unable to get to main campus due to weather/road conditions
- Follow up appointments with incoming freshmen who have already attended orientation
- Potential transfer students who are apprehensive about visiting main campus

Advantages of Skype for Students

- “Face-to-face” meeting
- Screen sharing (students sees what you’re doing on computer)
- No travel/parking
- For long distances, saves on travel expense, time off from work, childcare
- Time zone issues become less significant (especially with advisors on flex time)
- Free software/minimum equipment requirement

Advantages of Skype for Staff

- Face-to-face
- Student can hold LoboCard/photo ID up to camera for confirmation of identification
- Training requirement is minimal
- Ability to screen share and use IM function in case of video loss
- Virtual branch campus visits
 - Match of advisors to students seeking advisement
 - No travel/per diem expense for advisors
 - More efficient use of staff resources
 - Possibility of more frequent “visits”

Disadvantages of Skype

- Is dependent on good internet connection
- If using wireless connection, there **can** be issues with video quality
- Plug-n-play camera/mic seems to provide better quality than built in camera/microphone
- May not meet the requirements/needs of specific programs
- Camera adds 10 pounds*

*This statement has not been evaluated by the U.S. Federal Communication Commission

Skype Demo



Reference

- Gaines, Trudi, “Technology and Academic Advising: Student Usage and Preferences” NACADA (Vol. 34(1) pp 43-49)