

FLACADA Sunshine Times - Issue 10 / July 2020



Editor's Greeting



Hello to our State of Florida advisors!

I hope each of you are well and staying safe during this unprecedented time we find currently ourselves living in. Nothing could have prepared us for the sudden changes we have all experienced in our everyday lives over the past few months. The closing of our campuses in the middle of the spring term and moving to remote instruction brought new challenges for many of us, resulting in the need to accommodate our students in creative and meaningful ways.

As we have progressed through this summer and have settled into working remotely a bit more, it seems we all have questions about what lies ahead, without many answers. This naturally can be disconcerting for us, and even more so for our students. Despite the uncertainty, as academic advisors, we can continue to foster trusting and supportive relationships with our students so they feel connected to our institutions and assured that we are working with their best interests in mind.

On behalf of the FLACADA Steering Committee, I would like to extend a hearty thank you for

everyday! Know that your state advising association is here for you and should there be anything we can do to support you in your work with our students, do let us know. We are in this together.

Jeannie Jacobs

Editor, The Sunshine Times



Best Practices for Virtual Advising

Virtual advising can be done in a variety of formats depending on the types of technology your students prefer, have access to, and are comfortable using. This document will go over best practices for the different types of virtual advising.

Emails for Virtual Advising

- Treat each email as an advising session.
- Add a general greeting and personalized closing message - this helps keep the communication flowing and encourages the student to continue reaching out.
- Anticipate additional information that students may need and include that in your email.
- Use professional language, but not overly formal language.

Phone for Virtual Advising

- Ask your students for their student ID information and a second unique identifier to verify they are the student.
- Ask your student if this is still an okay time to speak on the phone for them.

and if that doesn't work, I will send you an email.

- Remember you will not have the same visual cues as face-to-face advising, so it is even more important to listen closely and be patient during pauses.

Video for Virtual Advising

- Don't post meeting links on publicly available websites. Post meeting links in your students' portal or send through email. You should also lock down your meetings.
- Enable the waiting room feature to ensure two students do not end up in the room at the same time. You can also customize the message students see in the waiting room if you would like.
- If using the "share screen" feature, make sure any other student's protected information is not visible. It is recommended you close all windows you are not using, including your email. In addition, rather than sharing your entire screen, select only the applications you will be using with the student and share those windows.
- For "drop-in" hours, use the waiting room feature to allow students to call in, without seeing who is already meeting with an advisor.
- Remember that students using the "drop'in" feature may be more likely to be in crisis. Take time to listen, as you would with any appointment, and remember there is always the option to schedule a follow-up appointment to talk through things beyond their immediate crisis.

Lastly, here are a few **general virtual advising best practices** to keep in mind for any of the ways you may be advising your students.

- Ask how your students are doing regardless of the virtual advising format you use.
- Work to connect students to other campus resources beyond just links to additional information they can read on a website.
- If a student apologizes for being a bother (which is more likely for virtual advising) let them know they are never a bother and that you are happy to help them.
- Make sure students feel like virtual interactions are meaningful, and not just a business transaction.

Taken from: The University of Kansas Academic Success



Video Meeting Etiquette

There is just no substitute for good human manners in all our daily interactions, and they're certainly appreciated more than ever in work meetings. There are some age-old guidelines that comprise good meeting etiquette - being on time, maintaining eye contact, paying attention - and applying those same principles to our video meetings can go a long way toward a productive interaction. It can also help elevate your personal reputation into "great meeting host" territory.

Some of the common-sense meeting decorum - avoiding eating and drinking, minding your body language, and being respectful to whoever is speaking - are no-brainers. So here are seven additional etiquette tips to help ensure a focused and effective video meeting.

1. **Make sure to introduce everyone at the beginning.** Just like a real meeting, you wouldn't initiate a conversation between two acquaintances who haven't met without introducing them. The same practice applies to a virtual meeting. Be sure to introduce all parties you are hosting at the beginning to create a welcoming environment and stimulate engagement.
2. **Ensure that you have a clean, work-appropriate background.** You want your attendees' focus to be on the meeting content, not your messy workspace. By having a clean setting with work appropriate decor, you reduce the chance your attendees will get distracted.
3. **Look into the camera when talking instead of looking at yourself.** If you're looking at yourself on the screen while you are talking, it will seem like your attention is elsewhere. Direct eye contact into the camera while speaking gives attendees the impression that you are looking at them rather than off to the side, which creates an environment where everyone feels engaged and present in the conversation. Be sure to position your web camera and monitor at eye level so you can look into the camera and simulate that eye-to-eye connection with other attendees.

can be distracting. Mitigating these distractions helps keep the meeting focused and free from interruption.

5. **Be aware of your audio and video settings.** Check whether your microphone is unmuted and your camera is on to ensure everyone can hear and see you. You can also manage how you start and join meetings - with video on, entering a meeting muted, etc.
6. **Only invite meeting participants who need to be there.** Inviting those who don't need to be there can reduce the quality of the meeting. Try to keep the meeting streamlined by including only those who truly need to attend.
7. **If you're the host, stick around.** The general rule for meeting hosts: Wait until everyone else has left the meeting before hanging up, so attendees can leave at their own pace and get any final words in before disconnecting.

taken from: <http://blog.zoom.us/video-meeting-etiquette-tips>



The FLACADA Steering Committee wants to extend a big **congratulations** to our very own **Kelly Roy** for earning her Ph.D. in Educational Leadership with a concentration in Higher Education recently. Kelly has been with FLACADA since it's restart in 2013 and acted as the first editor for The Sunshine Times. She is currently the Graduate Advisor at Florida Atlantic University within the Sandler School of Social Work.

Her dissertation topic was titled "How Full-Time Working Professionals Navigate and Complete a Doctoral Program in a Timely Manner."



Do you know an advisor, administrator, department or program who deserves some special recognition? If so, consider nominating them for The Spotlight! Submit nominations, along with an explanation for why this person, department, or program is exceptional, to newsletter@flacada.org



Puerto Rico here we come!!

We hope our Florida advisors can join us for the 2020 Annual Conference this year on October 4-7 in San Juan, Puerto Rico. The theme of this year's conference is ***No Student is an Island: The Rich Port of Advising and Connection***. Register by August 27 to take advantage of the early rate.

Be sure to check the NACADA website at <http://www.nacada.ksu.edu> for the latest conference updates.



NACADA Region 4 Award Recipients!

Join me in congratulating our advisors from the State of Florida who won awards at this year's Region 4 Conference in early March.

Jessica Simmons - University of Central Florida
Excellence in Advising - Advising Administrator

Oluyinka Tella - Broward College
Excellence in Advising - Advising Program - Certificate of Merit

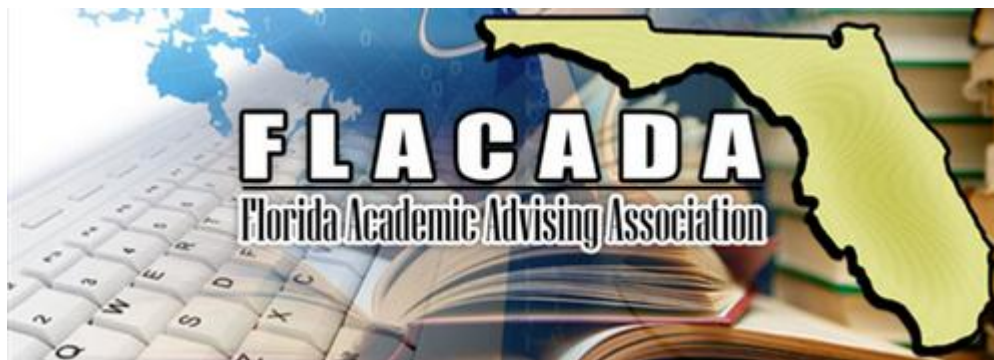
Ashley Shafer - Florida Atlantic University
Excellence in Advising - Advising Program

Delilah Thomas - Florida State University
Excellence in Advising - Advisor Primary Role - Certificate of Merit

Rebecca Gubernick - University of South Florida
Excellence in Advising - Advisor Primary Role - Certificate of Merit

Jennifer Janasiewicz - Florida State University
Excellence in Advising - New Advisor - Certificate of Merit

All Things FLACADA!!



Our FLACADA Webinar Series

On July 15th, 35 engaged FLACADA participants welcomed both Stephanie Alper from FIU and Dr. Kelly Hernandez from Miami-Dade College to kick off our first free monthly virtual professional development presentation series. Their presentation, **"The Career Search in Three Acts"** focused on utilizing a user-friendly resource packet while colorfully illustrating the analogy of a mining expedition to students discovering their career goals. Participants also acted out different short scenarios and encouraged to relate these experiences to their own institutions.



Our next presentation will be **"Advising Diverse Student Populations"**, by Dr. Locksley Knibbs from Florida Gulf Coast University on **Friday, August 7th at 1:00pm**. This presentation targets academic advisors who work with or advise diverse student populations in an effort to further explore the meaning and approaches to diversity. It will examine first-generation students, first-year students, transfer students, international students, LGBTQA students, multicultural students, student athletes, non-traditional students, students with disabilities, veteran students, and at-risk or recovering students.



We look forward to having Dr. Knibbs join us and we

To register for this free webinar go
to <http://www.flacada.org/events>

Get Involved in FLACADA!

*Would you like to contribute to your state's
professional advising association?*



FLACADA is looking for volunteers to assist the Steering Committee in the following areas:

- **communications** - help with social media and sending out information about events - email socialmedia@flacada.org
- **membership** - help reach out to academic advisors in the State of Florida and encourage their membership in our state advising association - email membership@flacada.org
- **awards** - assist with coordinating advising awards and evaluating nominations - email awards@flacada.org
- **sponsorship** - help find sponsors for our state association - email sponsorship@flacada.org
- **technology** - assist with keeping our website updated - email tech@flacada.org
- **newsletter** - assist with contributing content for the Sunshine Times - email newsletter@flacada.org

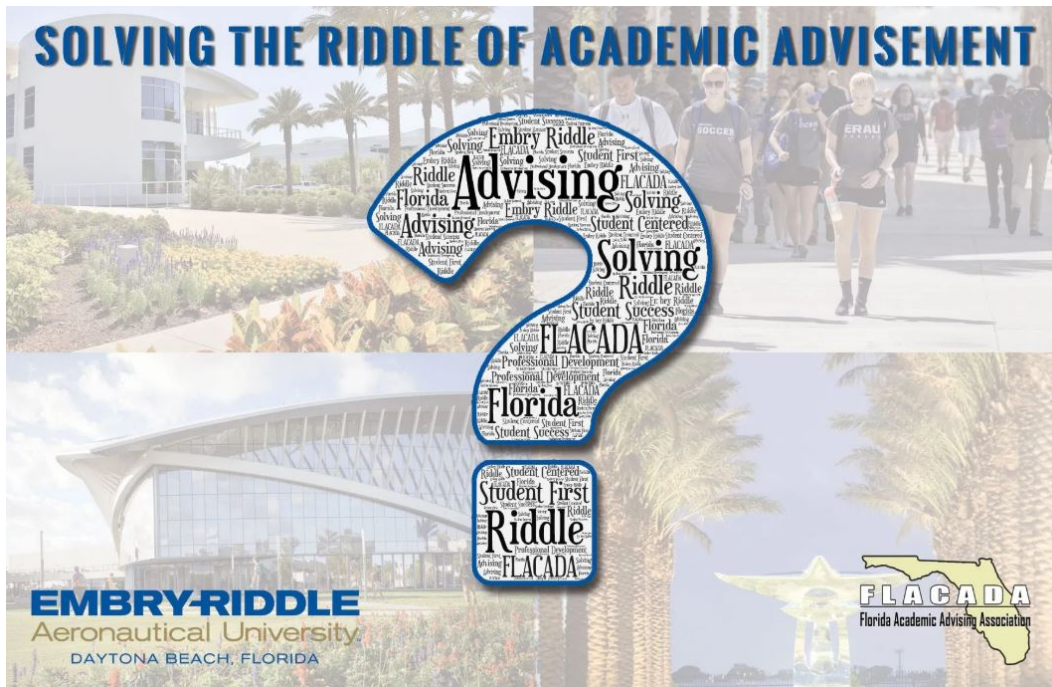
Benefits of involvement include networking with other advisors in our state, exposure for yourself and your institution, professional development and sharing your expertise with the advising community.

FLACADA Drive-In Conference 2021

Save the date for our rescheduled FLACADA Drive-In Conference in Daytona Beach!

Date: Friday, May 14, 2021

Location: Embry-Riddle Aeronautical University



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