

Date: July 30, 2020

From: Chuck Taber, Provost and Executive Vice President

To: Academic Advisors

RE: Academic Advising Community Supporting Student Success

As we prepare for a semester like none we have experienced before, I want to share my appreciation for your many efforts to support student success. When the university moved to remote teaching and learning last spring, we also called on our academic advisors to quickly adapt to online delivery of advising and student support. We have heard accounts of advisors finding creative and effective solutions to help student access resources, bridge technology gaps, and make informed decisions. I appreciate the work of our academic advising community.

I have heard from many of you that you are anxious to know the details of or plans to return to our campuses. Our students and their families are feeling those same anxieties and presenting questions. We have a number of K-Staters working tirelessly to put plans into place and clearly communicate the expectations and options available to students.

As outlined in my [July 16](#) message, students will be notified on Aug. 3 that new course information is available in KSIS. Students will be able to see the instructional modality of the courses on their schedule and have been encouraged to consult with their academic advisor and make course adjustments, if necessary, and pending availability of courses. We anticipate a number of students will have questions about course options and changing modalities, maintaining progress to degree, anxieties about their educational experience, and potential barriers to their success. We know that you will be ready to provide resources and support.

In spite of the uncertainty around us, we want to provide as much stability to our students as possible. We want to help students return to K-State this fall and for our new students to feel welcomed. Academic advisors are well positioned to help respond to student and family questions and are often the person who makes a difference in whether a student persists.

We know from our experience that students in a pre-COVID environment faced a number of barriers to persistence. Our current state creates a heightened awareness of the challenges our students face, many of which have been exacerbated by the pandemic. This fall, the potential barriers to returning to campus are many, and our academic advisors will often be the first to know and first to respond. The coordinated effort for academic advisors to proactively conduct outreach to support our new and returning students in the next week will be important. Thank you in advance for this work.

As we approach the start of the semester, we expect academic advisors to be offering primarily virtual advising interactions, perhaps with some on campus presence. I encourage all advisors to

adopt SSC-Navigate for online appointment scheduling as it is being configured to support both in-person and virtual appointments. The SSC-Navigate is an investment the university has made to support student success and our experience in working with the tool has shown improved efficiency and a better experience for students and advisors alike.

Thank you again for your excellent work in supporting student success!