

CANARIES IN THE COAL MINE: RE-FRAMING NO-SHOW ADVISING APPOINTMENTS AS AN ACADEMIC ALERT INDICATOR

PRESENTER(S):

- ASHLEIGH POWERS, COORDINATOR, ARTS & SCIENCES ADVISING
- BRIAN SCHMID, GRADUATE TEACHING ASSISTANT, ARTS & SCIENCES ADVISING
- ALEX SHARP, ACADEMIC ADVISOR, ARTS & SCIENCES ADVISING

DESCRIPTION:

Appointment “no-shows” are a well-known bane of an advisor’s existence. With ever increasing advisor loads and no time to spare, many institutional resources have been devoted to minimizing appointment no-shows. Often, these strategies are punitive in nature, ranging from reduced access to future appointments to actual monetary fines for absence. However, appointment no-shows are often symptomatic of larger academic and personal crises for our students. In even minimally punishing our students for no-shows, we may be driving away the students who need us the most.

In this presentation, we offer data from our own analysis of no-show appointments over the 2018-19 academic year within The University of Tennessee Psychology Advising Center. We show patterns connecting no-show appointments to other indicators of student distress and offer preliminary results regarding our office’s initiative to proactively reach out to no-show students.

LEARNING OUTCOMES:

Participants will:

- Gain a deeper understanding of the relationship between no-show advising appointments and student success
- Learn about one way our office has reframed no-show appointments and explore ways that their own offices might address no-shows more positively and creatively.
- Engage in dialogue about other ‘canaries’ that might provide ready indicators of students in crisis

NACADA CORE COMPETENCY(IES):

- INFORMATIONAL
- RELATIONAL

ADVISING 2020 MODEL COMPONENT(S):

- SELF-EXPLORATION
- ACADEMIC PLAN

