



Webinar Registration Form

Email Advising: Applying The Five I's To Provide Robust, Comprehensive & Engaging Responses

Wednesday, June 5 ~ 1:00-2:15pm (Eastern)

Once the live date has passed, this training will be available on demand.

Overview

In the busy lives of advisors, it is easy to become inundated with email inquiries from students. In order to manage their workload, advisors may tend to quickly answer student questions before moving on to the next student email. As a result, there is a risk that online students and students who choose to communicate via email will not receive the same level of advising service as those who meet with an advisor face-to-face. Master advisors integrate multiple competencies into each advising session in order to comprehensively meet student needs. These competencies, referred to as the "5 I's" are: informational, instructional, investigational, interpersonal, and integrative. Participants will examine student email inquiries and learn how to develop comprehensive responses by applying the 5 I's.

Objectives:

- Learn about master advisor competencies and how they can be applied to email advising sessions
- Identify what information, both solicited and unsolicited, needs to be provided to students
- Examine strategies for teaching students how to avoid future problems and become more self-sufficient
- Discover the importance of investigation into student records in order to anticipate student needs and identify obstacles
- Explore ways to engage students and develop relationships by infusing interpersonal skills into each email
- Identify strategies for moving the student forward through the integration of all master advisor competencies

Who Should Attend?

- Academic advisors
- Online student support services
- Advising and student affairs administration
- Faculty advisors
- Student Services/Affairs
- Student success professionals
- Any educator interested in learning more about student communication and advising



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Speaker(s)



Sue Ohrablo

"Advisors are challenged with meeting the diverse needs of students in a comprehensive manner while managing large student loads. In order to level the playing field for online students and those students who choose to receive advising via email, advisors must consistently apply multiple skills in every email advising session."

Sue is a nationally recognized speaker and author in the areas of academic advising and student services. Her presentations blend theory and practice and include real-world scenarios for professionals to apply as they work to support students. Sue's areas of expertise include comprehensive developmental advising, student engagement, advising adult and online students, supporting students at a distance, advisor skill development, and advising administration.

Sue has over thirty years of experience in higher education administration, working in public and private institutions and with diverse student populations ranging from freshman to doctoral level students. She has held positions as director of academic advising, academic advisor, personal counselor, career counselor, and employment specialist. Sue is the author of *High-Impact Advising: A Guide for Academic Advisors* and *The Pocket Advisor: A Family Guide to Navigating College*, and currently works as a higher education consultant as well as serves as an adjunct professor at St. Thomas University.

Newsletter



Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
(If you select PO as your payment method, a PO number is required.)

Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

Packages & Pricing

Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)
\$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)
\$3995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can login to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

Site Connections

The basic registration fee allows you to access the webinar from one computer only. If you need multiple site connections, please register for the unlimited site connection price.

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses WebEx as its web conferencing provider. If you have not previously attended a WebEx event, please click here to make sure your computer is compatible with WebEx. Be sure to complete this test prior to the live conference. See system requirements for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email support@ieinfo.org or call 303.955.0415.