

# pathways

## NEWS

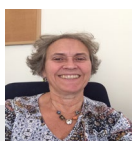
### WHAT'S HAPPENING

#### DID YOU KNOW...

Need an easy way to start an appointment with a student? Under your Appointments tab on your homepage, click on student's appointment. Select Add Appointment Summary from the Action button. Appointment started!

#### Highlights from the EAB Conference

Several members of the Pathways team attended the EAB CONNECTED19 conference in Washington, D.C. earlier this month. The team brought back several ideas that we plan to implement over the coming months, including a new naming convention for campaigns, strategies for successful faculty advisor adoption, and positive messaging campaigns. Look for more information in future newsletters.



#### Pathways Success Stories

When my predecessor was here, she spent the majority of her day on three things: transfers, processing declaration forms, and manning the front desk. A large portion of her day was devoted to transfers. She told me before she left that she spent anywhere from four to six hours on transfers—primarily because she was trying to contact them via phone. I experienced that for a short time before creating a [Pathways] campaign for transfer students to schedule their appointments. Now, I spend about an hour each day on transfers. That's a savings of three to five hours a day! Campaign's work!"-----**Margaret J. Schneider, Assistant Director, Advising Center, The Dietrich School of Arts & Sciences**

#### Referral System

The referral system on the Pittsburgh Campus is up-and-running! Each month we'll feature a different referral office. A referral to the **Financial Aid Office** should be made when a staff member learns that a student has a financial issue that is impacting their academic and/or personal life. When the referral is made, the Assistant Director of Client Services will review the student's file and reach out with a personalized message based on the student's unique financial situation. If she feels a face-to-face meeting is needed, she will invite the student to meet with her.

#### Check out the new [Pathways Website!](#) **Student User FAQ's have been added**

Information on Frequently Asked Questions, Resources, Policies, and more is always available online!

#### UPCOMING EVENTS

A Best Practices Working Group is meeting in November. Pick between two meetings:

- November 19
- November 21

Pathways Steering Committee

- December 11

The Personalized Education Team Mentoring and Advising Workshop Series:

Improvisation for Advising Conversations: November 22

Visit the [Personalized Education](#) website for more information on workshops for mentors and advisors.