

Professional Skills in University Academic Advising Training Course

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Overview

Professional Skills in University Academic Advising Training Course is a 1-week course for university advisers, faculty advisers, student success staff, and advising coordinators who leave with an Academic Advising Practice Toolkit. The course turns university academic advising training into structured practice through academic adviser communication skills, student success advising practice, academic advising case management, and digital academic advising. Participants apply ethical judgment, inclusive conversations, planning tools, referral pathways, documentation, and service improvement. Academic advising professional skills are taught by Agile Leaders Training Center.

Who Should Attend

- Teams responsible for guiding students through degree requirements and academic choices
- Faculty members responsible for advising assigned students alongside teaching duties
- Student success functions responsible for early alerts, retention support, and follow-up
- Coordinators responsible for advising procedures, records, referrals, and service quality
- Higher education staff responsible for orientation, progression, and transition support

The course assumes participants already advise or support university students and leaves out clinical counseling, psychotherapy, and institution-specific system configuration.

Departments and Industries

The course serves departments and industries that guide learners, manage progression, or coordinate academic support.

- University colleges, academic departments, and advising centers
- Admissions, registration, and student affairs departments
- Student success, retention, and learning support units
- Career development and work-integrated learning offices
- Professional education and vocational training institutions
- Education technology providers supporting advising services

Learning Objectives

By the end of this course, participants will be able to:

- Apply ethical and inclusive boundaries to advising decisions
- Use structured listening and questioning in student conversations
- Build academic plans aligned with degree requirements and student goals
- Diagnose risk indicators and prioritize adviser follow-up
- Apply case documentation, referral, and escalation methods
- Evaluate digital advising workflows and service quality

Course Agenda

Day 1: Professional Foundations and Ethical Practice

- Academic Advising Purpose Map: Student Development, Progression, and Success
- Conceptual, Informational, and Relational Competency Lens
- Adviser Role Boundary Matrix for Guidance, Referral, and Escalation
- Ethical Decision Checklist for Confidentiality, Fairness, and Student Agency
- Inclusive Advising Reflection Tool for Assumptions and Access Barriers

Day 2: Advising Conversations and Student Engagement

- Structured Advising Conversation Model: Open, Explore, Plan, and Close
- Active Listening Ladder for Facts, Feelings, Meaning, and Action
- Purposeful Question Bank for Goals, Options, and Consequences
- Motivational Interviewing Techniques for Ambivalence and Ownership
- Difficult Conversation Planner for Boundaries, Expectations, and Next Steps

Day 3: Academic Planning and Student Decisions

- Degree Progress Audit for Requirements, Prerequisites, and Remaining Credits
- Student Goal Map Linking Academic Choices with Career Direction
- Semester Study Plan Balancing Course Load, Sequence, and Capacity
- Decision Matrix for Major, Course, and Pathway Options
- Advising Action Plan with Responsibilities, Milestones, and Follow-Up

Day 4: Early Alerts, Case Management, and Digital Service

- Early Alert Indicator Set for Attendance, Performance, and Engagement
- Risk Triage Matrix for Priority, Urgency, and Adviser Response
- Student Case Note Standard for Facts, Actions, Consent, and Follow-Up
- Referral Pathway Map for Academic, Wellbeing, Financial, and Career Support
- Digital Advising Workflow for Appointments, Messaging, Records, and Privacy

Day 5: Applied Advising Practice and Capstone

- Exercise: Conducting a Structured Advising Conversation from a Student Scenario
- Exercise: Building a Degree Progress Audit and Semester Study Plan
- Exercise: Triaging an Early Alert and Selecting a Referral Pathway
- Exercise: Reviewing Case Notes with the Ethical Decision Checklist
- Capstone: Presenting an Academic Advising Practice Toolkit for an Institutional Case

Practical Exercises

The course includes suggested activities that connect advising methods with university cases.

- Suggested activity: role-play an advising conversation and use peer observation to assess listening, questions, and closure
- Suggested activity: analyze a student record and produce a sequenced academic plan with decision points
- Suggested activity: document a complex case, assign its triage priority, and justify a referral decision
- Suggested activity: map a digital advising journey and identify gaps in access, privacy, and follow-up

FAQs

Who is university academic advising training suited to, and what does it assume?

It suits university advisers, faculty advisers, student success staff, and coordinators who already guide students. It assumes familiarity with routine student support and excludes clinical counseling and technical system administration.

How does professional academic advising training differ from student counseling training?

Professional academic advising training focuses on academic choices, degree progress, student decisions, documentation, and referrals. Student counseling training addresses therapeutic or specialist support that sits outside an academic adviser's role.

What communication skills support effective university academic advising?

Effective university academic advising uses active listening, purposeful questions, clear summaries, shared action planning, and boundaries that protect student agency while keeping academic requirements visible.

How does academic advising case management support students at risk?

Academic advising case management organizes risk indicators, priority, agreed actions, case notes, referrals, and follow-up so the institution can respond consistently without turning the adviser into a specialist counselor.

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What makes digital academic advising effective?

Digital academic advising works when appointment access, communication channels, records, privacy, response ownership, and follow-up are designed as one connected student journey.

Conclusion

Participants take back an Academic Advising Practice Toolkit containing conversation guides, planning tools, a triage matrix, case-note prompts, and a service review. The toolkit gives advising teams a shared method for decisions, documentation, referrals, and follow-up. It also helps institutions identify where advising workflows need clearer ownership, access, or quality controls.

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