



**SOUTHEAST MISSOURI**  
STATE UNIVERSITY · 1873

Chapter

5

ADVISOR HANDBOOK

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Southeast Missouri State University

# Advisor Calendar, Tips & Resources

# Chapter 5: Advising Master Calendar

## Tips and Important Deadlines for Academic Year

<b>1<sup>st</sup> week of classes</b>	<b>Be available for students who are registering late and changing schedules.</b> Changes of schedule may not require an advisor's approval, but students often seek advisor opinion. <i>(Note: After the first week of courses, students must complete an add-drop card for any adds/drops.)</i>
<b>Mid-February</b>	<b>Students can begin registering for summer courses.</b>
<b>Early October/ March</b>	<b>Upcoming semester course schedule posted online.</b> Begin scheduling student advising appointments.
<b>Mid-Terms</b>	<b>Eight week grade data is sent to Department Chairs.</b>
<b>Summer</b>	<b>Advising Centers North &amp; South serve as back-up to faculty advisors.</b>
<b>April/November</b>	<b>Advising Appointments!</b> Expect increased advising traffic and appointments. <i>(Note: Winter Session coursework counts toward spring enrollment.)</i>
<b>Late April/November</b>	<b>Last drop date</b> <i>(refer to the Academic Advising website for this and other important dates.)</i>
<b>Finals Week</b>	<b>Increase in Communication from Students.</b> Students may need further advising assistance after grades are posted.



## Advising Mission

Southeast Missouri State University recognizes that academic advising is a shared responsibility between the student and their advisor. As an institution, we are committed to providing a supportive atmosphere that promotes the educational, career and professional development of the student while helping them to understand options, determine resources and identify alternatives.

## Advisor's Guide to Preparing for an Advising Session

As you prepare to meet with an advisee, most information needed for the appointment will be available in Degree Works, the Portal & SupportNET.

- Review any notes from previous advising appointments (could be in a paper file or in Advising Notes within SupportNET).
- Review a current degree audit in Degree Works and check for completion of required courses. Note any courses you recommend for the upcoming semester.
- Additional student information is available to advisors via the Faculty SS Tab in Portal: PIN number, Test Scores, Transcript, etc.

### Advising Session Checklist

1. Previous Advising Notes? \_\_\_\_\_
  2. Academic Status?  
(Good Standing, Probation) \_\_\_\_\_
  3. GPA and previous semester grades? \_\_\_\_\_
  4. Degree Program and Status?  
(Major, Pre-Major, Admitted) \_\_\_\_\_
  5. Degree Works Audit? \_\_\_\_\_
  6. Transcript?  
(Credit earned, transfer credit, AP credit) \_\_\_\_\_
  7. Explained terminology?  
(credit hours, prerequisites, full-time, part-time) \_\_\_\_\_
  8. Document PIN number & advising notes \_\_\_\_\_
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in SupportNET

## Advising Best Practices

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The bullet points below are examples of how advisors might carry out “best practices”. These practices were endorsed by Academic Advising Council in October 2016, and updated spring 2021. Excellent advising occurs when all of these best practices are completed, however, each individual advisor can come up with their own way of adapting these practices.

- Maintain regular contact with all advisees. (conceptual and relational)
  - Email advisees or selected groups regarding registration, advising appointments, other deadlines
  - Use department’s website for academic advising information or utilize the university’s advising website
  - Schedule regular meetings once a semester, at minimum, informing your advisees how to schedule an appointment (i.e. schedule by email, phone, or posted sign-up sheet, etc.)
  - Follow up with advisees who are having academic difficulties
- Establish positive relationships with all advisees. (relational)
  - Develop rapport with advisees: Greet them by name, inquire as to how semester is going, etc.
  - Educate students about advisor and advisee roles and responsibilities
  - Maintain up-to-date advising notes
  - Address the needs of diverse students (e.g., nontraditional, international)
  - Respond to emails and return phone calls within 2 business days
  - Communicate absences by using out of office messages with alternate contact when you will be unable to respond within 2 business days
  - Be cognizant of issues surrounding students from diverse populations (non-traditional, international, etc.)
- Provide accurate and timely information about the university and its programs. (informational)
  - Know the major, General Education, and Graduation requirements and communicate them to advisees
  - Know department and University deadlines
  - Communicate pertinent information to advisees or selected groups
  - Know and be able to refer students to appropriate University resources as appropriate to students’ needs
  - Know about and be able to refer students to appropriate web sites for specialized information
  - Know about and be able to recommend to the students appropriate organizations for their professional development (e.g., departmental student professional organizations, etc.)
- When working with prospective or transfer students, facilitate transferring from other institutions to southeast Missouri state. (informational, relational)
  - Know how to use the Southeast Missouri State’s Transfer Equivalencies System (TES) on the Registrar’s website

- Be willing to work with prospective freshman and transfer students
- Adopt a developmental approach to help advisees become independent learners and self-reliant problem solvers. (conceptual, informational)
  - Encourage development of advisees' decision-making skills
  - Use an academic advising syllabus
  - Show students how to look up courses and enroll via the student portal
  - Coach students on appropriate ways to advocate for themselves
  - Teach student to use Degree Works by modeling its use during advising sessions
- Enhance advisees' educational experience. (relational, conceptual)
  - Model and promote appreciation for diversity within the University
  - Promote study abroad opportunities
  - Promote professional engagement through involvement in internships, cooperative learning, and other departmental activities
  - Email advisees regularly about relevant Common Hour events, lectures, and activities
- Maintain a high degree of professionalism. (relational, conceptual, and informational)
  - Maintain posted office hours. If these hours are to be used for advising appointments, consider setting up office hours in SupportNET to enable student's online appointment scheduling
  - Keep advising appointments
  - Keep up to date on changing major, General Education, and General Education requirements (and old University Studies program)
  - Prepare for advising appointments and document advising sessions utilizing SupportNET Advising Notes
  - Maintain a positive attitude regarding department and University colleagues and programs
  - Maintain confidentiality
  - When conflicts arise between advisee and advisor, allow either party to request a change in advisor
- Participate in academic advisor development opportunities. (relational, conceptual, and informational)
  - Attain Master Advisor status
  - Maintain Master Advisor status by attending topical workshops, forums and/or refresher training related to academic advisement
  - Take advantage of opportunities for professional growth through the National Academic Advising Association (NACADA) and the Missouri Academic Advising Association (MACADA) Keep up to date on current advising techniques and strategies
  - Attend appropriate discipline-specific professional development opportunities related to student advising, retention, and success

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*For a sample Best Practices/Advising Expectation listing to consider at the department level, please turn to Appendix A.*

## Advising Transfer Students

Incoming transfer students require a great deal of information in order to be successful in their first semester at Southeast Missouri State University. Transfer students (with more than 24 transferrable credit hours after high school) have the option of attending Transfer Orientation, but many opt to schedule advising appointments on their own after being admitted.

It is suggested that an hour's time be allotted for transfer student advising due to the amount of information that should be covered in addition to discussion of previous earned coursework.

Please also document these appointments as these notes can prove helpful to both the student and future advisors.

The Academic Advising offices are available to serve as back-up if no faculty are available to meet with a student.

## Important Tips for Transfer Advising Appointments

- Remind student to have a final transcript sent to the Office of the Registrar, if they have not done so.
  - Often transfer students will have an appointment prior to completion of courses at their sending institution. Be sure to ask the student to pull up their current schedule or tell you the courses that are not yet in Degree Works or their unofficial Southeast Transcript
  - Copies of original transcripts from sending schools are scanned and stored in BDM in Banner. Departmental administrative assistants have access to these documents and can print them for you. If you have any questions about this, you can also call Maria in the Registrar's office at x6105 and she should be able to email you a copy. These are helpful to see what courses are in progress or not yet sent.
- Unofficial transcript can be viewed on the Portal in the Faculty SS Tab, which will show how previous credit has been evaluated and transfers in to Southeast.
- A list showing how courses from various colleges transfer in to Southeast (Transfer Equivalency) can be found on the SEMO Website.

### **Transfer/Returning Student Checklist**

This checklist will help transferring or returning students navigate the process of starting a new semester at Southeast. The checklist includes making your advising appointment, activating your SE key, getting a student ID, registering for parking, textbook rental and more!



Please refer to *Transfer Student Advising in Chapter 3* for other very important information regarding transfer guides, previous degrees, 42-hour general education block, course substitutions, etc.

## To-Do List for New Transfer Students

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**Schedule an advising appointment** with your assigned advisor. Summer/Fall advising begins in February and Spring advising begins in September. *Advising appointments are required before registering for classes.*

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**Activate your SE Key (first half of SE email) and Portal** access.

- Enter “portal.semo.edu” into your preferred internet browser
- Click “Southeast Key Activation/Change Password” under Southeast Help

The Southeast Portal is where students register for courses, check campus email, and access other resources. It is a valuable resource you will want to explore and familiarize yourself with. For questions with the portal, contact the Information Technology Help Desk at 573-651-4357.

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**Complete your scheduled advising appointment** with your assigned advisor. They will discuss possible courses for you to register in and will provide you with registration instructions and your PIN number. **A student cannot register in courses without their assigned PIN.** (Advising for summer & fall are completed in the same appointment)

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**Register for courses** on your registration date. Priority registration dates are set by the Registrar’s Office and are based on the number of completed (earned) course hours. To identify your registration date visit your **Current Student Checklist** in the Portal Student > SS Tab > Find Current Student Checklist box > Click on Current Student Checklist link  
(Note: if a student meets with their advisor on a Transfer Orientation date, they are permitted to enroll in classes that day.)

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**Get your Student ID** at Card Services (located on the 2<sup>nd</sup> floor of the University Center in the Center for Student Involvement). New transfer students MUST be registered for courses at Southeast to receive a student ID. [www.semo.edu/campuslife/idservices](http://www.semo.edu/campuslife/idservices)

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**Register your vehicle and get your Parking Permit** (if applicable). Students enrolling for fall term, prior to July, will receive Parking information with fall billing and may register their vehicle and apply for a permit through the portal. Students registering later than July, may register their vehicle and apply for a parking permit by stopping by the Department of Public Safety (DPS) – 1401 N. Sprigg St. (In front of the Show Me Center). For more information or questions, contact DPS at 573-651-2215. (Spring transfers should contact DPS as indicated above.) [www.semo.edu/parking](http://www.semo.edu/parking)

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**Rent your textbooks** at Textbook Services (Kent Library Ground Floor – use the side entrance which faces Dearmont Hall). Textbooks are available the week before classes start in the Fall and Spring. Students MUST have a

student ID to pick up textbooks. For more information or questions, contact Textbook Services at 573-651-2236. [www.semo.edu/textbookrental](http://www.semo.edu/textbookrental)

## Advisor's Guide to Helping Students Choose General Education program Coursework

The General Education program helps students explore many different areas of study. But how do you help them decide which classes they should take? There are many ways. For example, help students look for a class that:

- is an introductory course toward the major or minor
- is a “core” requirement toward the major
- is required to be completed before admission into degree program
- is a pre-requisite to coursework within the major
- is a course related to the chosen discipline in content or philosophy
- will broaden the student's knowledge or add perspective to their chosen discipline
- develops skills in research, organization, and critical thinking

Starting **Fall 2018** students are required to complete all areas within the General Education curriculum. These areas include:

- Social/Behavioral Sciences (students take 6 hours)
- Communication (students take 3 hours)
- Natural and Mathematical Sciences
  - Natural Sciences – 7 hours
  - Mathematics – 3 hours
- Humanities and Fine Arts (students take 9 hours)
- Freshman Seminar “Connecting with Southeast” course—UI100 (required for most students, counts as 1 credit of elective in General Education)
- Electives to total 42 hours of General Education
- *A Civics Examination must be passed to graduate (Course is loaded into the university's LMS (Canvas) for students to complete prior to graduation.)*

### Meeting the General Education Program Requirements

To complete the requirements for our General Education Program, students must earn at least 42 credits in the appropriate categories. At Southeast, we provide extensive advising support and other resources to help students take the right numbers of courses in the right categories. It is our goal to ensure students explore topics that interest them without taking more credits than are required for General Education.

A complete listing of courses that meet each category above may be found at the General Education program website at: <https://semo.edu/generaleducation/>. A copy of the General Education program list of courses may be found in Appendix A. Always be sure to use a most recent version of this document when advising students.

**\*\*Note that some majors require specific courses within each area.**

All students are required to take UI 100 First Year Seminar. However, if a student has 24 or more transferrable credit hours after high school, they are exempt from UI 100.

Review the students DegreeWorks audit to determine what catalog year version the student is following for General Education requirements (if the student started before Fall 2018. Visit <https://semo.edu/generaleducation/> for more information.

## Tutoring/Learning Assistance Resources Available to Students

### **Center for Writing Excellence**

The Center for Writing Excellence provides writing support to the faculty, staff, and students of Southeast, as well as writers from beyond the campus. The Center has three main areas of activity: Writing Proficiency Exams, Writing Lab, Writing in the Disciplines.

573.651.2460  
writing@semo.edu  
Memorial Hall 103

### **Math Learning Centers & Math Labs**

573-651-2164  
math@semo.edu  
www.semo.edu/math/learningcenter

Johnson Hall 112:  
*See website for hours*

Memorial Hall 104:  
*See website for hours*

*Math Learning Centers are closed Labor Day and Thanksgiving Break*

### **Learning Assistance Programs**

The Vision of the Office of Learning Assistance Programs (LAP) is to foster and develop an academic environment that is accessible and equitable to all, regardless of disability, race, color, creed, religion, national or ethnic origin, sex, gender, age, sexual orientation, or veteran's status. Through the provision of services and programs both in person and online, the Office of Learning Assistance Programs strives to develop and retain students at Southeast through:

- Provision of programs that put student success at the center of focus;
- Fostering a sense of personal responsibility and commitment to growth;
- Development of transferable skills in and out of the academic setting; and
- Advocacy for at-risk students.

573.651.2273  
lap@semo.edu  
University Center 206

### **Center for Behavioral Health and Disability**

The Vision of the Center for Behavioral Health and Disability is to foster and develop an academic environment that is accessible and equitable to all, regardless of disability, race, color, creed, religion, national or ethnic origin, sex, gender, age, sexual orientation, or veteran's status. Through the provision of services and programs both in person and online, the Center for Behavioral Health and Disability strives to develop and retain students at Southeast through:

- Provision of programs that put student success at the center of focus;
- Assisting members of the campus community to achieve to their highest personal potential;
- Fostering a sense of personal responsibility and commitment to growth;
- Development of transferable skills in and out of the academic setting;
- Consultation for campus and community regarding accessibility;
- Provision of training opportunities to increase and expand one's ability to reduce barriers; and
- Advocacy for at-risk students.

573.986.6191

[ucs@semo.edu](mailto:ucs@semo.edu)

Crisp Hall 201-202

## Advising Syllabus

The Professional Advisor Team at Southeast approved an academic advising syllabus which may be found in Appendix A. Below are excerpts from that document which may be used if an academic department wishes to create an advising syllabus.

### **Academic Advising Mission Statement**

Southeast Missouri State University recognizes that academic advising is a shared responsibility between the student and their advisor. As an institution, we are committed to providing a supportive atmosphere that promotes the educational, career and professional development of the student while helping them to understand options, determine resources and identify alternatives.

### **Academic Advisor Responsibilities:**

- Listen to the needs of students and assist them in meeting their academic goals.
- Be accessible to advisees via appointment, phone and email.
- Provide accurate and consistent information about curriculum including recent changes that may impact students.
- Be able to clarify University and program specific requirements, policies and procedures.
- Educate students on how to use key technologies and where to access information.
- Help students to identify campus resources and make referrals as appropriate.

- Participate in professional development opportunities to become a better advisor.

### **Student Responsibilities:**

- Demonstrate understanding of degree program requirements and the ability to select courses each semester to progress toward fulfillment of their individualized academic plan.
- Engage in academic and career planning taking personal responsibility for 11
- Schedule an advising appointment in a timely manner, meet with their advisor at least once each semester, and prepare for appointment by: 1) Reviewing Degree Works audit 2) Considering course options 3) Developing questions for their advisor.
- Understand University and program specific academic policies and procedures
- Know how to use key technologies and where to access information.
- Be aware of campus resources and support systems that promote academic success.

### **First Year Learning Outcomes**

1. Know how to contact their academic advisor by appointment, email and/or telephone.
2. Make progress toward clarifying or confirming a major.
3. Be able to locate and use the Academic Calendar and University Bulletin to gain a general understanding of academic policies and procedures.
4. Using Degree Works and the Student Portal, be able to select and enroll in courses each semester that demonstrate knowledge of degree program and General Education program requirements.
5. Demonstrate knowledge of campus resources designed to support academic success and know how to access them.

### **Guidelines for Advising Notes**

1. Insert all advising notes in Comment Section of Degree Works or on a departmental advising note sheet that is recorded in the students file.
2. Include notes that will help future advisors understand the student or the advice that you gave.
3. Include list of courses approved, along with alternatives.
4. Include possible consequences of not following advice given.
5. Include referrals of a non-sensitive nature.
6. **Exclude** your subjective judgments about the student, especially when they are negative. (In some cases, may wish to use personal files. In most cases, should probably omit altogether.)
7. **Exclude** referrals of a sensitive or personal nature.
8. **Exclude** comments regarding student's instructors.
9. **Exclude** personal concerns of the student.