

REGISTRATION

NACADA

National ACademic ADvising Association

*28th National Conference
on
Academic Advising*



Building Bridges: Advisors as Architects for the Future

October 6–9, 2004

NACADA - 25 Years



Cincinnati Convention Center • Cincinnati, Ohio

Sponsored by National Academic Advising Association

Hosted by Ohio Academic Advising Association

University of Cincinnati

NACADA Conference Invitation

On behalf of the National Academic Advising Association, we are excited to extend to you an invitation to attend the 28th National Conference to be held at the Convention Center in Cincinnati, Ohio, October 6–9, 2004.

We hope the theme for this year's conference "*Building Bridges: Advisors as Architects for the Future*" will inspire advisors and administrators across the country to share individual and institutional examples of how we, as advisors, continue to build bridges for our students' success—bridging communication gaps through programs and research, bridging distance between the student and student services, and bridging the often murky time between their dreams and the dream's reality.

We are pleased to announce this year's keynote speakers: Dr. Nancy L. Zimpher, the first woman president of the University of Cincinnati, will speak at the opening plenary Wednesday evening. Her research in education will set the tone for an excellent conference. John Wagner, humorist and professional speaker, will speak Friday morning on how our sense of humor can help us find more joy in our important work of helping students succeed in higher education and life.

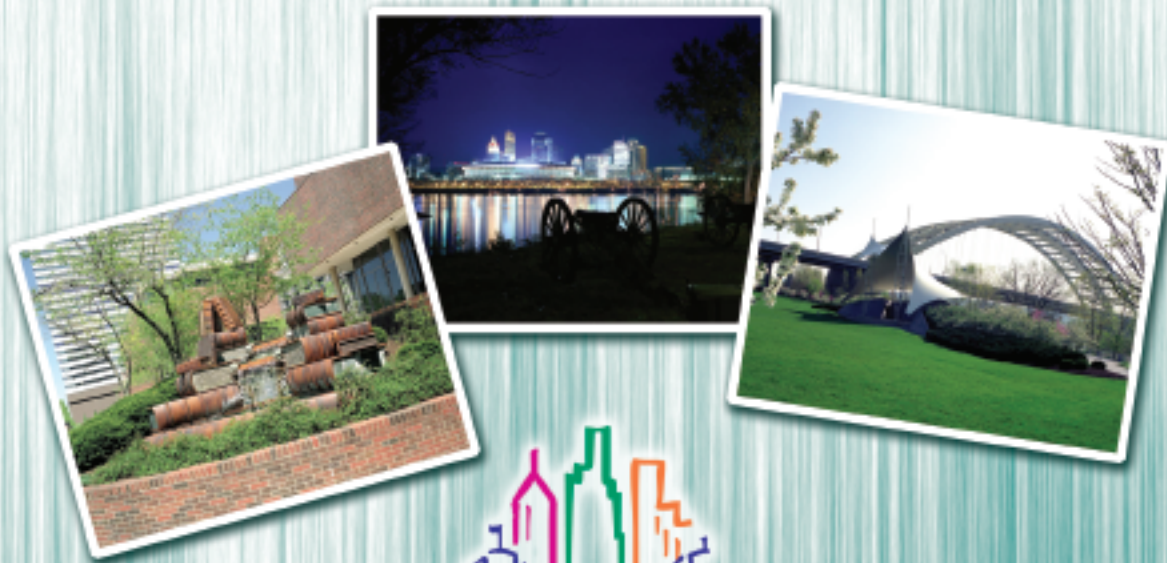
The conference activities are plentiful and offer a wide variety of opportunities to learn, network, and share. We encourage you to participate in an in-depth discussion at a pre-conference workshop; network with your colleagues at the Commission/Interest Group Fair and the new Hot Topic informal discussions; attend a variety of interesting and educational concurrent sessions; check out the exhibits and poster sessions; become reacquainted with colleagues at your Regional meeting; and enjoy the overall atmosphere and excitement of the conference.

The conference will be held in downtown Cincinnati, a vibrant area with easy access to cultural attractions and the riverfront. Our Hospitality Committee will be available to provide you with information about activities, restaurants, and sites to visit during your stay. We look forward to seeing you in Cincinnati!

Ruth Darling
NACADA President

Bobbie Flaherty
NACADA Executive Director

Barb Bucey
2004 National Conference Chair
University of Cincinnati



Conference Overview

Wednesday, October 6

9:00 am–5:15 pm Pre-conference Workshops
 7:00–8:30 pm Nancy Zimpher-Opening Keynote Address
 8:30–10:30 pm Welcome Reception

Thursday, October 7

7:30–8:30 am Continental Breakfast
 Commission/Interest Group Fair
 7:30 am–4:30 pm Exhibits
 8:45–9:45 am 25 Individual Sessions
 10:00–11:00 am 25 Individual Sessions
 11:15–12:15 pm 25 Individual Sessions
 12:15–1:45 pm Poster Session/Buffer Lunch
 2:00–3:00 pm 25 Individual Sessions
 3:15–4:15 pm 25 Individual Sessions
 4:30–5:15 pm Exhibitor Presentations
 4:30–5:30 pm Region Meetings

Friday, October 8

7:00–8:15 am Continental Breakfast
 7:30 am–4:30 pm Exhibits
 8:30–9:45 am John Wagner—Keynote Address
 10:00–11:00 am 25 Individual Sessions
 11:15 am–12:15 pm 25 Individual Sessions
 2:00–3:00 pm 25 Individual Sessions
 3:15–4:15 pm 25 Individual Sessions
 4:30–5:30 pm 25 Individual Sessions
 5:45–6:15 pm Annual NACADA Business Meeting

Saturday, October 9

7:30–8:30 am Breakfast
 8:00–11:30 am Exhibits
 8:45–9:45 am 25 Individual Sessions
 10:00–11:00 am 25 Individual Sessions
 11:15 am–12:15 pm Hot Topics
 12:15 pm Conference Ends
 1:00–5:00 pm Post-conference Workshops

Looking For . . .

Airline and Car Rental Discounts 5	Ground Transportation to Hotels 4	Member Career Services 3
Annual Business Meeting 4	Hot Topics 3	Pre and Post-conference Workshops 29–36
Computer Software Users Review 4	Hotel Registration 4	Tours 40
Conference Registration Form 38	Individual Sessions by Topic 6–28	Volunteer Opportunities 2

This brochure, plus updated conference information, can be viewed at www.nacada.ksu.edu

2004 Cincinnati Conference Program Committee

Barb Bucey

University of Cincinnati
Conference Chair

Peg Steele

Ohio State University
Dennis Bothel
 Ohio University
Preconference Workshops

Denise Robinette

University of Cincinnati
Poster Session

Tricia Gore

University of Texas-Austin
Exhibits/Publications

Jennifer Grube Vestal

Denison University
Evaluations

Nicole Grant

University of Cincinnati
Jo Pionke
 Kent State University
Volunteers

Paula Breslin

University of Cincinnati
Hospitality

About NACADA

The National Academic Advising Association grew out of the first National Conference on Academic Advising in 1977 and now has over 7,000 members representing all 50 states, Canada, Puerto Rico, and several other countries. Members represent higher education institutions across the spectrum of Carnegie college classifications and include professional advisors, counselors, faculty, administrators, and students working to ensure the educational development of students.

NACADA strives to enhance academic advising by supporting:

- ACADV (electronic listserv for worldwide discussions on advising issues)
- Active Involvement/Leadership Opportunities
- Awards Program
- Commissions/Interest Groups (to address specific advising interests)
- Institutes (Summer, Administrators', Assessment)
- Conferences (regional and national)
- Consultants Bureau (assistance to institutions interested in enhancing advising services on campus)
- Member Career Services
- National Clearinghouse for Academic Advising (repository and distribution center for information)
- Networking and Professional Identity
- Publications (refereed journal, newsletters, monographs)
- Research Grants
- Scholarships
- Videos on Academic Advising to Foster Retention and Advisor Training

For more information, contact:

NACADA
Kansas State University
2323 Anderson Avenue Ste. 225
Manhattan, KS 66502-2912
Ph: (785) 532-5717
FX:(785) 532-7732
e-mail: nacada@ksu.edu
web: www.nacada.ksu.edu

About Cincinnati

Cincinnati offers all the fun and diversions of a much larger city while maintaining a friendly, small town atmosphere. There are more than 50 restaurants within walking distance of the downtown conference hotels! Your pick...5-star, full-service, casual or fast food. Ethnic cuisine is in abundance, from fine French dining to authentic German dishes to local specialties like Cincinnati-style chili.

With the opening of the Smithsonian-affiliated National Underground Railroad

Freedom Center (honoring the city's important role in the underground railroad network), the Contemporary Arts Center and the newly-renovated Taft Museum of Art along with historic museums such as the Cincinnati Art Museum and the Cincinnati Museum Center at Union Terminal, there is an extensive selection of arts from which to choose. There are also several performing arts venues downtown.

It's easy to get around-many attractions are within walking distance. You can use the 20-block elevated pedestrian Skywalk (which itself connects more than 350 establishments), hail a taxi, or for just \$1.00, board the Southbank Shuttle. This convenient shuttle takes you to the Northern Kentucky riverfront where you can enjoy a wide selection of restaurants, shopping and attractions such as the state-of-the-art Newport Aquarium, Newport on the Levee, MainStrasse Village, Hofbrauhaus and much more.

Volunteer Opportunities at the National Conference

At this year's conference we have many opportunities for participants to get involved. It doesn't have to be an all-day commitment; a couple of hours would be helpful. It's a good way to meet new people. If you are interested in serving as a volunteer (helping at the hospitality desk, assisting with the evaluation process, etc.), please contact Nicole Grant, University of Cincinnati: nm.grant@uc.edu or Jo Pionke, Kent State University: jpionke@kent.edu Be sure to mention in the e-mail if there is a particular area/time in which you would like to volunteer or if you are open to any assignment.

NACADA Choir

Join the NACADA choir for another thrilling performance! Jane Alexander will coordinate and direct the sixth annual NACADA choir performance at the **7:30-8:30 am Breakfast on Saturday, October 9**. Both "old" and "new" singers of all abilities are welcome (it's helpful if you can carry a tune and can either sight-read music or are a quick learner). Come join the fun!

We will rehearse **5:30-7:00 pm Thursday, October 7, right after the Regional Meetings**. Some of us may want to then explore dinner options together. We'll warm-up at 7:00 am on Saturday just prior to performing.

It's not necessary to register in advance. There will be a sign-up sheet in the conference registration area. Please join us; you'll have a blast! If you have any questions, email Jane Alexander: jalexander@fnr.purdue.edu.

NACADA "School Spirit" Day

Thursday is Spirit Day at the conference. Show your school spirit on **Thursday, October 7** by wearing a rugby, polo shirt or T-shirt from your institution. Join the fun and see how many different schools are represented!

Conference Attire

Comfortable and casual best describe the "dress code" at NACADA national conferences. Wear comfortable shoes-the meeting space will be located on two different levels of the Convention Center. Learning and networking are emphasized, not a formal dress code.

Involvement in NACADA: Building Your Bridge to Professional Success

NACADA encourages involvement from its diverse membership in all areas of the association-in addition to leadership positions, you can volunteer for regional and commission steering activities and committees, serve on national committees, write for the Newsletter, Journal, or Web resources, or sign up for the Consultants' Bureau. Whether you are a new or seasoned advisor, association involvement is an excellent step toward becoming successful in the profession. You're invited to attend this panel discussion **Friday, October 8 from 11:15 am-12:15 pm**.

NACADA National Awards Program

The Awards Program honors the people, institutions, and publications making significant contributions to the field of academic advising. This year, a special Awards Reception will be held for the recipients and their invited guests on Wednesday afternoon prior to the opening general session of the national conference. This reception will replace the general awards ceremony and reception previously held on the last full day of the conference.

Award recipients will also be recognized before their colleagues at one of the two plenary sessions and posters with photos of the awardees will be displayed throughout the conference. The conference registration materials will include a special booklet listing all award recipients. There will be several other opportunities for attendees to acknowledge and honor their colleagues, such as during the Region, Commission, and Interest Group meetings, as well as at the opening night's Welcome Reception.

Conference Highlights

NACADA Turns 25!

1979: Margaret Thatcher was elected as the first female British Prime Minister. ESPN became the first all sports TV network with Dick Vitale declaring that it was “awesome, baby!” Gloria Gaynor’s “I Will Survive” topped the charts, and NACADA was born with 429 charter members.

You are invited to join the National Academic Advising Association’s 25th anniversary celebration in Cincinnati. Each attendee will receive a memory book. Prior to each plenary session, association highlights from the past 25 years will be featured on the large screens. Take a look at pictures and publications in the 25th Anniversary exhibit booth to see how your association “survived” and prospered. At the opening Welcome Reception Wednesday evening, boogie into the night with music through the decades. It will be “awesome, baby!”

NACADA Commission “Hot Topic” Sessions

Plan to attend one of the new “Hot Topic” sessions presented by NACADA Commissions on **Saturday from 11:15 am–12:15 pm!** A variety of interesting and thought-provoking topics will be discussed. Having these “Hot Topics” as the closing concurrent sessions should provide a strong quality end to the conference, increase participation in the last sessions of the conference, and provide commissions an opportunity for additional exposure. These “Hot Topic” sessions will provide a forum of discussion on a major issue for each commission as well as serving as an additional opportunity for commission members to network one last time.

Most Commission leaders have chosen one specific “Hot Topic” to be addressed. Those sessions are identified in this brochure under the appropriate track. Don’t miss out on this unique opportunity!

Commission/Interest Group Fair

All NACADA members are given the opportunity to join two commissions and two interest groups each year, but when making their selection, often some members are not fully aware of what our com-

missions and interest groups have to offer. On **Thursday, October 7, from 7:30–8:30 am**, we will host our fifth annual Commission/Interest Group Fair. Each commission and interest group chair will have an informational table to provide material concerning their group’s activities and how you can get involved. Come join the commissions and interest groups in this excellent opportunity to meet and network with your colleagues during a continental breakfast for all attendees. Breakfast is included in the conference registration fee.

Poster Sessions

On **Thursday, October 7, from 12:15–1:45 pm**, we will be focusing on our excellent poster sessions which will be built around a lunch for all participants. Poster presenters will have an opportunity to discuss their presentations with participants one-on-one or in small groups to facilitate sharing valuable information. Some of the poster presentations are Outstanding Advising Program winners for 2004. We feel this enhanced poster session opportunity will be a wonderful asset for our conference. Lunch is included in the conference fee.

New! Research Track Added this Year

Interested in advising research? Discover findings from the latest studies in Research Track sessions. Thinking about conducting a research study? Research Track sessions can take you from defining your research topic to publishing your results. Find these and more in the Research Track on pages 23–24.

Graduate Students: A Conversation with NACADA’s President

NACADA President Ruth Darling invites all graduate students attending the conference to join her for Continental Breakfast **7:30–8:15 am on Friday, October 8**. Conversation will include research topics, career opportunities, graduate scholarships and research grants, as well as how graduate students can establish a meaningful relationship with NACADA. Plan on attending with your research proposal or graduate program of study in hand.

NACADA Member Career Services

Looking for a new position or tips on how to successfully advance your career?

If so, plan to stop by the Member Career Services desk at the conference!

The NACADA Member Career Services committee is committed to helping you advance your career. We will be offering a number of services at the National Conference, including the opportunity to have your résumé/CV and/or cover letter critiqued and even the possibility of interviewing for open positions throughout the country. We aim to be instrumental in connecting job-searching members with administrators that have available positions to fill. You may be able to meet your potential employer or candidate and actually interview at the conference in Cincinnati. Look for our table located in the registration area.

Members Seeking Employment:

- ❖ Members who are seeking a new position or advancement in higher education are encouraged to bring several copies of their résumé to the conference. We will have professionals on site to give you constructive feedback on how to improve your cover letter and/or résumé/CV. In addition, résumés may be submitted for available positions. Job descriptions will be posted on a bulletin board and in binders for perusal.
- ❖ Interested candidates will need one résumé for each position for which they would like to apply. They will be provided to any employers who are at the conference so they can contact candidates and schedule interviews.

Employers:

- ❖ Employers who are interested in posting available positions at the conference need to bring at least 20 copies of the position description to the conference. These need to be submitted to the Member Career Services table in the registration area as soon as possible, where they will be posted on a bulletin board and included in binders for perusal by candidates.
- ❖ Employers will be able to pre-screen candidates and schedule their own interviews. Come prepared to interview candidates on site if you would like!

Special Appreciation

Thanks are extended to the **College of Education at Kansas State University** for its continuing support of NACADA’s Executive Office.

Region Meetings

Come to one of the ten Region Meetings on **Thursday, October 7, from 4:30–5:30 pm**

A region meeting is your opportunity as a colleague to informally discuss issues and topics that affect your region, network with one another, hear about what's up and coming in your region, learn how to get more involved in NACADA, stay informed, and to generate ideas for the upcoming year.

Commission and Interest Group Meetings

These sessions scheduled throughout the conference focus on specific aspects of advising. Plan to share ideas, develop resources, and identify topics for future regional and national conference sessions.

Exhibits

The Exhibit Hall will be open **Thursday and Friday, 7:30 am–4:30 pm, and Saturday, 8:00–11:30 am**. Vendors with products and services of interest to advisors will be attending the conference. Exhibitors will be listed in the conference program. The Exhibit Hall will also feature NACADA publications and promotional items for sale and the Internet Café.

Cincinnati Hospitality/Volunteer Center

The hospitality desk will be open daily throughout the conference from **Wednesday, October 6, through Saturday, October 9**. Plan to visit it on the 2nd floor of the Convention Center. There will be information and brochures about local attractions, restaurants, and tours. Volunteers will be available to assist you.

Dinner Group Sign Up

If you'd like to meet other attendees with similar advising concerns and share dinner with them as well, come to the Hospitality Desk in the Convention Center. Local hospitality volunteers will have restaurant suggestions and sign up sheets to facilitate informal dinner group discussions around common interests.

NACADA Annual Business Meeting

The NACADA Annual Business Meeting will include a summary of current issues and initiatives. Participants will have the opportunity to share questions and comments. The Annual Business Meeting will be held **Friday, October 8, from 5:45–6:15 pm**. Plan to attend and take this opportunity to hear about the path NACADA is

planning for the future and provide feedback as to what you would like from the organization.

Computer Software Users Review

The Computer Software Users Review sessions afford users of commercial student information system software packages an opportunity to discuss specific issues and challenges they have encountered. Many institutions do extensive customization of such software to meet the needs of their institution—much of which could be of value to other users trying to make the software more effective for advisors. Representatives of the major software providers DARS, Datatel, PeopleSoft, DegreeWorks and SCT/Banner may be present to listen to user concerns and requests. This is your opportunity to express your ideas for improvement and/or learn how other users have met the challenges so that you might build on their enhancements. The sessions are not intended for persons investigating the purchase of specific software packages.

There is no charge for the sessions but advance enrollment is encouraged on the conference registration form so that appropriate meeting rooms are scheduled. The sessions will be held on **Wednesday, October 6, 4:00–5:00 pm**

Special Door Prizes!

Several door prizes will be awarded at the Saturday morning breakfast (October 9). Prizes include a free registration to the 2005 NACADA national conference in Las Vegas, a complete set of NACADA monographs and Family Guide, individual copies of NACADA monographs published in 2003 and 2004, the Academic Advising: A Comprehensive Handbook, NACADA apparel and a 25th Anniversary travel mug. Be sure to visit the NACADA Booth in the Exhibit Hall to register for the prizes.

Continuing Education Units

NACADA is recognized by the National Board for Certified Counselors to offer continuing education units (CEUs) for National Certified Counselors. It is the responsibility of the attendee to abide by NBCC Continuing Education Guidelines. Information will be available at the conference registration desk.

Conference Hotels

The official hotels are Hyatt Regency, Hilton, Sheraton Four Points, Millennium and Crowne Plaza. After September 15, rooms and rates are based on availability. NACADA's room allocation at the various hotels may sell out before this date. Look over the conference schedule and make your reservations as soon as possible. *Please note that the conference ends on a Saturday (different than prior years), so you may want to compare the cost of an additional hotel room night to a potentially higher airfare without a Saturday night stay.* Tours and post-conference workshops are offered Saturday afternoon and evening.

All five official conference hotels are within 2½ blocks of the Convention Center where conference sessions will be held. In addition to being easily accessible at street level, they are connected to the Convention Center by an elevated pedestrian Skywalk. Hotel rates and reservation instructions are at www.nacada.ksu.edu. Click on National Conference, then Hotel Information. To receive the special conference rates, all reservations must be directed to the Housing Bureau. If you have any questions about the reservation process, including changes or cancellations for an existing reservation, email housing@cincyusa.com. The hotels cannot take reservations directly from individual attendees.

When you reserve your hotel room, we ask that you stay in one of the official hotels and reserve it through the official Housing Bureau. Staying at a conference hotel and using the Housing Bureau reduces meeting expenses by strengthening NACADA's "buying power" when negotiating with hotels for future rates. If NACADA does not meet its room guarantee at each hotel, penalties are charged, which in turn raises registration fees for upcoming meetings. Please support NACADA and reserve your hotel room through the Housing Bureau. Thank you for your cooperation and support.

Ground Transportation to Cincinnati Hotels

Arriving by air: Downtown hotels are 20 minutes from the Cincinnati/Northern Kentucky International Airport, which is actually in northern Kentucky, just across the Ohio River. **Airport Executive Shuttle** shared ride van service is offering NACADA attendees a discounted \$22.00 roundtrip fare (\$2.00 savings). One-way fare is \$14.00. To make a reservation, they prefer you call in advance, at least one day prior to your arrival (advance payment is not required). **Phone (800) 990-8841**. Same day reservations can be accommodated based upon availability.

Taxi service: Currently \$24.00 flat rate to downtown Cincinnati, for up to four people. Rates are subject to change. There is a courtesy taxi desk or phone in each terminal's baggage claim area. Speak to the attendant, who will call for a taxi to meet you outside the terminal. You cannot secure a taxi by just standing outside under the taxi sign; you must have the attendant make the arrangement.

Arriving by auto: Cincinnati is located along the major north-south interstate highways 75 and 71, and at the eastern terminus of 74. Check with your individual hotel for specific instructions.

AVIS Car Rental

AVIS has arranged for special convention rates valid one week before and after the conference. Should a lower promotional rate become available, Avis will offer the lowest rate at the time of booking. You must reference the Avis Discount Number (AWD) to receive the special rates.

Call AVIS at (800) 331-1600 or your travel agent. Refer to AWD J097937. Or you can

book online at www.avis.com. Fill in the Rental Date, Time, and city section on the first page, click continue, then enter J097937 in the AWD prompt in the Rates & Discounts section.

Airline Discount Fares

- Please note that the conference ends on a Saturday (different than prior years), so you may want to check airfares with and without a Saturday night stay and compare any difference to staying in your hotel an additional night and leaving on Sunday.
- Airlines also offer Zone fares—ask for a comparison.
- All discounts are off the base fare, excluding federal taxes and fuel surcharges, and must follow all rules and restrictions for the applicable ticket class.

American: 5% off the lowest applicable restricted round trip fare for travel within the 48 states and Canada, 10% discount if booked more than 30 days in advance. Applicable unrestricted roundtrip coach fares receive 10% discount, 15% if booked more than 30 days in advance.

Delta: 5% off the lowest applicable restricted round trip fare for travel within the 48 states plus Canada, HI, AK, Caribbean. 10% discount if booked more than 60 days in advance.

Applicable unrestricted roundtrip coach fares receive 10% discount, 15% if booked more than 60 days in advance.

Northwest: 5% off the lowest applicable restricted round trip fare for travel in the United States and Canada; 10% discount if booked more than 30 days in advance. Applicable unrestricted roundtrip coach fares receive 10% discount, 15% if booked more than 30 days in advance.

Note: You or your travel agent must call these convention reservations numbers, not the general airline reservation numbers, and reference these file numbers in order to receive the discounts.

American File # 05H4AD
800-433-1790

Delta File # 201323 A
800-241-6760

Northwest WorldFile # NM4CA
800-328-1111

Keynote Speakers

Nancy L. Zimpher will open the conference on Wednesday, October 6, 7:00 pm. In October 2003, she became the twenty-fifth President of the University of Cincinnati and the first woman president. She previously was Chancellor of the University of Wisconsin-Milwaukee and held a faculty position in the School of Education. Prior to that, she served as Executive Dean of the Professional Colleges and Dean of the College of Education at The Ohio State University. Since 1991, Dr. Zimpher has served in various administrative positions while engaging in research and development efforts concerned with improving the preparation of teachers and especially teachers for urban contexts.

She is the co-author and co-editor of books on higher education (including *University Leadership in Urban School Renewal* in press and *A Time for Boldness: A Story of Institutional Change*) as well as monographs, book chapters, and academic journal articles related to academic leadership, school/university partnerships and teacher education.

Dr. Zimpher was the Project Director for a U.S. Department of Education Teacher Quality Grant, co-chair of the Milwaukee Partnership Academy: An Urban P-16 Council for Quality Teaching and Learning, and served from 1996-2001 as the President of The Holmes Partnership, a national network of schools and organiza-

tions to improve teaching and learning. Dr. Zimpher has served on the Executive Board of the National Council for Accreditation of Teacher Education. She served as a key investigator in the eight-year Research About Teacher Education (RATE) Study, served as a member of the American Council on Education's Leadership and Institutional Effectiveness Commission, and served on the Executive Committee of the NCAA Division I. She currently chairs the Commission on International Programs for NASULGC and serves on the board of NASULGC, AACTE and the Golden Key International Honor Society.

She is the recipient of numerous awards including the Distinguished Research Award, Association of Teacher Educators; the Edward C. Pomeroy Award for Outstanding Contributions to Teacher Education, American Association of Colleges for Teacher Education; Distinguished Woman Scholar Award, Virginia Commonwealth University; YWCA Woman of Achievement Award (Ohio); YWCA of Greater Milwaukee 2000 Outstanding Women of Achievement Education Award; Public Policy Women of Influence Award (Wisconsin), Kiwanis Milwaukee Award; Wisconsin Department of Public Instruction State Superintendent's Friend of Education Award; and is in the Ohio Women's Hall of Fame.

John Wagner will deliver his address, *Humor Helps Us Build the Bridges*, Friday, October 8, 8:30 am. A well-developed sense of humor is essential for success in our high

stress, ever changing, and demanding world of higher education. John Wagner ("Wags") will show us how to use the positive power of humor to improve our attitudes and actions. John's nickname "Wags" fits him well (Webster defines "Wag" n. a witty and humorous person). Wags will demonstrate how our sense of humor can help us deal with setbacks, find balance, and lighten up so we can build better bridges for our students. His program will help us capitalize on our conference experience, and find more joy in our important work of helping students succeed in higher education and life.

John Wagner has made humor his business, his *Seriously Funny* business. He is a humorist and professional speaker who has helped thousands across the USA laugh and learn to use humor to thrive in our challenging times. John's clients include IBM, P&G, Blue cross/ Blue Shield, and Toyota as well as universities, schools, hospitals, agencies and associations. He has real world experience using the management and therapeutic value of humor as a licensed clinical counselor, reality therapist, college faculty member, and former Dean of Students at Cincinnati State College. John has not given up his real job as a counselor and faculty member at Cincinnati State College, so he has first hand understanding of how important quality advising is. John Wagner is *Seriously Funny*, and he provides FUNdamentals for our success. We will be entertained, enlightened, and empowered!