

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?
