

The MACADA News

The voice of the Missouri Academic Advising Association since 1993



President's Corner

By Chris Jordan, MACADA President

Academic advisors find our universities entering a new year, a new semester and soon, a new 2009-2010 budget. We have all seen the news and we are all aware that there may be some serious budget cuts coming. In December, 2008, institutions of higher education in Missouri were all asked by the Missouri Department of Higher Education to submit hypothetical scenarios for their campuses if state funding were cut by 15, 20 and 25%. Needless to say, that is a frightening thing to think about and the picture painted by administrators at our institutions was quite grim.



Missouri lawmakers in the general assembly have not made any cuts at this time, but as they consider how to deal with the state's budget shortfall, it is nearly certain that there will be some funding cuts. It can be hoped that the economic stimulus package coming from the federal government may help ease some of the pain, but I believe it is realistic to expect that there will be some changes coming. The MACADA board is already hard at work considering these issues and looking at how we best serve our membership in these troubled times. If budget cuts translate to cuts in travel budgets, many of us may have to rethink or reassess some of the professional development opportunities available to us. Attending a conference in our own state keeps the costs quite reasonable, and the rewards of this professional development opportunity are

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second to none.

Now, more than ever, we move into survivor mode – for ourselves, for our positions, for our students and our institutions. Teamwork is often key to surviving, and networking with other advisors through MACADA is an enormous opportunity at a relatively low cost to build these networks. We must work together on strategies to build the programs that will help students be successful, help advisors be effective and efficient and help our institutions in addressing issues of retention and student success. There is no greater opportunity to address these issues than through membership and participation in the Missouri Academic Advisors Association!

As the MACADA board plans our annual conference, we are looking at program options with a budget-minded approach. We want to be certain that our membership has an opportunity to take part in the planning, delivery, organization, and content of the conference – again, teamwork! If any member has ideas which we can consider in the planning process, please share those ideas through any board member, through your regional representative, or through me! We need to build a survivor team in which we all – students, advisors, faculty, staff, and institutions of higher education – are the winners!

More MACADA information available online!

Visit us at: <http://nacada.ksu.edu/MACADA/>

MACADA 2008 Conference Review

By Paula Aguilar, VP Programs & Professional Development

A big thank you to all MACADA members for making the 2008 conference held at Tan-Tar-A Resort a success. This past year we opted to frame the conference around what we do as advisors everyday, and thus the theme Advising Snapshots: Focusing on the Big Picture was born.

Noor Azizan-Gardner from University of Missouri-Columbia kicked things off this year by delivering her keynote address: The Name of Today's Game: Cultural Competency. The interactive presentation involved opportunities for MACADA members to examine their cultural "self", multicultural communication styles, assimilation, and how advisors can incorporate these concepts into action steps for our profession.

Presenters this year did an especially fantastic job. MACADA members were able to choose sessions including blending career and academic advising, communicating effectively with international students, and returning to good academic standing among other options. Congratulations to Susan Klusmeier and Angie Rataj, both

Membership Update

By Jenny Steen, VP Membership

We are pleased to announce that our state membership is currently at 143 members, representing 33 different institutions. While the numbers are good, membership is down slightly from this time last year. The state of our economy no doubt has an impact on MACADA membership; however, with our affordable membership fee of \$10, we hope to continue to grow our numbers throughout this year. Our number of members may be down, but the number of institutions represented in MACADA is up! Welcome to those new institutions!

MACADA is continuously striving to make connections with other institutions across the state. There are over 50 higher education institutions in Missouri from which we have no members. We hope that you will consider sharing this newsletter with colleagues both at your institution and neighboring schools to help us in our goal!

The MACADA membership brochure is available on the MACADA website at: <http://www.nacada.ksu.edu/MACADA/>. Membership questions or inquiries can be sent to the VP of Membership, Jenny Steen at jenny.steen@mcckc.edu or (816) 220-6758.

from University of Missouri for being selected by conference attendees as the 2008 Best of Conference, for their presentation, "Probation on Auto-focus: Using Technology to Work with First-Year Academic Probation Students".

The annual business meeting took place over dinner on Thursday, September 13th and included awards presentations to the 2008 outstanding advisors and administrator. Make sure to keep your eyes open for information on the 2009 Conference, scheduled to take place again at Tan-Tar-A on September 10th and 11th in future newsletters and on the MACADA website.

**2009 MACADA
Annual Conference**
September 10 & 11, 2009
Tan-Tar-A Resort and Spa,
Osage Beach, MO



Update from the MACADA Archives

By Harry Cook, Immediate Past President & Historian

The first MACADA records have been deposited in the Western Historical Manuscript Collection by Immediate Past President and Historian Harry Cook.

The various records have passed down through several offices of the Board. It contains material from 1996 to 2006. It includes minutes of meetings, conference planning notes, conference evaluations, membership information, website information, and various other items. Three copies of the "MACADA Bit of the Best of the Board: Advising Tools & Tips from the Missouri Academic Advising Association Board" were also found., which was a hand out from the 7th Annual MACADA State Conference, September 23 – 24, 1999.

The Historian is eager to receive any and all old MACADA records that anyone may have. Especially in demand are the Conference Notebooks and old printed newsletters.

Send all material to: Harry Cook, Missouri State University, The Academic Advisement Center, University Hall 109, Springfield, MO 65897.

MACADA 2008 Award Winners

Award winners were announced at the 2008 Annual Conference in September.

MACADA PaceSetter Award

The MACADA PaceSetter is awarded to an administrator who has no direct involvement with or responsibility for the administration of advisors or advising. The individual selected will be awarded \$100, a plaque, and one year's membership in MACADA.

The recipient of the MACADA 2008 Pacesetter Award is **Dr. Susan Wilson**, the director of Student Development at the Metropolitan Community Colleges. Dr. Wilson has a rich history of supporting student development and championing the role of academic advising in being a major contributor toward student development and success. Dr. Wilson says, "Academic advising is one of the most important student development functions at a community college. One of the first contacts a student has is with an academic advisor...Because a student may need to see an advisor for a variety of reasons at different times, it is important that advisors and advising information be easily accessible. Students should be able to get the information they need quickly, whether in-

person, online via phone or email or through reference documents." To support advisors in their ef-

orts to provide these services, Dr. Wilson has coordinating multi-campus monthly informational exchanges, team building, survey studies regarding best business practices for advising services and development of unit goals. As a result of Dr. Wilson's leadership, the MCC advisors are implementing consistent, collaborative, effective student services processes throughout their five-campus district. Dee Chestnut described Dr. Susan Wilson's achievements and presented her with the award.



Outstanding Academic Advisor - Primary Role

The Outstanding Academic Advisor - Primary Role is awarded to an Individual whose primary role at the institution is the direct delivery of advising services to students. The individual selected will be awarded \$100, a plaque, and one year's membership in MACADA.

The recipient of the MACADA 2008 Outstanding Academic Advisor for the Academic Advisor – Primary Role Award is Kimberly Stagner. Kim serves as an advisor for approximately 500 students in the Business Advisement Center at Missouri State University. In addition to her position as a full-time Academic Advisor/Retention Specialist, advising students on the Missouri State Springfield campus, Kim also works with students completing AA degrees through the Missouri State West Plains campus and advises them through completing the requirements for the BS Degree. Kim works with faculty, administrators and students to be sure the students can com-

plete all requirements for admission to the College of Business Administration through interactive video and internet courses. Advising students at a distance requires diligence in follow-through and careful documentation of phone calls, emails, on-line advising notes and other communications, and coordinating all of this can be no easy task! Sandra Culver announced the accomplishments and qualifications and presented the award to Ms. Kimberly Stagner.

Kim was also recognized by NACADA at the national conference with a 2008 Certificate of Merit for her advising role at Missouri State University.

2009 NACADA Advising Awards Nominations

The deadline for the receipt of nomination materials for most award categories is **March 2, 2009**. Retiree recognition forms are due by June 1, 2009. All awards will be presented at the 2009 NACADA Annual Conference being held on September 30—October 3, 2009 in San Antonio, Texas.

Go to the NACADA website for more information!

<http://nacada.ksu.edu/Programs/Awards/AwardsCall.htm>

MACADA

Show-Me Stars: Outstanding efforts by advisors in the Show-Me State

Excellence in Community Service Award Winner: Harry Cook

Harry Cook was awarded the 2008-2009 Excellence in Community Service Award presented annually in recognition of excellence in the area of volunteer work with charitable, nonprofit, church or similar organizations within the Missouri State and Springfield, Missouri community. The Missouri State University Foundation funds up to four \$1,200 cash awards, two designated for staff and two designated for faculty each year. All full time faculty and staff with at least three years of service at the university are eligible for the award. Harry is currently serving his 27th year of service to Missouri State University as a professional academic advisor in the Academic Advisement Center. Staff awards are presented at the annual Employee Recognition Luncheon.

Harry and his wife, Joyce, served as foster parents for several years and adopted two of their foster children, Katarina and Justin. Katarina and Justin are now 13 and 11 years of age.

Harry has been involved in Relay

For Life both on the Missouri State campus and in Willard and Mountain Grove. He was the first Queen of The Relay in 2002 and raised over \$1,000. The next year he decided to sacrifice his beard to the Relay and raised over \$1,600 by auctioning his beard off on a personal website.

Harry has been involved in NACADA since 1987 and served as Chair of Region VII for two terms and as Co-Chair of the Region Conference in 2008. He is a founding member of MACADA and has served in several official Executive Board positions including President two times. He currently holds the office of Immediate Past President and Historian.

In addition, Harry has given thousands of hours to his church, The Willard-Mt. Zion Presbyterian Church. He has served in the capacity of supply pulpit, President of the Men's Group, Elder, Chairman of the Health Ministries Mission Team and Director of the Angel Food Ministries effort and is the webmaster for the church.



Harry before and after he sacrificed his beard for the 2003 Relay for Life at MSU. He raised over \$1,600 by auctioning his beard off in three parts.

MACADA Members recognized at NACADA national conference

Award Winners:

Kim Stagner, an Academic Advisor at Missouri State University in Springfield, Missouri, received a 2008 Outstanding Advising Certificate of Merit for a Primary Advising Role.

Tyann Cherry, a Senior Academic Advisor at Webster University in St. Louis, Missouri, received a 2008 Outstanding New Advisor Certificate of Merit. She was one of 14 honored at the national conference. Tyann was also named one of three NACADA members for the first steering committee of the new commission for Distance Education Advising.

Presenters:

Rachael Cobb and Niki Harris from the University of Missouri presented a panel presentation with colleagues at Suffolk University in Boston, Massachusetts, "Can I climb THAT Ladder instead? Student Transitions from Major to Major".

Tracey Glaessgen, John Gripka and Harry Cook from Missouri State University presented a pre-conference workshop, "Assisting Career Choices: Advising Students to Make the Most of an Education".

MACADA Board Member Completes Dublin Marathon

By Jenny Steen, VP Membership

As reported in the last MACADA newsletter, Jenny Steen, Vice President for Membership and an Academic Advisor at Metropolitan Community College-Blue River participated in a unique opportunity designed to raise money for scholarships.

The Metropolitan Community College (MCC) Foundation of Kansas City organized a fundraising event called the World Marathon Challenge. The challenge encouraged fundraising for scholarships and other educational programs at MCC and allowed for individuals to travel to Dublin, Ireland to participate in the Dublin Marathon.

The Dublin Marathon was an appropriate event for the group as many of its participants from across the world completed the marathon as a way to raise money for a variety of charities. Twenty-four individuals participated in the challenge representing MCC and raised \$104,000 for scholarships and other educational programs. Jenny participated with her mother, Michelle, and together their goal was to raise \$7,000. They exceeded their goal and raised nearly \$7,500 with the help of family, friends, acquaintances, and businesses.

On October 24 they left, along with the other 24 participants from MCC, for Dublin, Ireland. Once arriving in Ireland on the morning of October 25, the participants went to the Marathon Expo to pick up their race numbers. The next day, October 26, Jenny and Michelle caught the Dart, Dublin's city train, and went to an international breakfast and t-shirt exchange. The group traded training shirts with runners from other countries and was entertained by Irish dancers and a lot of good Irish music. Later the same day, several members of the MCC group went on a bus tour of Dublin. The tour in-



Jenny and Michelle Steen at the conclusion of their marathon race in Dublin, Ireland.

cluded Phoenix Park, Christ Church, downtown Dublin, Guinness, and much more.

The day of the marathon, October 27, was cold and windy, yet sunny. Jenny and Michelle began the race at 9 am along with 11,700 other marathoners. The race route took the two through the streets of Dublin, which allowed them to see many of the sights from the bus tour the day before. The Irish people were overwhelmingly supportive as people stood along the route and shouted words of encouragement. "I particularly liked the man who told me I was doing well and that there were thousands behind me," explained Michelle. Both Jenny and Michelle said the experience was amazing!

Jenny finished the marathon in 6 hours, 12 minutes, and Michelle crossed the finish line in 6 hours, 42 minutes. "Keep in mind this is our first marathon. The point is that we did it! We actually finished a marathon," explained Jenny. After completing the marathon, the participants collected their medals and shirts.

October 28 was the last day for Jenny and Michelle in Ireland and they were able to take a day long train and bus tour to western Ireland. The trip included the city of Limerick, Bunratty Castle and Folk Village, the city of Doolin, the Cliffs of Mohr, the Burren and Galway Bay.

The World Marathon Challenge allowed Jenny and Michelle to take a journey they will always remember. Michelle summarized, "With a five hour time difference and a seven hour flight, we had a lot of time to reflect on an amazing trip and to realize that we had faced and met our challenge head on. We had reached our goals of raising scholarship money and actually completing a marathon!"

Jenny and Michelle Steen signing in for the race.



Culture: An Important Element in Higher Education

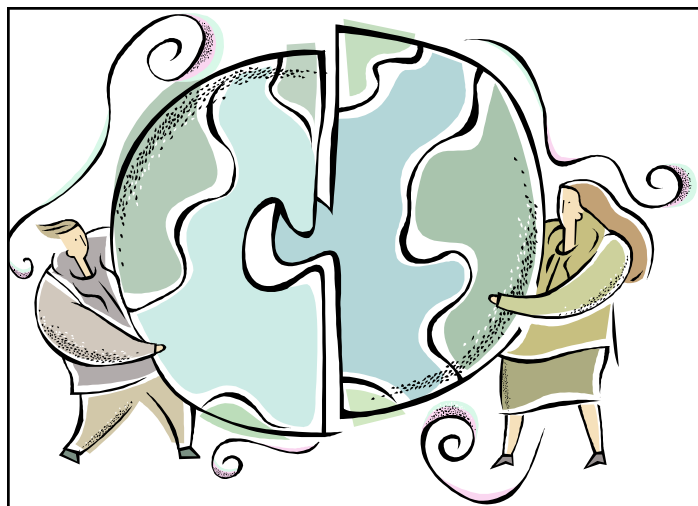
By Nancy Wilson, St. Louis Area Representative

In today's society, the world seems to be expanding as the population increases day by day. More and more, culture is playing a larger role in society – especially in the world of higher education. In higher education, students from all walks of the earth are pursuing educational goals from various institutions throughout many regions of the world. Many academic programs in colleges and universities try to expand their horizons by offering distinctive programs that lure individuals to pursue degrees from them instead of competitive institutions. More and more competitive packages are being offered to students from all cultural backgrounds. The most attractive programs such as study abroad and ESL (English as a Second Language) are offered to appeal to any international student seeking an American educational experience.

As an academic advisor, it is imperative to understand the main differences that may occur for an international student who decides to study in the United States. The following perspectives are offered from three countries that have distinctive differences in terms of education, society, and everyday life—China, Yugoslavia, and Ghana.

One element that is a constant struggle for international students is the language barrier. A majority of international students do speak more than one language. When coming to the United States to study, an international student is forced to speak the native language of the U.S. – English. Most international students born in the last twenty years learned English at a young age and many learned while in kindergarten or elementary school. In China, a majority of the parents and grandparents may not know how to read or speak English and rely on their children to relay information to them. English is universal and is spoken just about everywhere. If you are an international student studying abroad in the U.S., it is of the utmost importance that English is spoken as well as read in classrooms. Many international students come to the U.S. and need to take the TOEFL (Test of English as a Foreign Language) exam in order to study at a higher education institution. It is a necessity to listen, read, and comprehend in English and this exam measures the student's ability to determine the level to begin their higher educational journey in the U.S.

While it is important to study in the U.S. if you are in



international student, it is also important to not forget the heritage and culture from which you came. In China, there are rituals and ceremonies celebrated that are not known in the United States. For example, October 1st is a national holiday. On October 1, 1949, the People's Republic of China was established. There is a week-long celebration. There is also another Labor Day in China but it is not celebrated on the first Monday in September. Labor Day for China is celebrated on May 1st. The Spring Festival (also known as the Chinese New Year) is another holiday celebrated by China. During the Chinese New Year, children get money from parents and grandparents and children place this in their "red envelopes" or "red packets" for good luck. The color red is a symbol of goodness for China. There is also an International Kids Day in China on June 1st. In Yugoslavia, Mother's Day is March 8th. In Ghana, Independence Day is celebrated on March 6th. As one can see, various holidays are celebrated at different times and locations throughout the world. All are equally important and celebrated in many ways.

Traditional ceremonies for the U.S. include baby showers when a baby is born and using cemeteries to bury the dead. When a baby is born in China, many believe that this is the weakest stage for a person. Something is hung to symbolize peace and good luck such as a neck bone from a dog, a jade, or something old and ancient. Baby showers do not occur in China or Yugoslavia. In China, people wear dark colors during the funeral. Since the population rises steadily, bodies are normally cremated due to the lack of space. (Continued, Page 7)

(Culture, continued)

In Ghana, bodies are also generally cremated but everyone wears white during the funeral.

Food is also an important element that is not forgotten. In Beijing, staple food items include roasted duck, pork, and chicken. In Tianjin, China, Chowcai is eaten. Chowcai is when meat (pork, beef, chicken, or fish) is cooked in a curved pan with vegetables at a very high temperature. In Hong Zhou, China, staple food items include pork, lamb, beef, chicken, fish, rice, and vegetables. A majority of international students do not have the main ingredients to cook with, so improvisation is made to recreate their home dishes.

One more important element that is a reoccurring theme for a majority of international students represented in their article is caring for the elderly. In China,

Yugoslavia, and Ghana, the elderly are taken care of by the children and grandchildren. They are not taken to nursing homes unless that is the last resort. This is a main difference from that of the United States. Elderly are respected highly.

As one can see, there are many differences that occur with international students when coming to the United States to study. It takes a lot of practice, patience, and study to incorporate learning a new way of life for international students coming abroad to study in the U.S. The American students learn just as much information from the international students, so it is a win-win situation all the way around. Culture, such a tiny word, but it packs a great punch with us all!

Unintentional Bias is still 'Bias'

By Tammy Welchert, NACADA Region VII Representative

Hi, my name is Tammy Welchert and sometimes I am biased. The first step is admitting there is a problem right? As advisors we are problem solvers, solution seekers, and are here to help students find their way through the academic maze. We offer guidance, information on policy and procedures, and often have candid and honest conversations with our students. Many of us proceed with a tough love policy. We tell the truth, and sometimes the truth hurts.

So how about a dose of our own medicine? This is not to say that I believe we are all advising in openly conscious biased ways. This is to say however that I believe there are small, subtle, perhaps unconscious ways we speak, think, or advise that are to some extent biased. Let me give you an example: Several years ago I had a student named Michael. Michael, for whatever reason, didn't particular care to attend class and did fine for a while showing up only to take exams. Michael sent an email requesting an appointment for advising to discuss the next semester's schedule of classes. When she showed up,did you catch that? Where you expecting a male student like I was? That was biased thinking, or conditioned thinking on my part.



We are conditioned by our own experiences to speak, think, and act in particular patterns. As advisors, we need to make sure we are not compromising our advice by inserting conditioned behaviors into our interactions with students or colleagues. Bias can take many forms including gender, class, politics, age, or socioeconomic status. Most often these types of bias are referred to as stereotypes.

The diversity within our student bodies is changing and will continue to become more and more diverse in the future. To think that we are completely free of bias is nonsensical and is to the detriment of our students. We are all biased to some degree and because of this it is essential that we address this as professionals. There are a number of excellent resources available through the NACADA website for more information on this topic. Let's work together, talk about it, and keep each other cognizant of the fact that we are all in some ways.....biased. The more we talk about it, the more we are aware, the more we will recognize when we are advising, reacting, or speaking in a biased manner, the better our students will be as we accept this personal and professional responsibility.

Best of Conference Concurrent Session Presentation

“Probation on Autofocus: Using Technology to Work with First-Year Academic Probation Students”

The Best of Conference is awarded to the conference concurrent session presentation with the most votes from colleagues attending the conference. The presenters are awarded \$250 toward their travel to the NACADA Regional Conference.

Students on academic probation can often be overwhelmed with their academic standing. Approximately ten percent of the Trulaske College of Business undergraduate student population is placed on academic probation each semester. The only formal requirement for these students has been to speak with an Academic Advisor. These meetings varied in content and effectiveness based on the student, Academic Advisor, and other factors. In an effort to ease their tension and provide accurate information, a Blackboard Learning System Workshop was created.

Our workshop, Pathways to Success, educates freshmen students in a timely manner about policies, expectations and resources in the Trulaske College of Business

at the University of Missouri. Providing this information in a familiar technological medium helped students focus on what is needed to obtain good academic standing.

In the Spring 2008 semester, 114 students were enrolled in the workshop. Students were required to complete the workshop before enrolling in courses for the next semester. Of those students, 93% completed the online workshop by the deadline. The average term grade point average for the students enrolled was a 2.054, which was a 0.461 increase from the previous semester.

The Trulaske College of Business advisors are continuing to utilize this resource to work with their students.

Question for an Executive Board member?

Don't hesitate to contact us!

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The **MACADA News** is published two times a year by the Missouri Academic Advising Association. Members and others interested in academic advising are encouraged to submit for publication, articles of interest to academic advisors. Articles are to be submitted to:

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Visit us at: <http://nacada.ksu.edu/MACADA/>