

## Resources and References

for *A Delicate Balance: Academic Advising in the Age of Customer Service*  
presented by Michael Tyler & Kathryn Kvam (Walden University)

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## Walden University - Advising Standards

### Roles and Responsibilities:

As a committed Walden student I will:	<b>Academic Advisors will support me by:</b>
Learn and understand University, college, and departmental policies, procedures, and requirements for graduation	Explain University, college, and departmental policies, procedures, and requirements.
Clarify my interests, skills, values, and goals with my advisor.	Encourage and guide students as they define and develop realistic goals.
Schedule, be on time for, and prepare for all advising appointments.	Be on time and prepared for all advising appointments.
Check Walden University email account daily and respond in a timely manner.	Strive to respond to emails and voicemails within one business day.
Seek assistance with my study habits.	Refer students to specialized University services and resources.
Understand and monitor my own academic progress towards degree completion.	Monitor and accurately document student's progress towards degree completion.
Be honest and respectful in interactions with my advisor.	Be honest and respectful in interactions with students and maintain confidentiality.
Take an active role in my academic advising sessions and ask questions.	Help plan a course of study offering advice about course loads, prerequisites, and committee nominations.