



Canaries in the Coal Mine: Re-framing no-show advising appointments as an academic alert indicator

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What words come to mind when you think about Advising Appointment No-Shows?

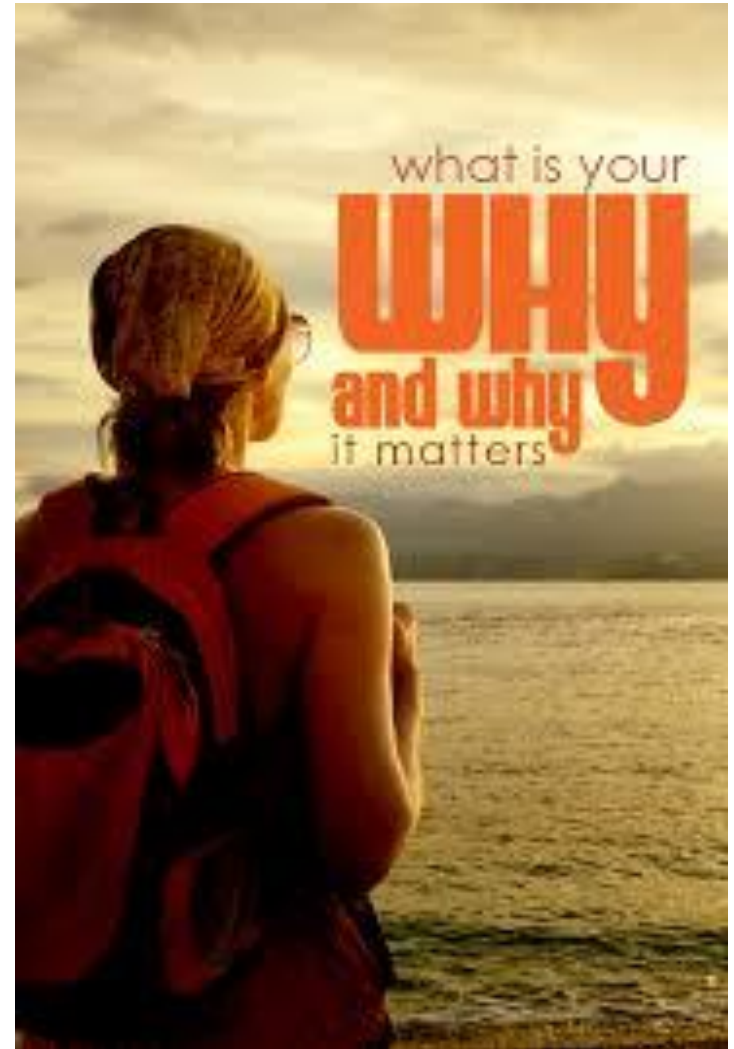
Why do you think students no-show?

Why do students no-show?

- Students forget.
- Students experience crisis or distraction.
- Students avoid.
 - Uncomfortable conversations
 - Things they do not value

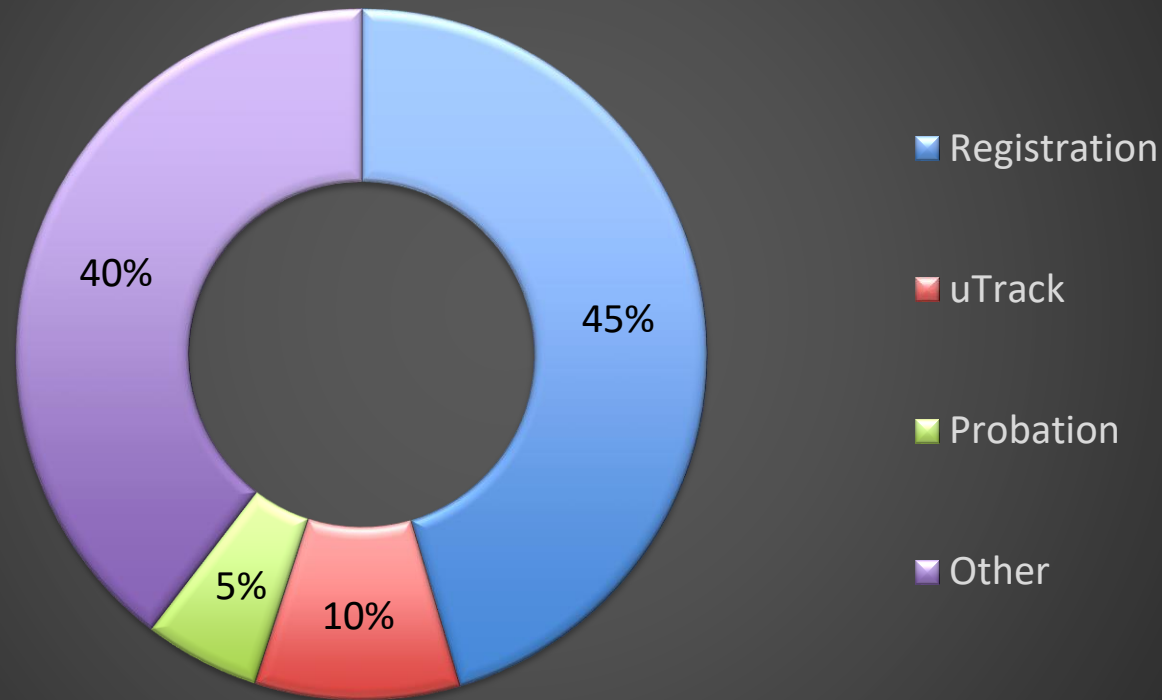
Our objectives

- Examine who no-shows and why
- Explore interventions that can help
- Begin thinking about other “canaries” that can give us clues when a student is in distress.



12% of PAC appts were no-shows last year (Sept-April).

Appointment Reasons



Frequent flyers?

- 15 students with two or more no-shows
- The vast majority of our no-show appointments (86%) were insolated instances.

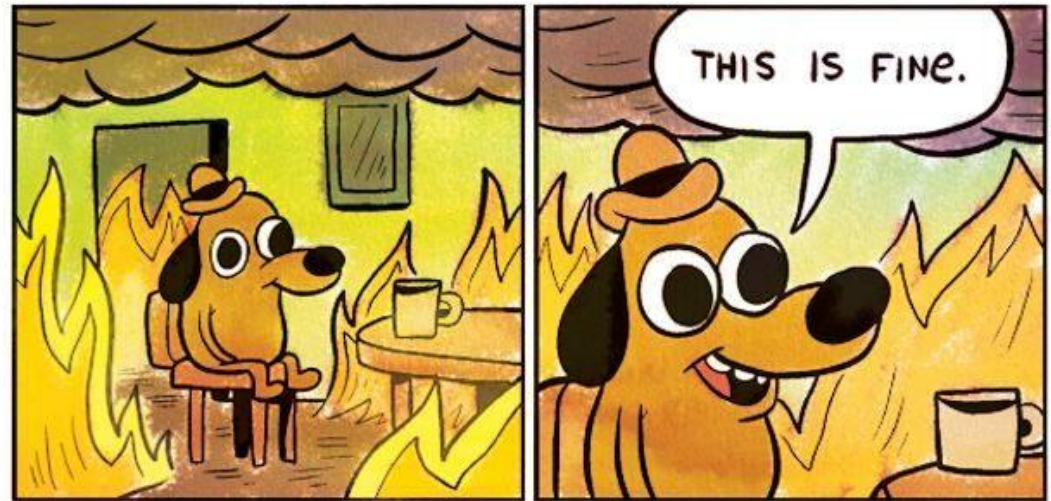
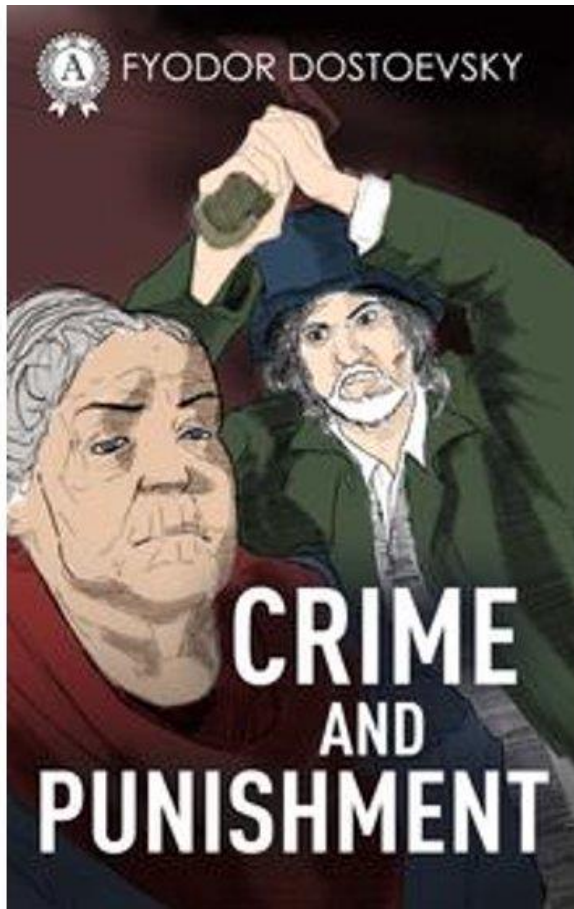
Who no-shows? Some BASICS

Percentage of key demographics within the No-Show Appointments	Percentage of the same demographics within the Psych major overall
12% on Academic Probation	7% on Academic Probation
15% self-id as 1 st Generation	10% self-id as 1 st Generation

What the literature says helps

- Appointment reminders may help (but mixed results)
- Reduced wait times
- **Behavioral engagement strategies**
 - **Create a welcoming environment**
 - **Incentivizing attendance**
 - **Motivational interviewing**

Traditional strategies for addressing no-shows





HOW CAN WE USE BEHAVIORAL ENGAGEMENT STRATEGIES TO BETTER ASSIST OUR STUDENTS AND SIMULTANEOUSLY REDUCE NO SHOWS?

I am sincerely sorry for missing my appointment today, my only class today is psychology which starts at 12:40 today. My alarm that I set up to wake me up for my appointment did not go off and I ended up sleeping in. . . [I am happy to reschedule for after Thanksgiving.] **Hopefully this unfortunate timing does not influence our relationship as advisor and student for the years to come.**
See you soon!

I'm sorry I missed my appointment today. The last month has been kinda rough but I am doing better. I can plan to drop in on Friday and will also reschedule an appointment.

Thank you

I know I have a history of missing advising appointments, but to be quite fair I've found DARS and the course catalog to be more beneficial than advising as far as registering for classes go. This is probably due to the fact that I had to change my major from nursing, to exploratory, to psych and haven't yet met with a Psychology department advisor to have a favorable experience.

I'm sorry that I just seen this, the past 3 weeks have been very difficult and challenging. I just got home to [out of state] on Monday, just in time to see my grandma before she passed away, we had her funeral on Thursday. So, I haven't been checking emails or anything, I'm sorry. I have to retake Math 115 in the fall, which is so sad because I was so close to passing with a 'C'.

Thank you for checking in.

I am doing very well. I have been swamped in schoolwork but all is going well! I've been very busy this semester and also very tired so I accidentally fell asleep and slept through my alarms on the day of my advising appointment. I can not reschedule through grades first because of my no-shows, so could you give me an idea of upcoming openings that you have for advising appointments?

What's next?

- Assessment—less than half of the students we emailed responded. We're tracking those that did and did not respond for future no-shows and other success indicators.
- We're investigating other behavioral engagement strategies we can use for our no-show students, given our practical constraints.
- Other canaries?