

# Support Minoritized and Poverty-Affected Students Through Advising Redesign: Advising Success Network's Free Resources and Online Courses

Higher Learning Commission Conference - April 15, 2024



 **ADVISING  
SUCCESS  
NETWORK**

# Presenters



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## What we plan to cover today

1. About the Advising Success Network
2. Evidence Base & Self-Assessment Activity
3. Courses & Resources - Campus Examples

# Advising Success Network Goals

1. Define what “good advising” looks like
2. Support the field in redesign efforts to get there

The ASN's resources and technical assistance is focused on engaging institutions in cross-silo collaboration in pursuit of equitable outcomes for students from poverty-affected backgrounds and **Black, Latinx/a/o, Indigenous, Asian, and Pacific Islander students, and poverty-affected students.**



# The pursuit of equity is fundamental to the ASN's mission

We define racial and socioeconomic equity as centering the lived experiences, talents, and aspirations of students from poverty-affected backgrounds, and Black, Latinx/a/o, Indigenous, Asian, and Pacific Islander students.

We believe that:

- Holistic advising redesign can help institutions address historical inequities for students from poverty-affected backgrounds and Black, Latinx, Indigenous, Asian, and Pacific Islander students
- Students should have advising experiences that are **sustained, strategic, integrated, proactive, and personalized**
- All institutions can benefit from reviewing, designing, or redesigning their advising practices, processes, and technologies to provide a more holistic student experience.



# Evidence Base

## Research highlights challenges facing advising

- Systemic racism, classism, and other intersecting oppressions persist in institutional policies, processes, and cultures to create and perpetuate **barriers to student success**
- Institutional silos and cultures lead to a **lack of collaboration**, leading to **siloed supports**
- Holistic advising and differentiated student support services are essential to students' progress in college AND there is an **over-reliance on a one-size-fits-all approach**
- **Students and advisors** are often **not directly engaged in decision-making or program design**
- Advisors are unreasonably expected to take on **additional roles and increasing caseloads** without recognition, clear career ladders, or access to professional development

## 58 Emerging Practices

Identifies emerging practices for serving our priority populations as well as the context of the institutions serving them

Draws on research from HBCUs, HSIs, TCUs, and Native-serving institutions as well as Advising Success Network case studies

Created with input from 100 individuals, including 11 students



## THE EVIDENCE BASE FOR HOLISTIC ADVISING REDESIGN:

Research to support Black, Latinx/a/o,  
Indigenous, Asian, and Pacific Islander Students  
and Poverty-Affected Students



# ASN Recommendations



Position advising as a tool for student success and equity



Define the ideal student journey



Create and sustain cross-campus collaboration



Collaborate with students to define and achieve their goals



Use advising technologies to support high-quality practices



Use data systems to promote continuous improvement



## Position advising as a tool for student success and equity

**Institutional  
Community  
Commitment**

**Advisor Roles**

**Advisor Hiring,  
Retention, & Care**

**Professional  
Development**



## Define the Ideal Student Journey

**Definition of  
Student  
Success**

**Students'  
Lived  
Experiences**

**Student  
Feedback**



## Create and Sustain Campus Cross-Collaboration

**Cross-Functional  
Alignment**

**Policy and process**



Collaborate with students to  
define and achieve their goals

**Holistic  
Advising**

**Advising Plans  
for Student  
Goals**

**Differentiated  
Student  
Supports**

Use advising technologies to support high-quality practices

## Tools and Technology





Use data systems to promote continuous improvement

**Data-informed Student Support**

**Evaluation and Continuous Improvement**

# Self-Assessment

# Self-Assessment Instructions



## **Complete Part of the Self-Assessment**

Choose 1 or 2 areas of interest  
Answer from the perspective of the  
institution as a whole



## **Scoring**

We don't do this = 0  
We hope to do this = 1  
We do this in part = 2  
We do this well = 3  
I don't know if we do this = 0



**Access the  
Questions**

[rb.gy/2kzfur](https://rb.gy/2kzfur)



# How was that for you?

Did anything stretch or challenge you?

How might you use this in your work?

# ASN Resources & Courses

We are proud to offer a  
plethora of free resources

Reports

Case Studies

Toolkits

Blogs

Videos





### The Evidence Base For Holistic Advising Redesign

Published: February 1, 2024

**▼ CATEGORIES:**  
Advising as a Tool for Equity, Advising Technologies, Campus Cross-Collaboration, Collaborate with Students to Define and Achieve Goals, Data Systems to Promote Continuous Improvement, General, Ideal Student Journey

[View More](#)



### Holistic Advising Awards Case Study Collection

Published: January 4, 2024

**▼ CATEGORIES:**  
Advising as a Tool for Equity, Advising Technologies, Campus Cross-Collaboration, Collaborate with Students to Define and Achieve Goals, Data Systems to Promote Continuous Improvement, General, Ideal Student Journey, Advisors, Leadership, Advising, Award, Equity, Student Success

[View More](#)



### Financial Advising Case Study Collection

Published: November 21, 2023

**▼ CATEGORIES:**  
Advising as a Tool for Equity, Campus Cross-Collaboration, Collaborate with Students to Define and Achieve Goals, Advisors, Advising, Equity, Financial, Student Success

[View More](#)



### Biases In Tech Series

Published: November 9, 2023

**▼ CATEGORIES:**  
Advising Technologies, Advisors, Advising, Equity, Technology



### A Journey Of Sharing, Connecting, And Learning: My Experience Exhibiting At The NACADA Annual Conference

Published: November 3, 2023

**▼ CATEGORIES:**  
General, Advisors, Advising, Practices



### Holistic Advising Award Winners Featured

Published: September 29, 2023

**▼ CATEGORIES:**  
Advising as a Tool for Equity, Advising Technologies, Campus Cross-Collaboration, Collaborate with Students to Define and Achieve Goals, Data Systems to Promote Continuous Improvement, Ideal Student Journey, Leadership, Students

## ✕ Filter Resources

### By Recommendation:

- Advising as a Tool for Equity
- Advising Technologies
- Campus Cross-Collaboration
- Collaborate with Students to Define and Achieve Goals
- Data Systems to Promote Continuous Improvement
- General
- Ideal Student Journey

### By Audience:

- Advisors
- Leadership
- Public
- Students

### By Topic:

- Advising
- ASN Recommendation
- Award
- Equity
- Financial
- Practices
- Student Fellows
- Student Success
- Student Voice
- Technology

### By Partner:

- AACU
- Achieving the Dream™
- EDUCAUSE
- NACADA
- NASPA
- National Resource Center



# Student Authored Resources

The ASN is proud to feature the scholarship and thought leadership of students who have been involved with us in some way, whether as Student Fellows or Interns.

## STUDENT AUTHORED RESOURCES

The Advising Success Network is committed to amplifying the voices of students and continues to feature the scholarship and writing of students who have had a variety of connections with the Advising Success Network efforts. We encourage you to consider the following research and thought leadership created by students. These scholars, student fellows, interns, and presenters authored these works while undergraduate and graduate students at different institutions.

**For Institutions**  
**The Ideal Student Journey To and Through College**  
AN ADVISING SUCCESS NETWORK

**This journey map** was developed by 13 students from different institutions with different experiences. It identifies the key milestones, challenges, and opportunities that students face throughout their college journey. The map is designed to help advisors, administrators, and students understand the student experience and identify areas for improvement. The goal of this map is to provide a comprehensive overview of the student journey and to serve as a resource for institutions to improve their support for students.

**Goal and Process of Creating the Journey Map** | **Themes**

**The Ideal Student Journey To And Through College**  
Published: January 30, 2023

**CATEGORIES:**  
Advising as a Tool for Equity, Collaborate with Students to Define and Achieve Goals, Ideal Student Journey, Advisors, Advising, ASN Recommendation, Practices, Student Fellows, Student Voice

[View More](#)

**For Us, By Us:**  
A Student-Inclusive Approach to Redesigning Advising  
AN ADVISING SUCCESS NETWORK

**This proposed research study** was developed by a group of students who were interested in exploring the student experience and identifying ways to improve it. The study focuses on the student experience and the role of advisors in supporting students. The goal of the study is to provide a comprehensive overview of the student experience and to serve as a resource for institutions to improve their support for students.

**Goal and Process of Creating the Study** | **Reflection**

**For Us, By Us: A Student-Inclusive Approach To Redesigning Advising**  
Published: January 30, 2023

**CATEGORIES:**  
Advising as a Tool for Equity, Collaborate with Students to Define and Achieve Goals, Ideal Student Journey, Advisors, Leadership, Students, Advising, Equity, Practices, Student Fellows, Student Voice

[View More](#)

**Adviser Hiring & Recruitment Processes**  
AN ADVISING SUCCESS NETWORK

**The main objective of this study** was to explore the current practices and challenges of advisor hiring and recruitment at various institutions. The study focuses on the student experience and the role of advisors in supporting students. The goal of the study is to provide a comprehensive overview of the student experience and to serve as a resource for institutions to improve their support for students.

**Changes from the Top Down** | **Recruitment Practices**

**Adviser Hiring & Recruitment Processes**  
Published: January 30, 2023

**CATEGORIES:**  
Advising as a Tool for Equity, Advisors, Leadership, Students, Advising, Equity, Practices, Student Fellows, Student Voice

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**Student Reflections on Online Student Representation**  
AN ADVISING SUCCESS NETWORK

**Our team of three undergraduate students** conducted a study to explore the student experience and the role of advisors in supporting students. The study focuses on the student experience and the role of advisors in supporting students. The goal of the study is to provide a comprehensive overview of the student experience and to serve as a resource for institutions to improve their support for students.

**Website Tool** | **Themes**

**Student Reflections On Online Student Representation**  
Published: January 30, 2023

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Advising as a Tool for Equity, Collaborate with Students to Define and Achieve Goals, Ideal Student Journey, Advisors, Leadership, Advising, Practices, Student Fellows, Student Voice

[View More](#)



**Approaches To Better Understanding Student Identities During National Foster Care Month**  
AN ADVISING SUCCESS NETWORK

**This study** was developed by a group of students who were interested in exploring the student experience and identifying ways to improve it. The study focuses on the student experience and the role of advisors in supporting students. The goal of the study is to provide a comprehensive overview of the student experience and to serve as a resource for institutions to improve their support for students.

**Approaches To Better Understanding Student Identities During National Foster Care Month**  
Published: May 31, 2023

**CATEGORIES:**  
Advising as a Tool for Equity, Collaborate with Students to Define and Achieve Goals

[View More](#)



**Elevating HBCU Excellence In Advising During National Caribbean American Month**  
AN ADVISING SUCCESS NETWORK

**This study** was developed by a group of students who were interested in exploring the student experience and identifying ways to improve it. The study focuses on the student experience and the role of advisors in supporting students. The goal of the study is to provide a comprehensive overview of the student experience and to serve as a resource for institutions to improve their support for students.

**Elevating HBCU Excellence In Advising During National Caribbean American Month**  
Published: June 29, 2023

**CATEGORIES:**  
Advising as a Tool for Equity, Collaborate with Students to Define and Achieve Goals, Students

[View More](#)

# Knowing Our Students

Achieving The Dream + ASN

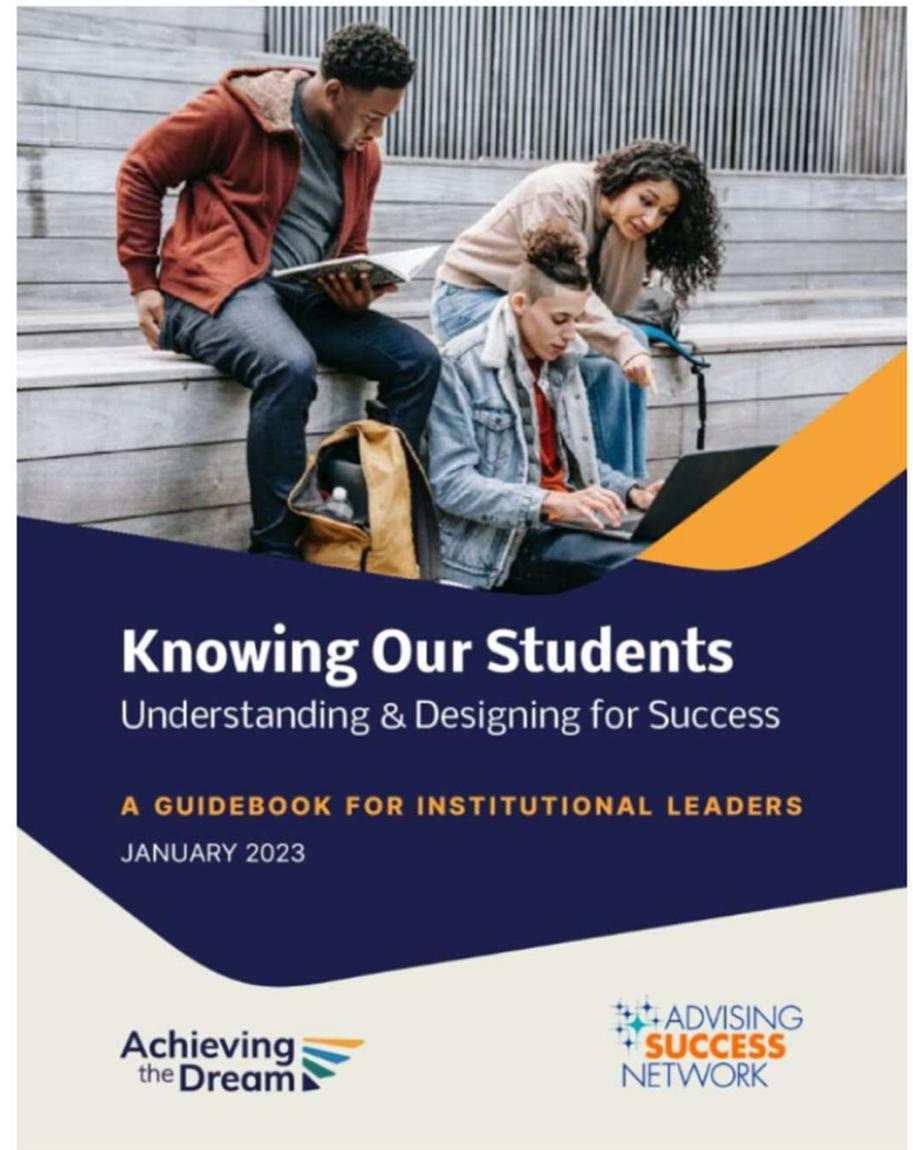
**This guide is designed to support open discussion about the students you serve and to learn practical strategies from national experts and peer institutions.**

Three more population-specific Knowing Our Students guides will be released in the coming year:

-*Student Parents*

-*Adult Learners*

-*Justice Impacted Students*



# (Mis)Understanding Students

NASPA + ASN

This publication offers resources and questions to consider for institutional leaders looking to reflect on their unique student populations.

# (Mis)Understanding Students

Approaches to *Affirming Student Identities*



Alexa Wesley and Elise Newkirk-Kotfila

# Senior Leadership Guidebook

AASCU + ASN

This guidebook was designed to support institutional leaders in approaching holistic advising redesign. Best practices include process mapping, ensuring equitable outcomes, implementing evidence-based practices, and creating a continuous quality improvement culture.



## Senior Leadership Guidebook for Holistic Advising Redesign

APRIL 2021

BROUGHT TO YOU BY THE:  
American Association  
of State Colleges and  
Universities (AASCU)

ON BEHALF OF:  
The Advising Success  
Network (ASN)

**AASCU** American Association  
of State Colleges and  
Universities  
Delivering America's Promise

# Online Learning

**ADVISING SUCCESS NETWORK**

## Defining Student Success and Equity

STUDENT SUCCESS AND EQUITY COURSE

Foundational

### 1 - Student Success and Equity

10 Lessons

Foundational information from the Advising Success Network and its partners. Learn about student success and equity, basics of holistic advising principles, and more. This course contains approximately 20 minutes of video content.



**ADVISING SUCCESS NETWORK**

## Defining The Ideal Student Journey

THE IDEAL STUDENT JOURNEY

Foundational Engagement

### 2 - The Ideal Student Journey

9 Lessons

Learn about the importance of knowing your students and designing a path through college to support their personal, academic, and career goals. The course contains approximately 24 minutes of video content.



**ADVISING SUCCESS NETWORK**

## Defining Campus Cross-Collaboration

CAMPUS CROSS-COLLABORATION

Planning Communication

### 3 - Campus Cross-Collaboration

8 Lessons

Learn about campus cross-collaboration, engage other units and departments in holistic advising redesign efforts, and identify partnerships to overcome challenges. This course contains approximately 10 minutes of video content.



**ADVISING SUCCESS NETWORK**

## Defining Student Plans

SUPPORT STUDENT PLANS

Engagement

### 4 - Support Student Plans

9 Lessons

Learn about the SSIPP principles and ways to support students' personal, academic, and career plans through holistic advising efforts. This course contains approximately 27 minutes of video content.



**ADVISING SUCCESS NETWORK**

## Defining Advising Technologies

ADVISING TECHNOLOGIES

Planning

### 5 - Advising Technologies

10 Lessons

Consider ways to leverage advising technologies to support students, and take a strategic approach to implementing new technology. This course contains approximately 33 minutes of video content.



**ADVISING SUCCESS NETWORK**

## Data & Continuous Improvement Course

Planning Communication

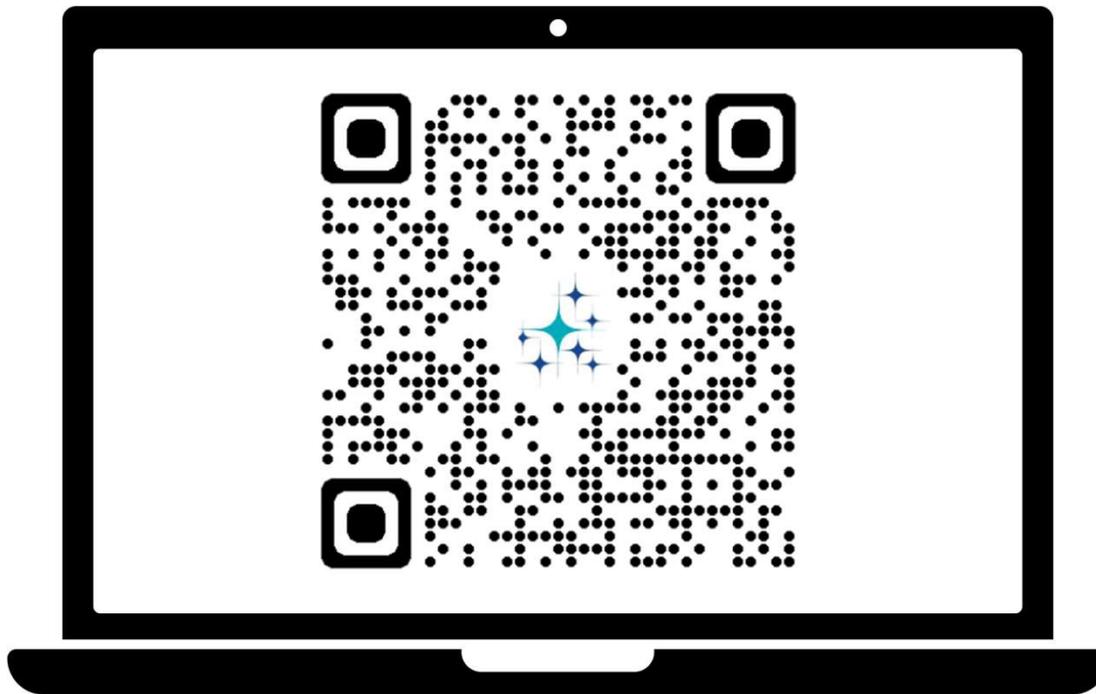
### 6 - Data & Continuous Improvement

11 Lessons

Intentional focus on strategic use of data and prioritizing continuous improvement strategies to support student success. This course contains



# ASN Online Learning



## **Six free courses**

- Following the ASN Recommendations Framework
- Incorporating the content, toolkits, resources, and reports from our partners
- Accessible, asynchronous, available

## Why engage with the Advising Success Network courses?



### **Created by Partners**

Our partner organizations, practitioners, and students created and refined course content and our resources.



### **Growing library of content**

Resources and courses will be added as they are developed. Keep coming back to engage with the library of content.



### **Inclusive and accessible**

Practitioners influence our content. Share your experiences and insights with us to keep the content evolving.

## In this course you will...



### Focus on student success and equity

Learn about the ASN recommendation: Position advising as a tool for student success and equity.



### Identify strengths and opportunities

Examine equity strategies already in place, learn from case study examples, and make observations about your own institution.



### Develop practical next steps

Use the course workbook to guide your learning, keep notes, and strategize.



### Address potential challenges and barriers

Gain insight from case studies and research to support you as you anticipate and prepare to overcome potential challenges.

Filter Courses ^

Clear Filters

Communication

Engagement

Foundational

Organization

Planning

ADVISING  
SUCCESS  
NETWORK

Defining Career  
Cross-Collaboration

CAMPUS CROSS-COLLABORATION



# Course curriculum

📅 10 Lessons

## 1. Defining Student Success and Equity (6:21 mins)

Define what equitable student success looks like at your institution; Highlight examples of what effective advising has looked like in different institutions; Identify opportunities to improve your advising process

## 2. What is Holistic Advising Redesign? (6:26 mins)

## 3. The Holistic Advising Transformation Change Model (4:06 mins)

## 4. Equity-Minded Advising Practices (8:16 mins)



## Connect with the ASN



### **Engagement opportunities for individuals**

- Many opportunities are compensated
- Indicate your areas of interest

# Technical Assistance



## Individualized technical assistance is available to institutions

ASN includes national organizations and experts as partners

We provide technical assistance (professional development workshops, coaching) to institutions

Learn more about the ASN technical assistance on our services

page: <https://www.advisingsuccessnetwork.org/services/>



## Areas of Expertise



# ASN Cohort

# Six institutions engaged in services

April 2022-June 2023



**Claflin University**



**Coastal Bend College**



**College of Southern Maryland**



**Hinds Community College**



**Lincoln University**



**Saginaw Chippewa Tribal College**

# Examples: Impacts of engaging with the ASN



## Clafin University

- Leveraged faculty engagement to create student journey maps
- Active exploration of additional technologies
- Certified all advisors as associate level academic coaches through the International Coaching Federation



## Coastal Bend College

- Professional development opportunities
- Streamlined student sign-in processes with tablets and kiosks
- Using Accudemia to efficiently schedule appointments and communicate with students via text messages



## College of Southern Maryland

- Centralized Student Hub
- Added six new advisors to their staff
- Hosted the first Academic Advisor Development Retreat, emphasizing assessment, professional development, and data-driven strategies

Thank you for your engagement today!



- Please get involved with us via this QR code
- Review our resources at **AdvisingSuccessNetwork.org**
- Connect with us!  
**advisingsuccessnetwork@naspa.org**