AdRx Guidelines for IUPUI Academic Advisors

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Introduction and Applicability of Guidelines

1. Advising Records (AdRx) is the central repository of advising records for undergraduate students in the IU system. It is designed to facilitate access for students to their advising session notes and as well as the sharing of notes between advisors and other faculty and staff within the AdRx system.

2. These guidelines apply to notes left in AdRx by IUPUI educators in the “Academic Advisor” or “Faculty Advisor” profile roles within AdRx after the effective date of this document (listed above). The contributors to this document realize that AdRx contains multiple decades of advising notes that have been imported into the system from other advising notes systems. Such notes were developed and recorded without the guidance of this document but likely were entered in accordance with then-existing office, school, or campus-wide guidelines regarding advising records.

Confidentiality and Professionalism

3. The records in AdRx are confidential and covered by federal privacy laws such as FERPA, state data privacy laws, and institutional policies regarding the sharing of student data. However, AdRx is appropriately designed to facilitate the sharing of information regarding students between advisors throughout the IU system. Advisors should enter records that are factual, complete, and professional in tone, refraining from judgmental language or characterizations. Advisors should remember that these education records—regardless of whether they are submitted through the “Advising Comments,” “Internal Notes,” or Advisor Only Note” tabs of an AdRx note—are viewable by colleagues from across IU, by the student the records pertain to, and are potentially discoverable by court proceedings and public records requests. It is always wise for advisors to consider how the notes they leave could be interpreted by others before submitting the notes to the AdRx system.

Levels of Access Determined by AdRx Note

4. When adding a new advising note on a student within AdRx, advisors have the option of entering their notes in one of three tabs. The choice of which tab to use determines which parties will immediately have access to view the record.
   a. “Advising Comments” Tab: Notes entered here are immediately viewable by the student to whom the note pertains, by AdRx users whose profiles allow for the viewing of Advisor-submitted notes, and by AdRx staff with appropriate security.
   b. “Internal Notes” Tab: Notes entered here are immediately viewable by AdRx users whose profiles allow for the viewing of advisor-submitted notes and by AdRx staff with appropriate security. Notes entered here are not immediately viewable by the student to
whom the note pertains, but can be viewed by the student if the student requests to see his or her advising records.

c. **“Advisor Only Note” Tab:** Notes entered here are immediately viewable only by AdRx users who have the academic advisor or faculty advisor profile and by AdRx staff with appropriate security. Notes entered here are not immediately viewable by the student to whom the note pertains, but can be viewed by the student if the student requests to see his or her advising records.

5. The contributors to this document strongly recommend using the “Advising Comments” tab within AdRx notes for all advising notes unless otherwise directed by an advising administrator in your unit or school.

**Mandatory Information to Be Recorded in AdRx**

6. AdRx will be the official advising record for undergraduate students.

7. Advisors will enter a record for all significant interactions with or about a student into AdRx. Significant interaction topics are likely to include, but not be limited to:
   a. Academic and career planning
   b. Academic success
   c. Involvement on campus and in community
   d. Interactions with parents about a student
   e. Interactions with campus partners (e.g., faculty, admissions, financial aid, etc.) about a student
   f. Interactions with others outside the campus that pertain to a student
   g. Missed student appointments (no-shows)
   h. Referrals to other offices including academic support services, adaptive educational services, counseling and psychological services, health services, victims’ assistance services, etc.
   i. Cancelled appointments with reason for cancellation
   j. Student-disclosed learning accommodations

8. Significant interactions should be recorded regardless of the modes of interaction. Currently, AdRx allows for the recording of these contact types
   a. Administrative
   b. Appointment
   c. Cancelled-Student
   d. Cancelled-Advisor
   e. Email
   f. Email-Mass/Group
   g. Group Meeting
   h. No Show
   i. Online
   j. Telephone
   k. Unofficial
   l. Video-based online
   m. Walk-in
9. In addition to the significant interactions described above, there will sometimes be other information pertaining to a student that may or may not involve a significant interaction but which nonetheless should be recorded in AdRx. Such other information is likely to include, but not be limited to:
   a. Information about a student posted for advisor use such as interest inventory results or placement scores
   b. Electronic forms such as program applications, scholarship applications, FERPA release forms, etc.
   c. Student Registration Plan/Enrollment Plan
   d. Petition decisions (not necessarily the content of the petition or supporting documents) when the information is pertinent to advising and is not available in other systems.
   e. Transfer credit articulation decisions
   f. School-level exception decisions
   g. The contributors to this document would like to see clear notation on the first AdRx screen if a student is barred from campus or if a student is deceased.

**Discretionary Information to Be Recorded in AdRx**

10. Advisors should use their professional discretion as to what they specifically include within an AdRx note. Advisors should focus their notes on the information that has potential impact on a student’s academic or career success.

11. Types of information that are likely to require advisors to exercise some professional discretion in deciding whether or not to record in AdRx include but are not limited to:
   a. Medical record or health information the student has disclosed to the advisor
   b. Disability information the student has disclosed to the advisor
   c. Criminal background checks
   d. Student disclosure of sexual assault
   e. Financial information or tax forms
   f. Referrals to the Behavioral Consultation Team

12. Advisors are encouraged to consult with their supervisors and develop an office-wide policy on how to handle discretionary information in AdRx, particularly with
   a. student-disclosed health issues (the documentation of which could be useful to future change of grade petitions)
   b. student-disclosed learning disabilities (the documentation of which could be useful to future course planning and academic success discussions)

13. The contributors to this document recognize that these are sensitive areas of information and reasonable advisors may disagree on whether to include these types of information within AdRx. The contributors encourage advisors to consider using the “Advisor Only Note” tab for recording these sensitive pieces of information.

**Additional Recommendations for Policy, Practice, and Development of AdRx**

14. All IUPUI advisors should receive training from their Schools/Colleges or from sessions coordinated by the Director of Campus Career and Advising Services regarding how to create appropriate and concise anecdotal records.
15. Advisors should be evaluated on the appropriateness, timeliness and completeness of student advising records each year and receive additional training if necessary.

16. The record of an interaction with or about a student should be entered on the day of the interaction or as soon as possible after the interaction. If the date of the interaction and the date the record is entered are different, advisors should note the date of the interaction at the beginning of the submitted note.

17. At the point of entry to IU (via the acceptance of admission or during NSO) all students should be notified that records are kept of all interactions with advisors.