

STUDENT-READY RELIEF

Using HEERF to Fund Equitable Student Success

ABOUT VIRTUAL ADVISING

Between school, work, family, and social activities, students have complicated schedules that may make it difficult to find time to meet with an advisor in-person. Students in online, evening, and weekend classes may never be on campus during standard advising hours. As a result, not every student has access to advising, which often results in students missing out on assistance with appropriate course selection and effective use of campus support services. **Institutions that offer virtual advising are more student-ready because they make it much easier for students to engage with an advisor while balancing school, family, and work obligations.**

IN THE PANDEMIC

While virtual advising and learning were practiced long before COVID-19, the emergence of the pandemic forced nearly all instruction, advising, and support online. In the same way many instructors felt ill-equipped to teach in virtual classrooms, many advisors had never had to navigate the complexities of virtually advising students. Institutions should consider implementing a robust virtual advising model to better serve students affected by the transition to online engagement.

EQUITABLE DESIGN

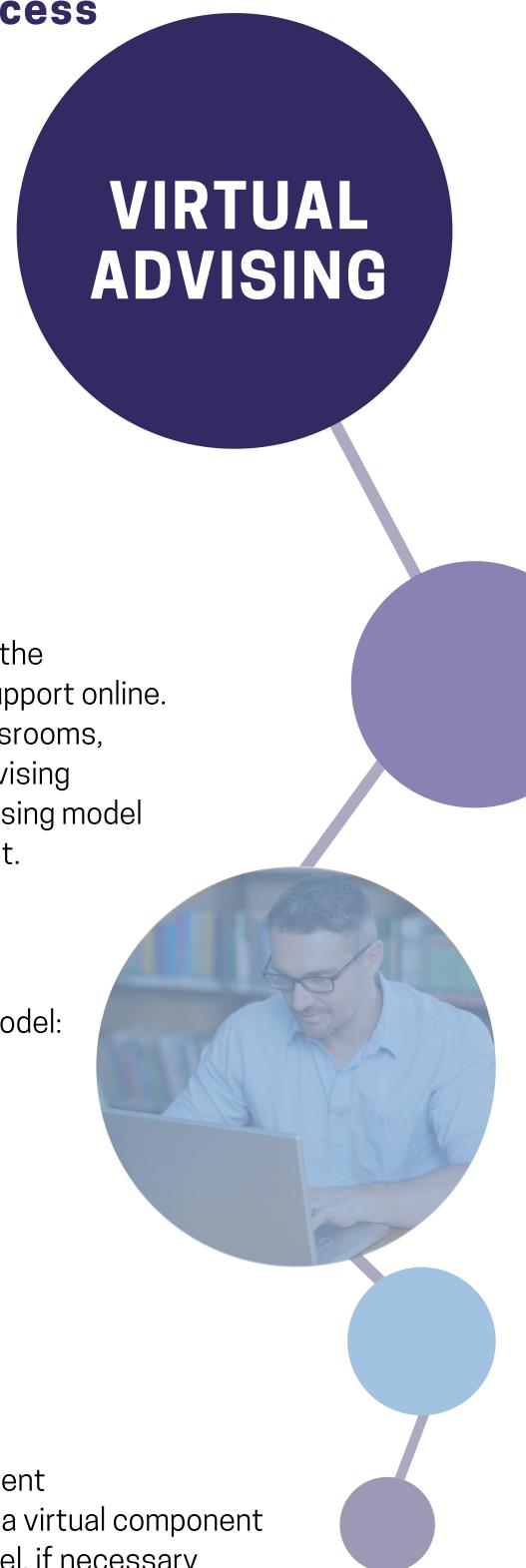
Use these tactics to design an equitable and effective virtual advising model:

- Train advisors to create a safe virtual environment focusing on both verbal and non-verbal ways they can demonstrate cultural responsiveness and build authentic relationships
- Select communications platform(s) for virtual advising that are broadly accessible and intuitive
- Ensure the modality for advising is based on student need and preference, not program of study

HOW HEERF CAN HELP

Use HEERF to fund these activities:

- Secure training for all advisors around effective online engagement
- Add short-term capacity to establish a new advising model with a virtual component
- Hire additional professional advisors to staff the enhanced model, if necessary



ABOUT STUDENT-READY STRATEGIES

Student-Ready Strategies (SRS) is a woman-owned consulting and technical assistance organization that believes every student can succeed and supports transformative efforts to ensure they do. Learn more at <http://studentreadystrategies.com>