



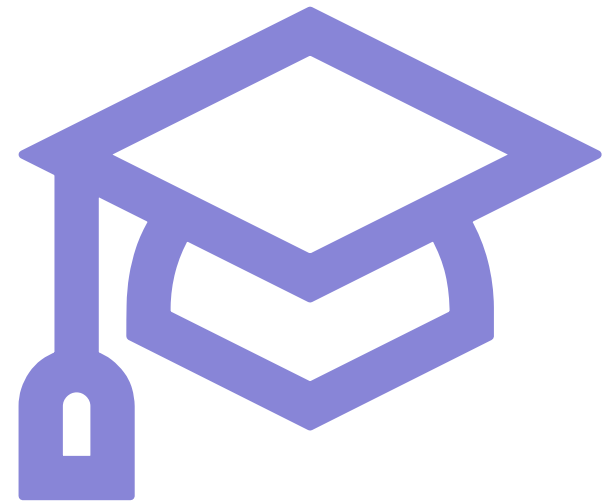
# ADVISOR TRAINING

# Low Institution GPA

- University policy states that that to receive a bachelor's degree from any of the colleges in the University, students must have an Institutional grade point average of at least 2.00 and an \*Overall grade point average of at least 2.00

**Institution GPA 1.99**

**Overall GPA 2.30**



# Exercise: Calculate GPA by hand

Grade	Quality Points
A+	4.00
A	4.00
A-	3.84
B+	3.33
B	3.00
B-	2.67
C+	2.33
C	2.00
C-	1.67
D+	1.33
D	1.00
F	0.00
W (Withdraw)	0.00

Credit Hours		Grade		Grade Points
4 hours	x	A (4.0)	=	16.0
3 hours	x	B+ (3.3)	=	9.9
5 hours	x	C (2.0)	=	10.0
12 hours				35.9

Then divide the total grade points by the overall hours.

○

$$35.9/12 = 2.99 \text{ GPA}$$

## The formulas:

GPA X Hours = Grade Points

Grade Points / attempted Hours = GPA

# FERPA SCENARIOS

A parent contacts you because their child is unhappy with their professor, who (they claim) is going to keep them from graduating. How can you respond?



# ANSWER 1

Without acknowledging the student's enrollment, instruct parent to have child contact department chair themselves.

# FERPA SCENARIOS 2

Family member emails student's instructors to let them know student has been hospitalized. How can you respond?



# ANSWER 2

Contact Dean of Student Affairs, whose office should handle this.



# FERPA SCENARIO 3

Family member wants advising information for student without student participation. How can you respond?



# ANSWER 3

- Inform them that student must **initiate** and **participate** in such an activity, for both FERPA reasons and because it's just not good advising practice.

# FERPA SCENARIO 4

A student's parent is an employee of the university and is asking to meet on behalf of their child, the parent filled out the form to get access to the student's personal information, however at the time of reaching out the form is not in the system. After meeting with the student for advising with the parent (approved by the student), I discovered that the parent had entered in permits for their child for classes for which they did not have the prerequisites.

1. Does the FERPA consent form allow parents to discuss/do advising for their child?
2. How do you deal with an overreach from another staff/faculty member?



# ANSWER 4

Report the situation to the Office of the Registrar.

# FERPA SCENARIO 5

The student is a military service member and is deployed. His wife signs into his UofM email account and conducts business on the student's behalf. Once you realize what is happening, what do you do?

# Parents and Emails

Students who are allowing parents and spouses access to their email accounts are in violation of this policy: IT6003 - Acceptable Use of Information Technology Resources. Here is an excerpt from that policy that addresses sharing access information.

- - User access to information technology resources is granted to an individual by the University solely for the grantee's own use. User access privileges must not be transferred or shared, except as expressly authorized by an appropriate University official.
  - 
  - This principle is intended to help protect the integrity, security, and privacy of user accounts. Sharing access with another individual undermines the security of an account, leaving it vulnerable to abuse by others. Sharing or transferring access may also jeopardize the security of the University's entire information technology system. Keeping passwords secure and attending to an account while logged on are fundamental to the security of an account.
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  - Not sharing access privileges also helps protect against unauthorized activities on an account for which an individual could be held personally responsible. For example, if someone else uses an account with the account holder's permission and violates University policy, including Code of Rights and Responsibilities, the account holder can be charged with the violation and made subject to the same student or employment disciplinary action as the actual user.
  - 
  - Students should not share account information and/or passwords with any other users. University employees should not share passwords with any other employee unless expressly authorized to do so by the appropriate University authority with responsibility for the account.
  - 
  - For information and assistance about obtaining and/or maintaining a University IT account, contact the University's IT Service Desk at 901-678-8888.



# ANSWER 5

**It is a violation of FERPA.**

**Policy:** User access to information technology resources is granted to an individual by the University solely for the grantee's own use. User access privileges must not be transferred or shared, except as expressly authorized by an appropriate University official.

**Reply** to any parent with this text from the policy above and state that we will not respond to any parent or spouse who has logged into someone's U of M account.

# Virtual Scavenger Hunt

- Check for emails from Dionne Ballinger
  - Education Abroad TCRS
  - This is NOT SPAM
  - An equivalent is needed
  - PLEASE RESPOND PROMPTLY





# Share at Faculty Meeting – DRS Website

- [memphis.edu/drs/](http://memphis.edu/drs/)
- DRS Advisor is now part of Success Team and will show on Navigate, not on UMDegree.
- Faculty portal – see student accommodations instead of looking for the email
- 3<sup>rd</sup> party accessibility questions to ask
- SensusAccess Conversion Form
  - Upload files and choose what type of accessible file you want it converted to
  - Students can also use this form
  - Integrated into Canvas



# PERCEPTION OF ADVISEES

Implicit Bias

# Role of Advisors

- Mandatory Reporters:  
[https://www.memphis.edu/oie/docs/mandatory\\_reporter\\_form.pdf](https://www.memphis.edu/oie/docs/mandatory_reporter_form.pdf)
- The University of Memphis is required to comply with Title IX regulations for addressing **sexual misconduct**.
- In order to be compliant with Title IX, any incident of sexual misconduct that is **reported, observed, or suspected** by a *faculty/staff member* must be reported to the University.

# What must be reported?

- **Sexual Assault** - Non-consensual, forced, or coerced sexual contact/sexual acts with a person
- **Domestic Violence** - Physical violence/intentionally causing fear of violence or harm to a person or their property, committed by a current/former spouse, live-in significant other, or a person related by blood or marriage.
- **Dating Violence** - Physical violence/intentionally causing fear of violence or harm to a person or their property, committed when two people are dating/have dated or have/had a sexual relationship
- **Stalking** - Repeated or continued harassment or non-consensual contact that causes a person to feel terrorized, frightened, threatened, intimidated, harassed, or molested

# Dean of Students

<https://www.memphis.edu/deanofstudents/>

- Behavioral Interview Team, BIT
- Reports may be made in-person, via email or phone or online
  - [Report a Concern](#),
  - Concerns regarding unusual behavior or distressed Students of Concern will be forwarded to the **Dean of Students**.
  - General non-academic Student Misconduct will be forwarded to the **Office of Student Accountability**.
  - Reports of Hazing will be forwarded to the **Office of Student Leadership and Involvement** and the **Office of Student Accountability**.
  - Reports of Academic Student Misconduct will be forwarded to the **Office of Student Accountability**.
  - Complaints about Sexual Misconduct, including Sexual Assault, Sexual Harassment, Stalking, and Domestic/Dating Violence are investigated by the **Office for Institutional Equity**.
  - Complaints of Discrimination, Harassment, and Retaliation are investigated by the **Office for Institutional Equity**.

# Reporting Resources



## **Title IX Coordinator**

Ceey Reed  
156 Administration Building  
(901)678-4930



## **Office for Institutional Equity**

156 Administration Building  
(901)678-2713  
oie@memphis.edu  
<http://www.memphis.edu/oie/>  
(website has online complaint  
form)



## **Office of Student Accountability, Outreach & Support**

359 University Center  
(901)678-2298  
[studentconduct@memphis.ed](mailto:studentconduct@memphis.ed)  
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## **Vice President for Student Affairs**

Dr. Darrell Ray 235  
Administration Building  
(901)678-2114



## **University of Memphis Police Services**

100 Zach Curlin Parking  
Garage (901)678-3848  
police@memphis.edu

# Advisor Resources

- [Do I know You? Understanding Advisor Implicit Biases That Help or Hurt Student Academic Success! \(uidaho.edu\)](#)
- Implicit-Association Test (IAT): <https://implicit.harvard.edu/implicit/>
- A few articles/journals/dissertations addressing implicit bias in education and
- healthcare:
  - Addressing Implicit Bias, Racial Anxiety, and Stereotype Threat in Education and Healthcare:
    - [https://www.law.georgetown.edu/faculty-staff/resources/upload/ScienceofEquality\\_web.pdf](https://www.law.georgetown.edu/faculty-staff/resources/upload/ScienceofEquality_web.pdf)
  - Effects of Implicit Bias on Teachers Expectations of Student Relationships:
    - <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1297&context=cehsdiss>
  - Four Ways Teachers can Reduce Implicit Bias:
    - [https://greatergood.berkeley.edu/article/item/four\\_ways\\_teachers\\_can\\_reduce\\_implicit\\_bias](https://greatergood.berkeley.edu/article/item/four_ways_teachers_can_reduce_implicit_bias)

How well do  
you know your  
resources?

Game – match the student scenario with  
the appropriate office

Scenario 1

Student with DRS accommodations has  
challenges with personal hygiene. It  
bothers other students. How do you  
address it?



## Resources: Scenario 2

- You are working with an advisee and during the conversation, the student discloses that they have been victimized (sexually or physically) to whom do you refer the student?

## Resources: Scenario 3

- You notice that your normally well self presenting student has been coming to class disheveled, much more reserved than normal. The student opens up about food and housing insecurity. Which resources are most appropriate?

## Resources: Scenario 4

- Your student suffered a trauma this semester and will need to take several weeks absence for hospitalization. Who should you contact?

## Resources: Scenario 5

- Your student shares that she may have to drop out of school because she will soon be homeless because she cannot pay her rent this semester. Do we have any resources that can help?

# Challenging conversations



When take a break



Transfer Student athlete barely has a 2.0, wants but wants to take 18 hours this semester.



Noticing big changes



addressing the tension between university interest and what is best for the student



The “not right now” conversation, regarding graduate school, graduation, moving forward



Based on race or gender, assume students are interested in a particular genre, course