A.I. and Advising:
Ethical & Engaging Ways to Enhance the Student Experience

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WACADA Spring 2025

Professional Development Event

Introduction to A.I. in Advising

- Overview of A.I. in Higher Education
- Importance of Ethics in A.I. Usage
- Balancing Efficiency and Human-Centered Advising

A.I. Usage & Concerns

Please scan the QR Code below or click the
link in the chat

Ethical Considerations & Best Practices

- Protecting Student Privacy
- Avoiding Bias in A.I. Tools
- Maintaining Human Connection in Advising

Ethical Considerations & Best Practices

FERPA
Family Educational Rights & Privacy Act:

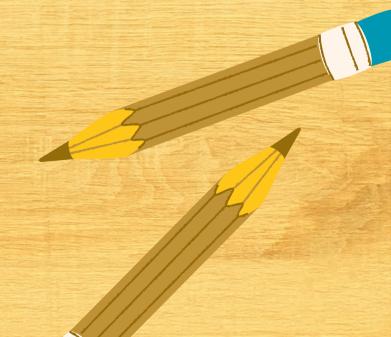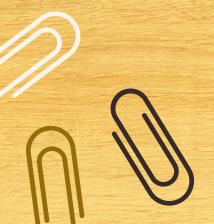Protects student education records

GDPR
General Data Protection Regulation:

Ensures global data security

Risks
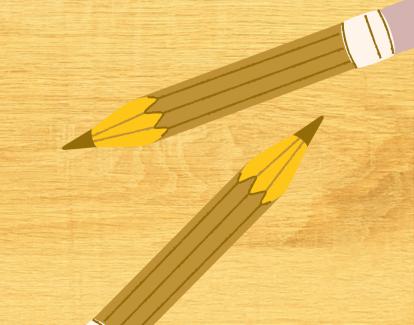AI tools collecting sensitive student data

Ethical Considerations & Best Practices

Avoiding Bias in AI Algorithms:
AI learns from existing data —bias in data leads to biased AI

Human-Centered Advising:
A.I. should complement, not replace, personal interactions
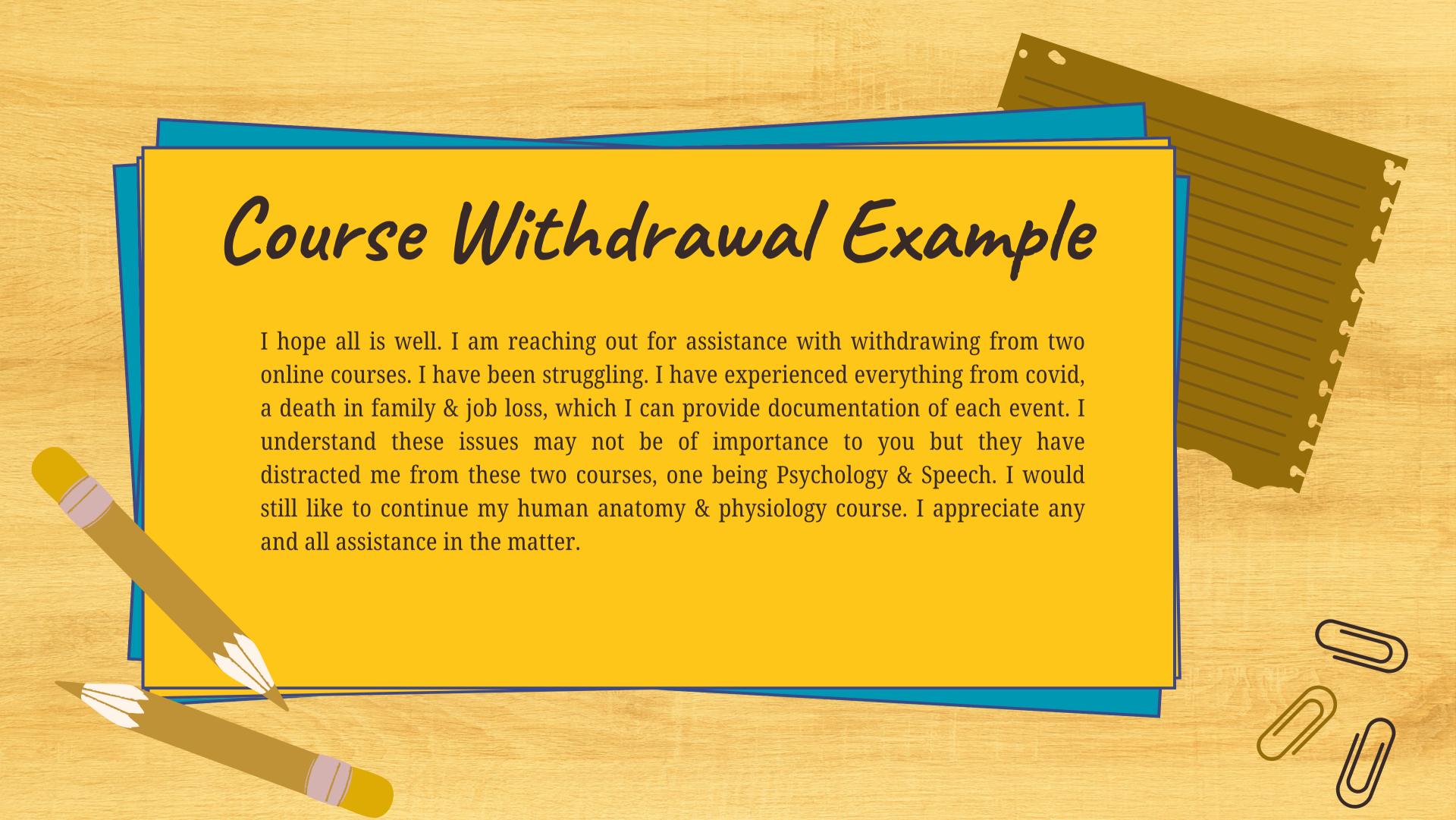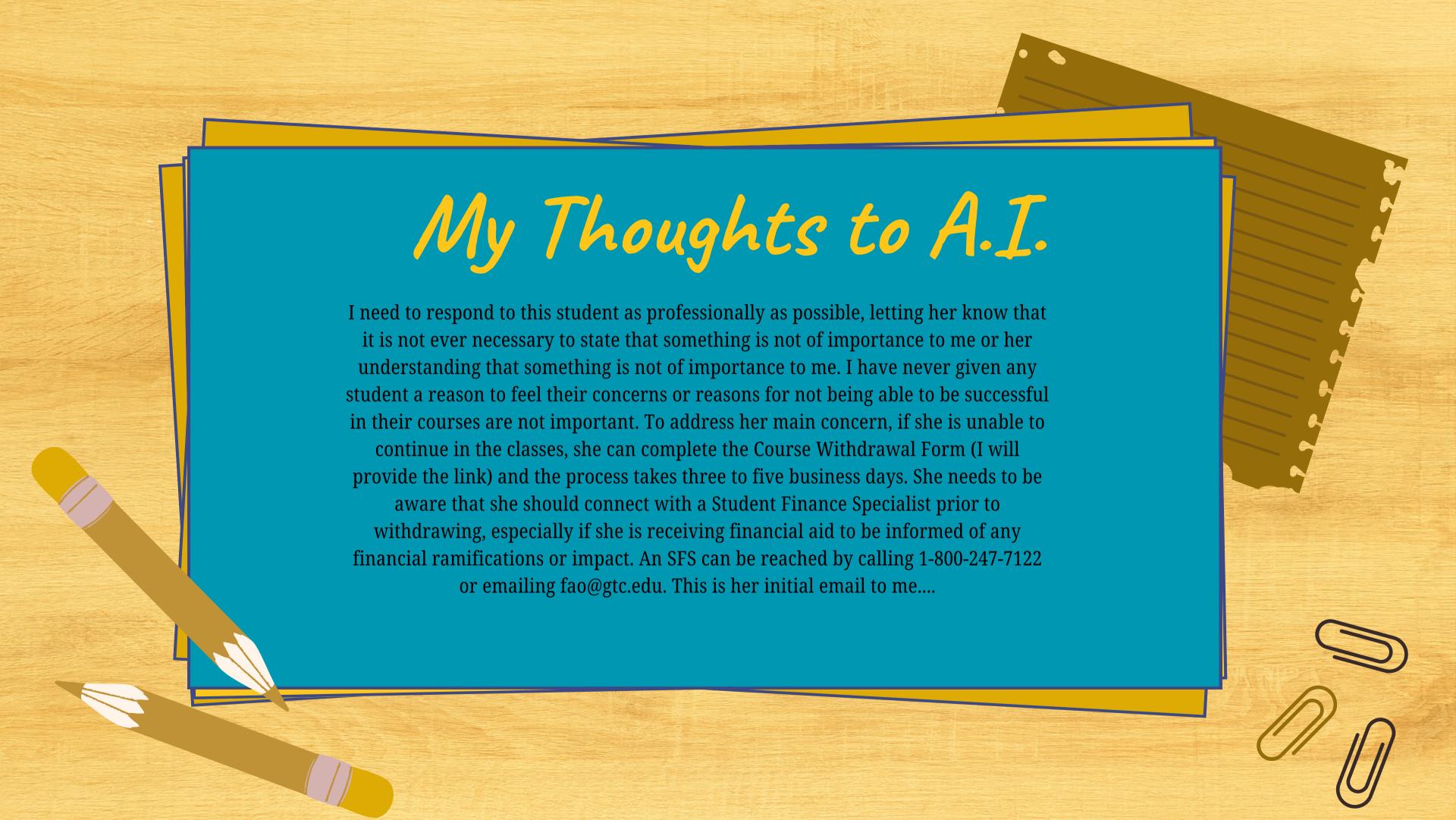
A.I. Tools for Advising

- Chatbots for FAQs
- A.I.-Powered Personalized Outreach
- Smart Scheduling & Follow-ups

DEMO

Course Withdrawal Example

I hope all is well. I am reaching out for assistance with withdrawing from two online courses. I have been struggling. I have experienced everything from covid, a death in family & job loss, which I can provide documentation of each event. I understand these issues may not be of importance to you but they have distracted me from these two courses, one being Psychology & Speech. I would still like to continue my human anatomy & physiology course. I appreciate any and all assistance in the matter.

My Thoughts to A.I.

I need to respond to this student as professionally as possible, letting her know that it is not ever necessary to state that something is not of importance to me or her understanding that something is not of importance to me. I have never given any student a reason to feel their concerns or reasons for not being able to be successful in their courses are not important. To address her main concern, if she is unable to continue in the classes, she can complete the Course Withdrawal Form (I will provide the link) and the process takes three to five business days. She needs to be aware that she should connect with a Student Finance Specialist prior to withdrawing, especially if she is receiving financial aid to be informed of any financial ramifications or impact. An SFS can be reached by calling 1-800-247-7122 or emailing fao@gtc.edu. This is her initial email to me....

ChatGPT's Response

Here is a professional and empathetic response you could send:

Subject: Course Withdrawal Assistance
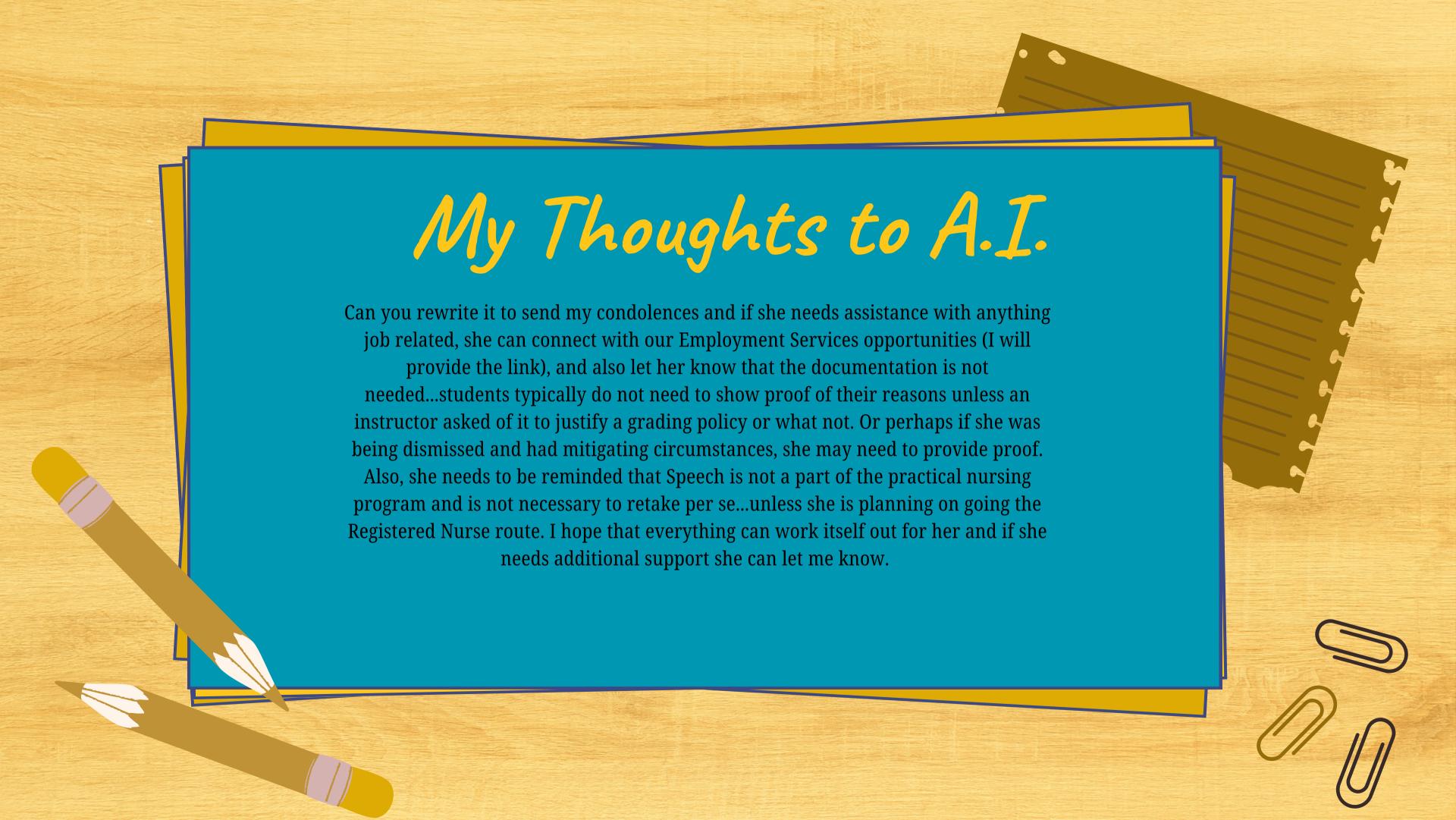
Dear [Student's Name],

I appreciate you reaching out and sharing what you have been going through. I want to assure you that your experiences and challenges are important, and I take every student's concerns seriously. My role is to provide guidance and support, and I understand that personal circumstances can have a significant impact on academic success.
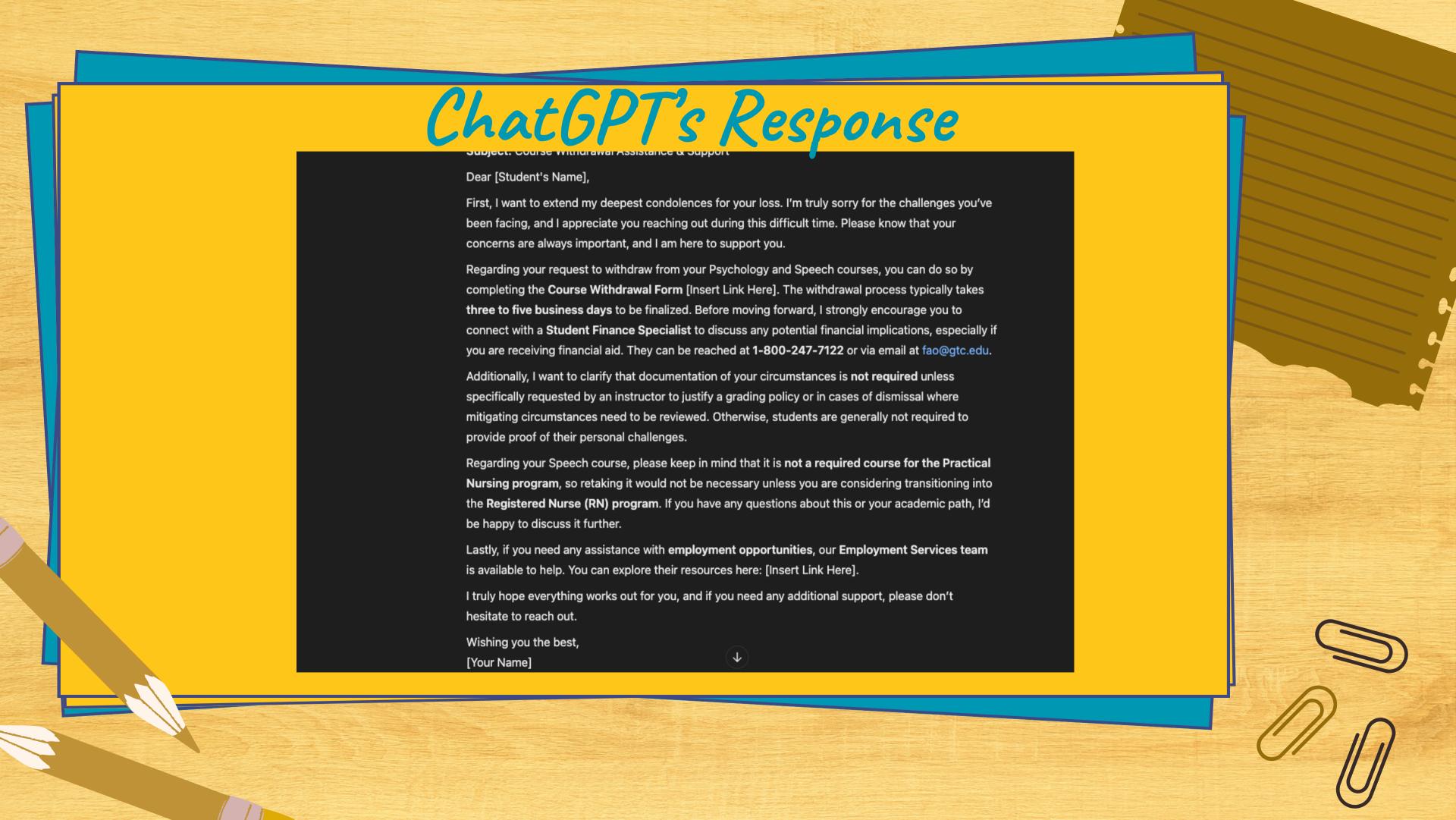
If you decide to withdraw from your Psychology and Speech courses, you will need to complete the Course Withdrawal Form [Insert Link Here]. The withdrawal process typically takes three to five business days to be finalized.

Before moving forward, I strongly encourage you to connect with a Student Finance Specialist to discuss any potential financial implications, especially if you are receiving financial aid. They can provide insight into how a withdrawal may affect your financial standing. You can reach them at 1-800-247-7122 or via email at fao@gtc.edu.

Please let me know if you need any further clarification or assistance. I'm here to help.

This response acknowledges the student's struggles, maintains professionalism, and reassures her that her concerns are valid while also clearly providing the necessary next steps.

My Thoughts to A.I.

Can you rewrite it to send my condolences and if she needs assistance with anything job related, she can connect with our Employment Services opportunities (I will provide the link), and also let her know that the documentation is not needed...students typically do not need to show proof of their reasons unless an instructor asked of it to justify a grading policy or what not. Or perhaps if she was being dismissed and had mitigating circumstances, she may need to provide proof. Also, she needs to be reminded that Speech is not a part of the practical nursing program and is not necessary to retake per se...unless she is planning on going the Registered Nurse route. I hope that everything can work itself out for her and if she needs additional support she can let me know.

ChatGPT's Response

Subject: Course Withdrawal Assistance & Support

Dear [Student's Name],

First, I want to extend my deepest condolences for your loss. I'm truly sorry for the challenges you've been facing, and I appreciate you reaching out during this difficult time. Please know that your concerns are always important, and I am here to support you.

Regarding your request to withdraw from your Psychology and Speech courses, you can do so by completing the **Course Withdrawal Form** [Insert Link Here]. The withdrawal process typically takes **three to five business days** to be finalized. Before moving forward, I strongly encourage you to connect with a **Student Finance Specialist** to discuss any potential financial implications, especially if you are receiving financial aid. They can be reached at **1-800-247-7122** or via email at fao@gtc.edu.

Additionally, I want to clarify that documentation of your circumstances is **not required** unless specifically requested by an instructor to justify a grading policy or in cases of dismissal where mitigating circumstances need to be reviewed. Otherwise, students are generally not required to provide proof of their personal challenges.

Regarding your Speech course, please keep in mind that it is **not a required course for the Practical Nursing program**, so retaking it would not be necessary unless you are considering transitioning into the **Registered Nurse (RN) program**. If you have any questions about this or your academic path, I'd be happy to discuss it further.

Lastly, if you need any assistance with **employment opportunities**, our **Employment Services team** is available to help. You can explore their resources here: [Insert Link Here].

I truly hope everything works out for you, and if you need any additional support, please don't hesitate to reach out.
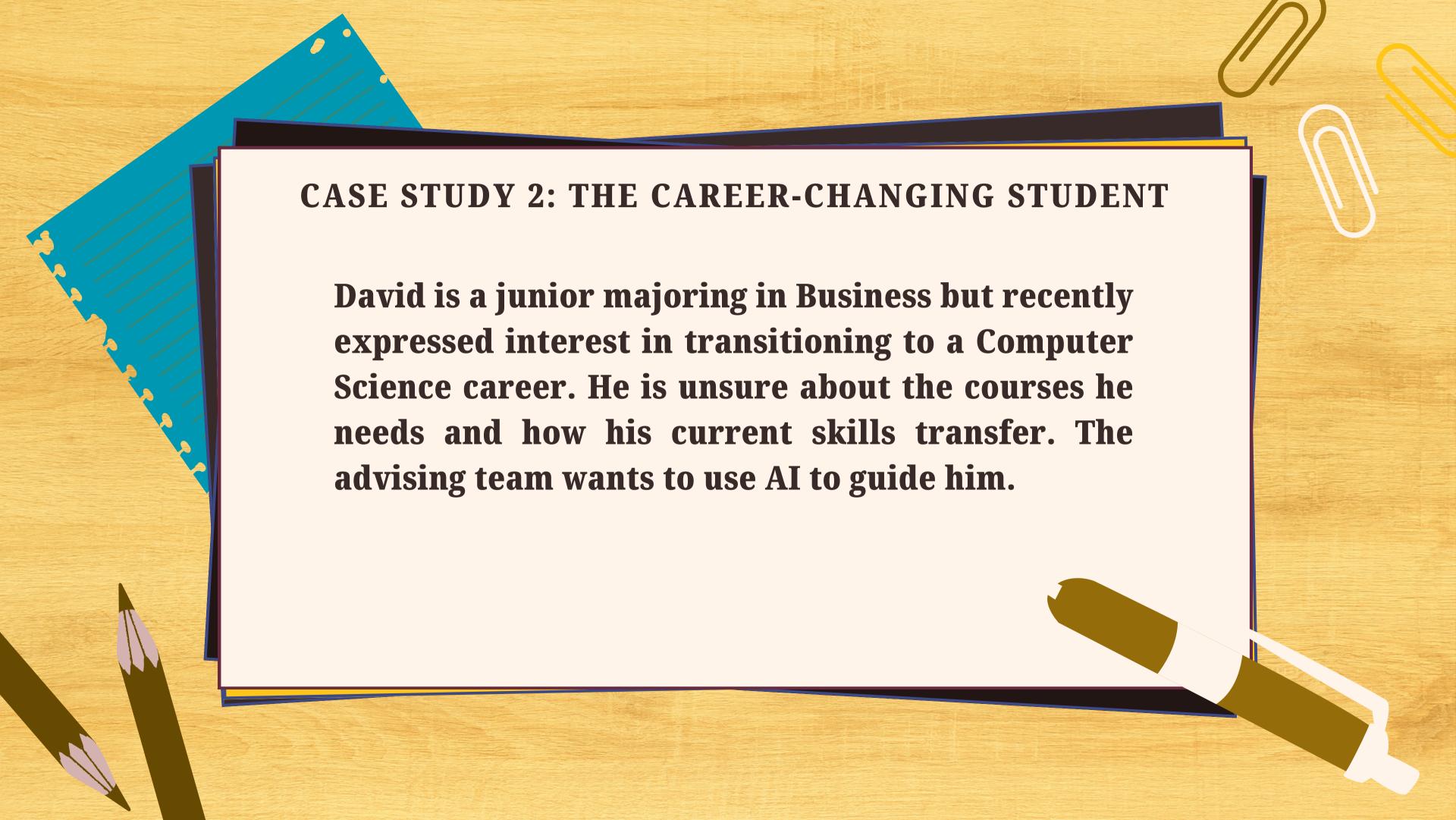
Wishing you the best,
[Your Name]

How I Leverage A.I. in Advising

- Professionalism Filter – Helps turn my frustrated thoughts into professional, student-focused emails.
- Template Time-Saver – Stores my most-used responses (welcome emails, scheduling, FAQs) in OneNote for quick access.
- Zoom Recap Assistant – Uses A.I. Companion to summarize virtual meetings so I can stay present.
- Note Clean-Up Crew – Helps organize and refine meeting notes for better clarity.
- Efficiency Booster – Gives me back time to focus on what matters—students, not endless emails.

CASE STUDY 1: THE OVERWHELMED FIRST-YEAR STUDENT

Maria, a first-year student, is struggling with time management and balancing coursework with a part-time job. She has missed two advising meetings and often responds late to emails

CASE STUDY 2: THE CAREER-CHANGING STUDENT

David is a junior majoring in Business but recently expressed interest in transitioning to a Computer Science career. He is unsure about the courses he needs and how his current skills transfer. The advising team wants to use AI to guide him.

Why This Session Matters

- A.I. is Transforming Higher Education
- Enhancing Student Support & Advisor Efficiency
- Ethical Integration Ensures Lasting Impact

Any Questions or Comments??????

Thank You!

Thank you for joining me and for your participation!

Resources

Adventures in Advising. (2024, [Month] [Day]). Asking ChatGPT how to leverage AI in academic advising (Episode 114) [Video]. YouTube. The writer quickly establishes the circumstances and stakes of the story in a few opening lines

Guinness, H. (2024, June 12). The 8 best ChatGPT alternatives. Zapier. Retrieved from https://zapier.com/blog/chatgpt-alternatives/#claude

https://chatgpt.com/

https://signinapp.com/signinscheduling

Underwood, Z., Williams, D., Barlow, M., Libovicz, H., & Wolz, O. (2022, August 22). Trendsetting in academic advising. NACADA Academic Advising Today. Retrieved from https://nacada.ksu.edu/Resources/Academic-Advising-Today/View-Articles/articleType/ArticleView/articleId/13967/Trendsetting-in-Academic-Advising.aspx