



Webinar Registration Form

Advising “Difficult” Students Online: Challenges & Opportunities In The New Normal Thursday, July 30 ~ 1:00-2:30pm (Eastern)

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

Overview

In this interactive webinar, we will explore the characteristics of “difficult” college students from a variety of perspectives, discuss the challenges inherent to this population, and how to overcome them in an online format, and provide evidence-based best practices for retaining these students to graduation. Many of these students, who often come across as unpleasant, seemingly unappreciative, rude, or even aggressive, can seem like they are not interested in being helped. More often than not, however, this is more of a symptom than a cause. Advisors can find it challenging to assist students who do not accept personal responsibility for their behavior and tend to blame others for anything that does not go according to their predetermined plan. These challenges are often magnified when interactions are confined to an electronic platform.

Understanding the underlying factors which impact student behavior is essential to helping “difficult” students achieve their full potential. But, as most advisors are acutely aware, awareness does not necessarily lead to action, especially when the process is conducted virtually. These students must be provided with strategies for redirecting their energy and efforts into a more positive and productive direction. Toward that end, we will also examine successful online advising programs and initiatives from across the nation that are currently being used to effectively and cost-efficiently meet the advising needs of these challenging students. As well as discuss how these programs and initiatives can be adapted to a variety of higher education environments. Equal emphasis will be placed on helping both the individual student and the institution achieve their mutually complementary objective: graduation and job placement.

Objectives:

- Review the general characteristics of “difficult” students, with an emphasis on their advising needs
- Assess and anticipate the evolving advising needs of challenging students concerning academic preparation, social integration, mental and emotional health considerations, and financial support – and how those needs have evolved since the advent of the coronavirus pandemic

Who Should Attend?

- Academic Advising & Retention
- Career Services/Career Center
- Orientation & Advising
- Admissions & Recruitment
- Enrollment Management
- Alumni Affairs/Placement Services
- Academic Affairs/Advising Faculty
- Student Services/Affairs
- Housing/Residence Life
- Student Activities
- Any educator interested in learning more about advising difficult students online



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Speaker(s)



“The truth is, we can all be ‘difficult’ given the right set of circumstances. Academic advisors like to work with motivated students who are clear about their educational and life goals. Unfortunately, many students have a lot of anxiety about what the future holds and, depending on their personality and other factors, these apprehensions can lead to a very negative advising experience – an experience that can be amplified in an online environment. These students can be helped through virtual advising, but proficiency in responding to their needs requires a special set of competencies. During this webinar, we will discuss what those are and how to successfully employ them in a virtual advising session.”

Dr. Aaron W. Hughey is a Professor in the Department of Counseling and Student Affairs at Western Kentucky University, where he oversees the graduate degree program in Student Affairs in Higher Education. Before joining the faculty in 1991, he spent 10 years in progressive administrative positions, including five years as the Associate Director of University Housing at WKU. He was also head of the department of Counseling and Student Affairs for five years before returning to the faculty full-time in 2008. Dr. Hughey has degrees from the University of Tennessee at Martin, the University of Tennessee at Knoxville, Western Kentucky University, and Northern Illinois University. He has authored (or co-authored) over 70 refereed publications on a wide range of issues including leadership and student development, standardized testing, diversity, legal issues (including compliance), technology, and educational administration. He regularly presents at national and international conferences and consults extensively with companies and schools. He also provides training and professional development programs on a variety of topics centered on student success; successful academic advising with various populations is one of his specialties.

Newsletter



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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 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

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