How to Unmute Your Mic and Support Students Virtually

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University of South Alabama

Academic Advising & Transfer Services

The mission of Academic Advising & Transfer Services is to guide our diverse population of first year and transfer students in developing and implementing sound educational plans consistent with our students' stated values and academic and career goals. Our purpose is to encourage students to become self-directed learners and decision-makers and to help facilitate their transition into their academic programs. Further, we serve as a resource to academic advisors and faculty in the Colleges and support their work with undergraduate students. Finally, our efforts support the University of South Alabama's broader mission, specifically by encouraging student persistence towards graduation.

EMERGENCY BROADCAST SYSTEM

Dear USA Faculty and Staff,

Based on the latest COVID-19 developments and best practices recommended by the Centers for Disease Control and Prevention and state and federal authorities, the University of South Alabama main campus will transition to limited on-campus operations in order to minimize in-person contact between employees.

Main campus supervisors should immediately make plans to transition to remote work for all employees who are able to perform their job responsibilities from a remote location. The transition to remote work can begin as soon as the office or department is prepared to do so, and will continue until further notice.

For some departments and offices, a transition to remote work for all employees in that area may not be possible. University leadership is currently exploring ways to keep all offices and departments functioning while limiting on-campus work schedules of employees whose job functions do not permit work from home. Additional information will be provided no later than Friday, March 20.

Your cooperation and dedication to the continued successful operation of the University is greatly appreciated by our entire leadership team.

Tony Waldrop, Ph.D.

Transitioning to Virtual Advising

What did that look like for our unit?

- Zoom
- Email
- Phone calls (before remote transition)
- Google Hangouts
- Drop-In hours once a week as a department
- Drop-In hours as needed by individual advisors
- Campaigning through Navigate (EAB system)

University Challenges

Department responsiveness: Not all departments were ready to go when the transition began which made it hard to know how to get students to a particular resource

Transition to online courses for many students and professors across campus.

Physically moving students off campus.

Access to technology for students

Department Challenges

First Year students struggled with the lack of face to face instruction, online learning and accessing technology

No phones

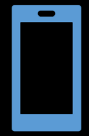
Communicating that appointments were no longer being held in person

Communication with other departments for

Access to Banner for hold removal

How has COVID-19 impacted your academic advising strategies?

Best Practices



1. Utilize technology

2. Engage with students through emails, campaigns etc.

3. Develop ways to stay connected with team members and other departments

4. Practice active listening, appreciative, proactive, and intrusive advising methods

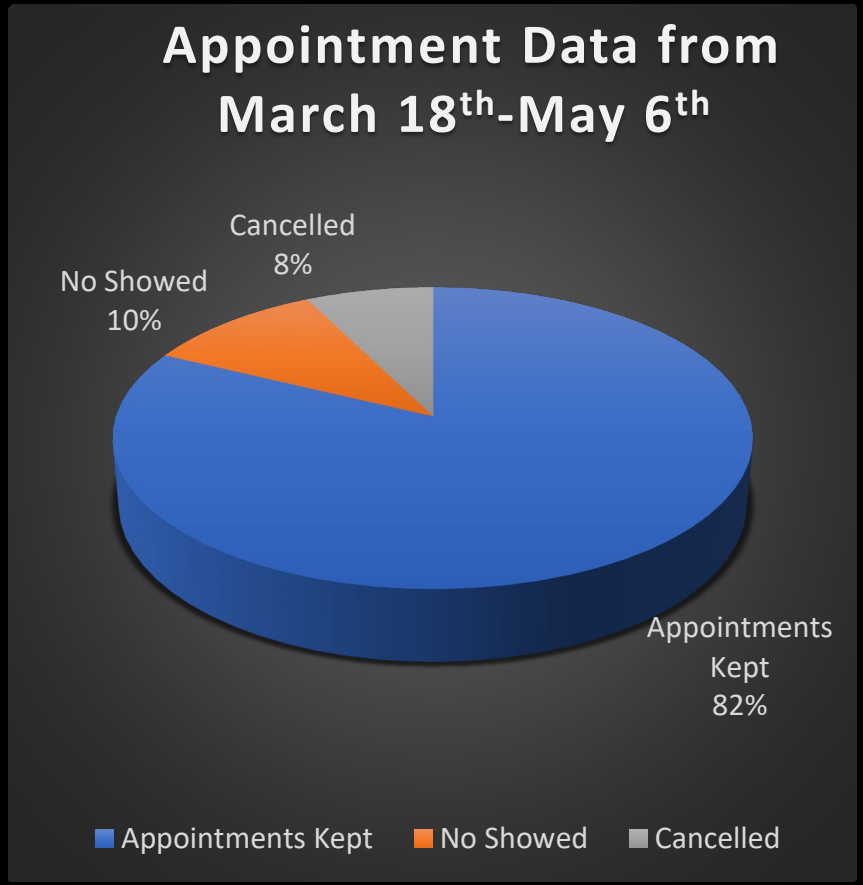
5. Took initiative- seeking ways to stay connected with students, resources and campus

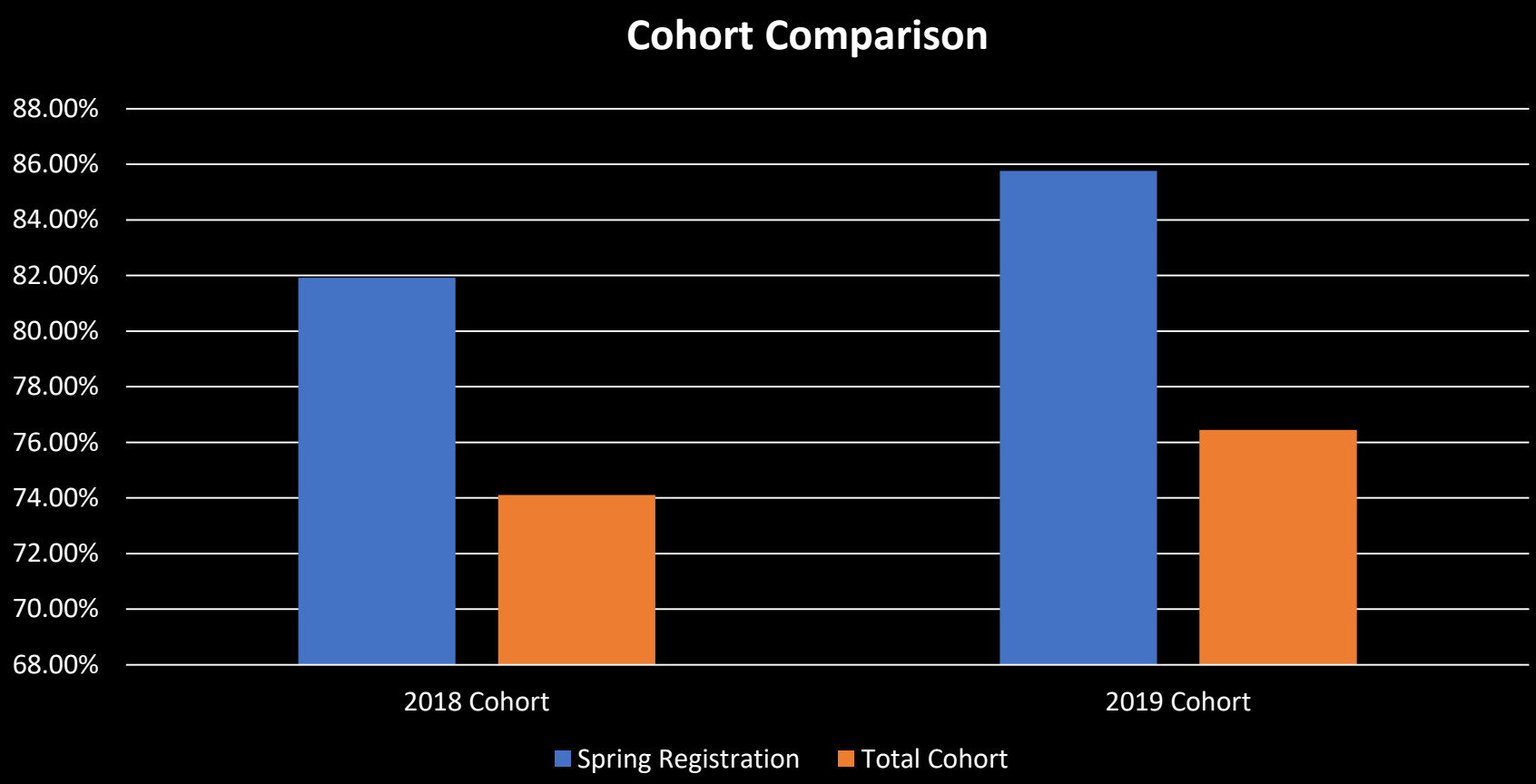
Assessment for students to report on their advising experience

AATS Accomplishments

Carrying	Carrying out office procedures with no phones or paper. Relied on google drive, email, zoom, chat, Navigate South and campaigns.
Conducting	Conducting 100 more student appointments compared to last spring, with a lower no show rate.
Creating	Creating a dashboard that served as a tool to streamline communication between departments and the usage of administrative material.

Appointments Kept	912
No Showed	115
Cancelled	82
Total Appointments Created	1109




Cohort Comparison
88.00%
86.00%
84.00%
82.00%
80.00%
78.00%
76.00%
74.00%
72.00%
70.00%
68.00%
2018 Cohort
2019 Cohort
Spring Registration
Total Cohort

Questions?