**Reflective Conversations**

**Reflective Conversation Guide**

Use this editable PDF to guide your conversations with students, and optionally save a version for each of your students, if that is helpful to you.

New Advisors: is this your first conversation with the student? Kick off the conversation using our New Advisor Intro Guide.

[**Reflective Conversation Guide**](https://tbl500amory.sharepoint.com/sites/BottomLine/Shared%20Documents/Forms/AllItems.aspx?ct=1670537194761&or=Teams-HL&ga=1&id=/sites/BottomLine/Shared%20Documents/Common%20Drive/Programs/2.%20Success/Assessments/Reflective%20Conversation%20Meeting%20Form.pdf&parent=/sites/BottomLine/Shared%20Documents/Common%20Drive/Programs/2.%20Success/Assessments)

[**New Advisor Intro Guide**](https://tbl500amory.sharepoint.com/:b:/s/SuccessProgramCurriculum/EYg549hagKROspBcVUuOLtcB72BCSJjuLz8q4uNSyRGkxQ?e=XEUHKx)



**Describing Reflective Conversations to Students**

We know that reflective conversations are a unique opportunity for us to encourage reflection and goal-setting with students, but many advisors struggle with how to convey this value-add to students directly.

When setting up your Calendly link or talking to students about reflective conversations, please avoid using terms like "assessment" and stick to "reflective conversation" or "end-of-semester reflection."

See below for some suggested language to introduce Reflective Conversations to your caseload:

**In an email:**

At the end of each semester, we schedule a one-on-one reflection check-in conversation. During this 20-30 minute check-in, we will discuss how this past semester was for you in all areas – life, school, and professional development – and plan what you want to work on next semester with Bottom Line!

Please sign up for a meeting here at a time that works best for you: [Insert Calendly Link]

[OPTIONAL ADDITIONAL TEXT:] Please come to the meeting prepared to discuss which employability milestone or milestones you would like us to focus on in the upcoming months. Please see this link as a guide: <http://tiny.cc/EMilestoneGoals>

**On Calendly:**

Event Name: End of Semester Reflection

Event Time: 30 minute meetings

Description text: At the end of each semester, we schedule a one-on-one reflection check-in conversation. During this 20-30 minute check-in we will discuss how this past semester was for you in all areas – life, school, and professional development – and plan what you want to work on next semester with Bottom Line!

[OPTIONAL ADDITIONAL TEXT:] Please come to the meeting prepared to discuss which employability milestone or milestones you would like us to focus on in the upcoming months. Please see this link as a guide: <http://tiny.cc/EMilestoneGoals>

**In a text message:**

It's time to schedule our 20-30 minute reflection check-in conversation for the end of the semester! Please sign up here: [Insert Calendly Link]

**Add Pre-Meeting Questions to Calendly**

To make the conversation as productive as possible, we recommend adding questions to your Calendly event type for Reflective Conversations. These questions will give your students an opportunity to share their priorities for the call.

You can add questions to a Calendly event type by choosing "Invitee Questions" and adding them after "Name" and "Email."

**Recommended Questions:**

1. ​​​​​​​How are you feeling about **school/your educational goals**?
   1. All good, no concerns
   2. I have a couple of questions or concerns
   3. I need support​​​​​​​
2. How are you feeling about your **progress toward your career goals**?
   1. All good, no concerns
   2. I have a couple of questions or concerns
   3. I need support
3. ​​​​​​​How are you feeling about **financial aid and/or paying your bills**?
   1. All good, no concerns
   2. I have a couple of questions or concerns
   3. I need support
4. ​​​​​​​How are you feeling about **personal life/family/community**?
   1. All good, no concerns
   2. I have a couple of questions or concerns
   3. I need support
5. ​​​​​​​If there is anything specific you'd like to discuss with me during this meeting, feel free to provide more details here:

**Best Practices**

Below you will find Bottom Line's recommendations for how to prepare for and conduct Reflective Conversations.

**Before the Meeting**



1. **Schedule smart**
   1. The recommended best practice is to schedule students for 30 min calls at 45-minute intervals. This gives you some buffer time to complete the data tasks before your next meeting
2. **Review the critical data** for your student (either via their portal or their response to the assessment survey in Salesforce)
   1. Make note of any data that is missing or contradictory
   2. Make note of anything specific you want to celebrate or any concerns you have
3. **Review the student's response** to the Calendly questions
   1. What is top-of-mind for the student?
   2. What topics have they asked you to cover?
4. **Identify the core questions** you'd like to focus on with each student based on their individual situation & needs
   1. Leverage the student's critical data and their response to the Calendly questions to identify the strongest questions to ask
   2. These questions can include what's suggested on the conversation guide and your own questions that you believe are relevant to the student

**During the Meeting**



1. **Be an active listener** and ask follow-up questions when appropriate
   1. Sometimes what a student initially shares may not capture how they're feeling; it's okay to ask for more details
2. **Have a notes template open** or use the editable PDF version of the conversation guide to capture information efficiently
   1. You may need to split your screen between the virtual meeting and the questions you'd like to ask/notes
3. Understand that Reflective Conversations are **both backward and forward-looking**
   1. In addition to reflecting on the past semester, ask the student to identify two to three goals that they have for the next semester

**After the Meeting**



1. **Save your notes** in DEAL format in the Program Notes section in Salesforce
2. **Mark the Reflective Conversation task complete**
3. **Enter the service plan** as soon as possible after completing the call
   1. It is much, much easier and more efficient to do this when the conversation is fresh in your mind
   2. Remember to mark off the service plan task when this step is done and you have verified all data is complete & accurate!