Guiding Questions for Reflection and Implementation

NOTE: These guiding questions are designed to accompany the resources and tools presented in MDRC’s Tools for Postsecondary Schools Toolkit. The document builds on information and concepts presented in the “High-Impact Coaching” video. Before reviewing this document, please use the link above to visit the web-based toolkit and watch that video.

HOLISTIC ADVISING

1. How does your college approach holistic advising?

2. What are some common nonacademic challenges you know coaches/advisers help students with?

3. Is your coaching/advising staff equipped to help students with nonacademic challenges? Are there any staff concerns related to holistic advising (that is, time, training, or resources)?
EQUITY

1. What forms of bias do you think your coaches/advisers need to pay attention to when working with diverse students?

2. What training does your college provide (or should it provide) to help coaches/advisers be culturally competent?

CASELOAD STRUCTURE AND MEETING FREQUENCY

1. How does case management function on your campus?

2. What are typical caseload sizes?

3. How are students paired with coaches/advisers? How long do they stay with a coach/adviser?
4 What systems do coaches/advisers use to manage their caseloads, keep track of how students are doing, and determine how often to meet with students?

5 How frequently do coaches/advisers meet with students? Is meeting frequency determined by student need?

6 When are coaches/advisers available to meet with students?

7 Could there be opportunities to meet the needs of students through workshops or group coaching sessions?

OUTREACH

1 What strategies or tools do you have on your campus to support coaches/advisers with outreach?

2 When and how often are coaches/advisers reaching out to students?
3. Is outreach connected to certain milestones or points in the year?

4. Is there a data-tracking or reporting system that helps coaches/advisers determine which students to reach out to?

5. What modes of communication do you use to reach out to students?

6. How do you follow up with students who do not respond to communications?