

SSC ADVISOR MENTAL MODEL

V2 Planning Document

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■ Denotes V1 feature areas

MAIN THEMES

- Contextualize the student's current state / information
- Present relevant advice / solution(s) that sets the student up to succeed whether it's academic, career, etc.
- Minimize the "noise" (aka show me only what I need to see)

NEXT STEPS

- Prioritize possible solution paths
- Brainstorm beyond ideas presented
- Roadmap possible application enhancements

Assigning is the initial process of pairing student and advisors. It may be done automatically or through manual selection and can be changed over the course of a student's career.

Initial assessing is the process of looking at a student typically through their records as advisors have not yet met a student face-to-face and the student does not have a university record. This is only for entering students.

Initial Guidance is the process of interacting and assisting students when they first enter the university. They may be incoming freshmen or transfers but it is setting the student up for their early course work.

Outreach involves interacting with the students once they have started their coursework. They may be moving towards getting off path. They may not yet be off-path but they could be on their way towards it.

Observing entails watching a student who may be starting towards off-path or the advisor is interested in seeing if this student is prone to going off-path if they have problems.

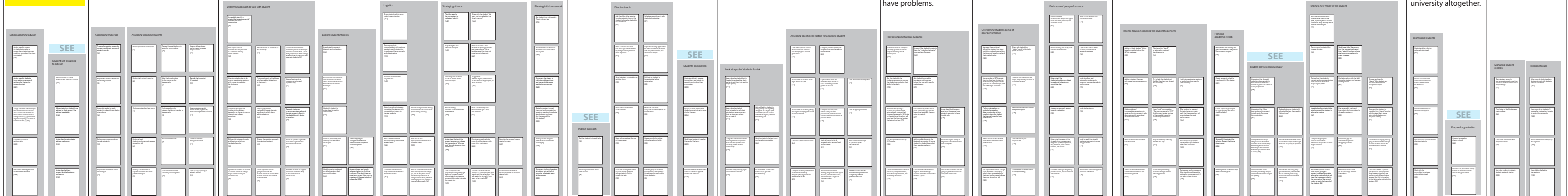
On-going guidance include ways and methods for providing real assistance such as helping the student learn to manage their time and ensuring the students can meet with their advisors when and if they have problems.

Intervening addresses the mental aspects of a student who has gone offpath. How can an advisor "get inside the student's head" and help them realize they have a problem.

Planning corrective action is taking action to get the student back on path. This may include remedial coursework, counseling sessions and tutoring, or directly replanning the student's course work.

Outcome is the final outcome for the student - either they succeed and graduate or get dismissed if they do not make it. It may also include withdrawing from the university altogether.

Other functions, administrative in nature



Early Student Interaction					Continued Student Interaction			Corrective Student Interaction				Misc. functions		
Assigning	Initial Assessing	Initial Guidance			Outreach	Observing		On going Guidance	Intervening		Planning corrective action		Outcome	Admin
School assigning an advisor to the student	Assessing incoming students	Determining approach to take with student	Explore student interests	Strategic guidance	Direct outreach	Look at a pool of students for risk	Assessing specific risk factors for a specific student	Provide ongoing tactical guidance	Overcoming students denial of poor performance	Find cause of poor performance	Intense focus on coaching the student to perform	Planning academic re-hab	Finding a new major for the student	
Value: User is able to easily see who they are assisting	Value: User is able to know potential risky students as early as possible	Value: User is able to tailor their session and advice to a specific type of student	Value: User is able to help student select a major that might be a better fit	Value: User is able to provide a "full picture" to the student	Value: User is able to contact the student easily and efficiently	Value: User is able to see trends across years of students to predict potential issues	Value: User is able to provide a very targeted outreach	Value: User is able provide "continued customized" advice and assistance	Value: User is able to use actual data in order to "make it real" to a student who may need further evidence	Value: User is able to understand the "full picture" of what may be contributing to poor performance	Value: User is able to provide very targeted advice that is the best fit for the student instead of "one size fits all"	Value: User is able to provide solutions that best fit the student's current standing and completion	Value: User is able to explore many possibilities including paths the student may not have considered	