

1. At the start of each term, **actively reach out to your advisees** (introduce yourself, tell them your drop-in advising hour and/or how to make appointments with you) using the Blue Hen Success (BHS) tools.
2. **Document advisee interactions** in BHS with details on your academic suggestions/conversation.
  - Use the “add a note” to copy emails (include student responses) into a student’s BHS record. Or, email students using “[studentemail@advisor.udel.edu](mailto:studentemail@advisor.udel.edu)” to automatically record the email in the student’s BHS “conversations” section.
  - Use the “report on appointment” feature to save notes, including all of your scheduling/course suggestions, from your advisee appointments and emails.
  - NOTE: BHS records are visible to faculty and staff across UD. As we are academic advisors, we record suggestions on academics and degree progress (not notes of a personal nature).
3. **Use BHS functions**, such as alerts, to connect students with resources across the University as needed.
4. **Be regularly available to your advisees**. One way to do this is to have one advising "office hour" per week for drop-in advising. Increase your availability during class registration periods and *communicate your increased availability to your advisees*.
5. **Respond to advisee email questions ASAP** and no later than 2 business days.
6. **Use resources** (e.g., catalog, degree audit, and our department website) **to answer questions** about academic requirements, policies, and opportunities. Document your answers in BHS. If you don't know the answer to a question, find it out or help connect the students to someone who can assist them.
7. **Let Jen know** ([jnauen@udel.edu](mailto:jnauen@udel.edu)) if you have a question about advising or a suggestion for improving our Departmental advising process.

Thank you!