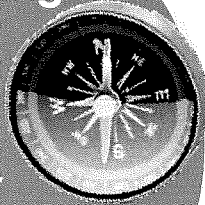




Collaborating
Together:

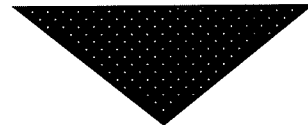
Navigating
The Seas for
Academic
SUCCESS



NACADA

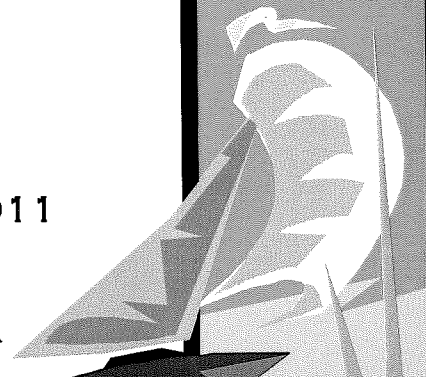
PACIFIC REGION 9 CONFERENCE
CALIFORNIA, NEVADA, HAWAII

THERE ARE THOSE OF US WITH A LIFEBOAT,
OTHERS HAVE A COMPASS, AND STILL
OTHERS HAVE OARS. IF WE SHARE
OUR KNOWLEDGE AND BEST
PRACTICES, TOGETHER
WE WILL SUCCEED



MARCH 2-4, 2011

SAN DIEGO,
CALIFORNIA



Hello NACADA Region 9 Conference Attendees,

Welcome to beautiful San Diego! Whether it is the gorgeous weather ☺ or the fact that Region 9 members are committed to professional development as academic advising professionals, I am pleased to announce record attendance for the conference this year! Thank you for your commitment to NACADA! We have a positive and progressive selection of pre-conference sessions and presentations across the 3 days of professional development opportunities in San Diego. I hope your experience at this conference will reinvigorate you for your important work in academic advising and the exposure to great ideas here will give you inspiration to take back to your College or University.

I want to extend a heart-felt thank you to our conference co-chairs, Gwen Hansen and Laurie Lindeneau, who have worked diligently and enthusiastically to host the NACADA Region 9 conference this year. In addition, I want to express gratitude to the Region 9 Steering Committee with whom I have had the pleasure to work with over the last 2 years. Also, I want to thank Alison Chandler, steering committee member and coordinator of the 2nd annual service project, for her leadership regarding this important community project. Finally, thank you to the conference committee volunteers who have dedicated time and energy to organize the event this year.

I am looking forward to seeing many of you again. Also, it will be a pleasure to meet new Region 9 members for the first time. So, please take a moment to introduce yourself and let me know how your conference experience is going. Let's keep the momentum going of developing Region 9 into a solid and productive academic advising community!

Enjoy the conference!

*Gayle Juneau
Region 9 Chair*

NACADA

The Global Community for Academic Advising

NACADA Pacific Region 9 Regional Conference Planning Committee

Region 9 Chair

Gayle Juneau (University of Nevada, Las Vegas)

Regional Conference Co-chairs

Gwen Hansen (CSU San Marcos)

Laurie Lindeneau (CSU San Marcos)

Consultant

Andres Favela (CSU San Marcos)

Web Master

Teri Renner (CSU San Marcos)

Registration

Kimberlee Prince (CSU San Marcos)

Linda Astorga (CSU San Marcos)

Evaluations

David McMartin (CSU San Marcos)

Tiamo De Vettori (CSU San Marcos)

Volunteers

Chrystal Kendrick (CSU San Marcos)

Silvia Grover (CSU San Marcos)

Service Project

Alison Chandler (University of Nevada, Las Vegas)

NCHEA Grant Scholarships

Laurie Lindeneau (CSU San Marcos)

Programs

Gwen Hansen (CSU San Marcos)

Program Cover Graphic

Teri Renner (CSU San Marcos)

Conference Bag Graphic

Philip Hansen (CSU San Marcos Alumni)

Past Conferences - Pacific Region 9 -

1976 - Fresno, CA

1977 - Fresno, CA (October & April)

1978 - San Jose, CA (October)!

Milbrae, CA (April)

1979 - No regional conference held

1980 - Fresno, CA (November)!

Sacramento, CA (April)

1981 - Los Angeles, CA

1982 - Chico, CA

1983 - San Diego, CA

1984 - Fresno, CA

1985 - Ontario, CA

1986 - San Luis Obispo, CA

1987 - Asilomar, CA

1988 - No regional conference held

1989 - Fresno, CA

1990 - San Diego, CA

1991 - Modesto, CA

1992 - Reno, NV

1993 - San Francisco, CA

1994 - San Diego, CA

1995 - Fresno, CA

1996 - Long Beach, CA

1997 - Oakland, CA

1998 - Las Vegas, NV

1999 - Los Angeles, CA

2000 - Honolulu, HI

2001 - Sacramento, CA

2002 - San Luis Obispo, CA

2003 - Richmond (Vancouver), BC,
Canada (w/ Region 8)

2004 - Pasadena, CA

2005 - Emeryville, CA

2006 - Honolulu, HI (w/ Region 8)

2007 - San Diego, CA

2008 - San Jose, CA

2009 - Las Vegas, NV

2010 - Westlake, CA

Honolulu, HI

San Francisco, CA

A Special Thanks to...

Union Institute & University

*Sponsor of program and conference notes

CSU San Marcos

Academic Advisor Volunteers

Dr. Jennifer Joslin

Keynote Speaker

Double Tree Hotel

Nicole Fernandez & staff

NCHEA Grant Awarded

In an effort to expand on our conference theme of 'Collaborating Together', Cal State San Marcos sought and received grant funding to bring four Counselors to the conference from each of our two North San Diego County Community Colleges. We are delighted to welcome four Counselors from MiraCosta College and four Counselors from Palomar College, who have now joined the global community of NACADA and who are able to participate in our Region 9 conference in San Diego. It is our goal, that by working and training together, we can continue to increase the rates of persistence and transfer of North San Diego County students. (NCHEA stands for the North County Higher Education Alliance)

EXHIBITOR

Union Institute & University- Union Institute & University is a Private, non-profit Institution offering low residency Doctor of Education (Ed.D.) Union Institute & University is accredited by the Higher Learning Commission of the North Central Association.

NACADA Executive Office
 Kansas State University
 2323 Anderson Avenue, Suite 225
 Manhattan, KS 66502-2912
 Phone: (785) 532-5717
 Fax: (785) 532-7732
 E-mail: nacada@ksu.edu
 Website: www.nacada.ksu.edu

Exhibitor Location and Hours

All attendees are encouraged to visit the exhibits located in the West Foyer. Exhibits will be open during the length of the Conference, so if you get the chance please stop by.

2010 National Awards Region 9

2010 - Individual Awards		
Award Recipient	Institution	Award Category
Janet Reiber	University of Nevada	Administrators' Institute Scholarship - Winner
Paul Amador	University of Nevada	Graduate Student Regional Conference Scholarship - Winner
Michelle Johnson	University of California	Graduate Student Regional Conference Scholarship - Winner
Katie Strittmatter	University of Nevada	Graduate Student Regional Conference Scholarship - Winner
Cheryl Tillotson	University of Nevada	Outstanding Advising - Primary Role Category - Certificate of Merit
NACADA Leaders for Region 9		
Leader	Institution	Position
Kazi Mamun	University of California	Board of Directors Member, 2009-2011
Gayle Juneau	University of Nevada	Pacific Region 9 Chair, 2009-2011
Amanda Owens	University of Nevada	ESL & International Student Advising Commission Chair, 2009-2011
Kelly O'Sullivan	University of California	Study Abroad Advising Interest Group Co-Chair

NACADA Region 9 2011 Keynote Speaker Dr. Jennifer Joslin



Dr. Joslin is the Director of the Office of Academic Advising at the University of Oregon. Jennifer serves on the University's Undergraduate Council, Academic Requirements Committee, IntroDUCKtion Steering Committee, and University Standing Committee on Lesbian Gay, Bisexual, and Transgender Concerns. A native Californian, Jennifer received her Ph.D. from the University of Iowa in 2002. From 1995-2008, Jennifer was an Advisor and Senior Associate Director for Training and Development at the University of Iowa.

Jennifer is a member of the NACADA Board of Directors (2010-2013) and the Emerging Leaders Advisory Board. She has written for the NACADA Journal and several NACADA monographs. In 2008, Jennifer co-presented two NACADA Webinars: "Shared Responsibilities: What Advisors and Administrators Need to Know to Better Assist GLBTQA Students" and "Ensuring Advisor Success: Mastering the Art of Advising through the First Year of Advising and Beyond". Jennifer has served as a NACADA Region 6 Conference Co-Chair in 2006 for and will do so again for Region 8 in 2012. She was a faculty member at the 2008 & 2010 Summer Institutes and has presented at many national and regional conferences on advisor development and diversity issues.

Keynote Address: "It's not Just the Tasks: It's the Relationships"

"Get Things Done", "Remember the Milk", "Honey Do List", "Mark That off the List" – to-do lists have taken over our lives. In a task-driven life, we can easily lose sight of the journey and the importance of process. But what about a "To Accomplish" list? What about the satisfaction of working together to meet common goals? In this address, Dr. Joslin talks about the importance of creating a success-based culture in our offices and with our programming -- a culture in which connections and collaborations serve institutional goals *and* nurture relationships. If we are to build the campus in which we want to work for years to come, we must create a culture in which students, advisors, and administrators thrive.

EVALUATIONS

Individual session evaluations will be available in each meeting room. You will find a conference volunteer at the back of each room available to collect your completed evaluations at the end of each session. We ask that you complete the evaluation forms for each session attended as well as the overall conference evaluation, which will be available online at www.nacada.ksu.edu following the conference. Your responses will help determine which program is selected for "Best of Region" recognition and are essential in determining the content of future conferences. We thank you in advance for your comments and suggestions!

**Wednesday,
March 2, 2011**

Conference at a Glance

11:00 a.m. – 5:30 p.m. **Registration Open** (Southeast Foyer)

1:00 p.m. – 4:30 p.m. **Pre-Conference Sessions**

- **1:00p.m. – 2:30p.m.** *Working with First Generation College Students*
Brickstones (\$20 fee)
- **1:00p.m. – 2:40p.m.** *Navigating Assessment: Two Schools Approach*
Ballroom III (\$20 fee)
- **1:30p.m. – 2:45p.m.** *Graduate Student Panel*
Ballroom I, II
- **2:50p.m. – 4:30p.m.** *Writing for NACADA*
Ballroom III
- **3:00p.m. – 4:00p.m.** *Navigating the Academic Advising Job Search*
Ballroom I & II
- **3:00p.m. – 4:20p.m.** *Embedding of Student Services into Academic Programs*
Brickstones (\$20 fee)

4:30 p.m. – 5:30 p.m. **NACADA Orientation for First-Time Conference Attendees**
(Ballroom I, II)

5:30 p.m. – 7:00 p.m. **Meet-and-Greet Reception** (Brickstones)
Entertainment- Tiamo
Hor D'oeuvres & "No-Host" Bar



Thursday,
March 3, 2011

Conference at a Glance

7:00 a.m. – 10:30 a.m. **Registration Open** (Southeast Foyer)

7:30 a.m. – 8:30 a.m. **Continental Breakfast** (Grand Ballroom IV, V)

8:30 a.m. – 9:00 a.m. **General Session** (Grand Ballroom IV, V)

9:15 a.m. – 10:15 a.m. **Session 1 Presentations**

- *Diversity & Academic Advising: Perceptions of Academic Ability* – San Diego I
- *Navigating the Transfer Road: How One Business School ...* – San Diego II
- *It Takes a Village to Raise a Farm: Best Practices ...* – Ballroom I, II
- *Finding Strengths: Using Solution Focused Brief Therapy Techniques with Probationary Students* – Ballroom III
- *When You Can't Do More with Less: Streamlining Practices for Effective Advising* – Ballroom VI, VII
- *Navigating a Successful Faculty vs. Professional Advising Model* – Ballroom VIII

10:30 a.m. – 11:30 a.m. **Session 2 Presentations**

- *Navigating Professional Development in Rough Waters: All Hands on Deck!* – San Diego I
- *Ahoy Advisors! Navigate the Waters with a Staff Retreat Designed for Smooth Sailing!* – San Diego II
- *Navigating Rough Waters: Group Advising for At-Risk Students* – Ballroom I, II
- *Empowering and Developing Students in a First-Year Experience Seminar Course* – Ballroom III
- *Qualitative Inquiry Can Be Your Compass: Appreciative Advising Techniques ...* – Ballroom VI, VII
- *First Generation Interest Group (NACADA)* – Ballroom VIII

11:30 a.m. – 1:15 p.m. **Lunch/ Keynote Address** (Grand Ballroom IV, V)

1:15 p.m. – 1:30 p.m. **Break**

1:30 p.m. – 2:30 p.m. **Session 3 Presentations**

- *Peer Advisors: Helping to Navigate the Sea of Student Success* – San Diego I
- *"I Didn't Get the Memo!" How One Campus Communicates New Information* – San Diego II
- *Life After Orientation: Advising Strategies for Second Semester Freshmen* – Ballroom I, II
- *Listen Up! It's Your Recipe for Success* – Ballroom III
- *Academic Advising: What It Should Be, What It Is* – Ballroom VI, VII
- *Interdisciplinary Learning Communities: Strategic Partnerships for High Impact Learning* – Ballroom VIII

2:45 p.m. – 3:45 p.m.

Session 4 Presentations

- *Nepantla as Transition: Latinas during the First Year of College* – San Diego I
 - *Advising with Technology through Collaboration and Creativity* – San Diego II
 - *Are They Failing, or Are We Failing Them? ...* – Ballroom I, II
 - *A Conversation with NACADA Leadership & Executive Office Representative* – Ballroom III
 - *How to Increase Advising Effectiveness with Fewer Resources* – Ballroom VI, VII
 - *Enriching the Role of Peer Advisors with Teamwork and Leadership Opportunities* – Ballroom VIII
-

4:00 p.m. – 5:00 p.m.

Session 5 Presentations

- *Lightening the Advisors' Load: Gate keeping* – San Diego I
 - *Inspiration, Innovation, and Technology in Advising* – San Diego II
 - *Military 101: Seeing Past the Uniform* – Ballroom I, II
 - *No Resources? No Problem! A Creative Approach to a Freshman Experience Workshop* – Ballroom III
 - *Intrusive Advising – The Art of Positive Meddling* – Ballroom VI, VII
-

Explore San Diego on Your Own

Conference at a Glance

**Friday,
March 4, 2011**

7:30 a.m. – 8:30 a.m.

Continental Breakfast (West Foyer)

8:30 a.m. – 9:30 a.m.

Session 6 Presentations

- *Peace in the Midst of the Storm: Advising Research without Statistics* – San Diego I
 - *Career Services Eliminated! Now What?* – San Diego II
 - *Contemporary Student Veterans: How Can Advisors Prepare for this New Wave of Students?* – Ballroom I, II
 - *The Cooperative Faculty Advisor-Professional Advisor Model: Sharing Our Strengths!* – Ballroom III
-

9:45 a.m. – 10:45 a.m.

Session 7 Presentations

- *Effective Strategies for ensuring Success with Students on Academic Probation* – San Diego I
 - *1400:1 – Meeting the needs of a large student population with a small advising staff* – San Diego II
 - *Strategic Advising for Student Success: Specific, Research-Based Practices* – Ballroom I, II
 - *Navigating the Creation of a Sustainable Advising Office* – Ballroom III
-

11:00 a.m. – 12:00 p.m.

Region 9 Business Meeting (Ballroom I, II)

12:00 p.m.

Conference Concludes

Pre-Conference Sessions

Wednesday, March 2

1:00 p.m. to 2:30 p.m.

Working with First-Generation College Students (\$20 Fee)

Wednesday, March 2, 2011, 1:00-2:30 p.m.

Brickstones

Presenter: Silverio Haro

Institution: California State University, San Marcos

The proportion of first-generation college students continues to steadily increase across public colleges. Anchored with a 20 minute video (My Life Translated: College Dreams), this workshop will interactively explore the particular hurdles faced by this group of college students and the challenges Advisors may face in facilitating student academic success. This interactive presentation will also include a Roundtable Discussion to identify pressing issues related to first-generation students and how participant institutions have developed unique approaches to bolstering student persistence and success.

1:30 p.m. to 2:45 p.m.

Graduate Student Panel (Free)

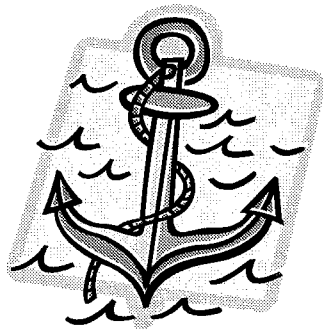
Wednesday, March 2, 2011, 1:30-2:45 p.m.

Ballroom I & II

Coordinator: Teri Renner

Institution: California State University, San Marcos

Come join graduate students who are currently in the Advising Profession. They will share their experiences: where they started, where they are now, and where they are going. This will be an opportunity to learn about the benefits of graduate school to further enhance your career or transition into the field of Academic Advising.



1:00 p.m. to 2:40 p.m.

Navigating Assessment: Two Schools Approach (\$20 Fee)

Wednesday, March 2, 2011, 1:00-2:40 p.m.

Ballroom III

Presenter: Amy Lance

Institution: California State University, Chico

Co-Presenter: Daniel Connolly

Institution: University of Denver

Assessment can be a daunting task when beginning, but it does not have to be. Come discuss with two Advising Administrators from two fairly different institutions how they each went about creating an assessment plan for their unit. Each will share with you the importance of assessment and how their method for "creating-to-implementation" are very different, but equally effective for obtaining similar outcomes for their advising units. Both will address ways assessment results can be used to justify staffing and funding needs. This presentation will help attendees realize assessment is not only possible for anyone wishing to get started, but assessment is actually fun and rewarding!

2:50 p.m. to 4:30 p.m.

Writing for NACADA (Free)

Wednesday, March 2, 2011, 2:50-4:30 p.m.

Ballroom III

Presenters: Bob Hurt and Marsha Miller

Representing NACADA

There are many opportunities to write for NACADA. Articles authored from the ranks of advising practitioners, faculty advisors, researchers, and theorists appear in NACADA publications. While NACADA publishes books, video-dvds-cds, and brochures, the primary focus in this session will be to describe the purpose, content, writing guidelines, and acceptance process for the NACADA Journal, Academic Advising Today, the Clearinghouse and Monographs. Whatever your interests in professional writing, this session will help you understand the various writing opportunities within NACADA. Upon completion of this session, attendees will be able to: (1) identify and describe the various writing opportunities available within NACADA, (2) compare and contrast those writing opportunities, (3) develop an idea for publication in one of NACADA's venues.

Pre-Conference Sessions

Wednesday, March 2

3:00 p.m. to 4:00 p.m.

Navigating the Academic Advising Job Search (Free)

Wednesday, March 2, 2011, 3:00-4:00 p.m.

Ballroom I & II

Presenters: Molly Morin and Carol May

Institution: Chapman University

Are you preparing for an upcoming academic advising job search? Looking for tips and factors to consider through the job search process? Come join us to get a refresher before starting your job search and have the tools needed to facilitate your job search success. In this session we will provide resources on the job search process from start to finish including: identifying position openings, strengthening your resume, interviewing techniques, and factors to consider when evaluating the job offer. The presenters will also provide insight from their personal experiences as the interviewer and interviewee!

4:30 p.m. to 5:30 p.m.

NACADA Orientation for First-Time Conference Attendees (Free)

Wednesday, March 2, 2011, 4:30-5:30 p.m.

Ballroom I & II

On your campus, you know the value of orientation for new students is to be involved early with each other and begin to build lasting connections to the campus. If this is your first time at this regional conference, attending our NACADA Introduction is REQUIRED! Come meet new members, as well as members of the NACADA leadership, and learn about the exciting association of which you are now a part.

3:00 p.m. to 4:20 p.m.

Embedding Student Services in Academic Programs (\$20 Fee)

Wednesday, March 2, 2011, 3:00-4:20 p.m.

Brickstones

Presenters: James Caraway, Professor of Leadership Ed.D. at Union Institute & University, Ohio

In conjunction with the theme for the conference, "Collaborating Together . . ." this presentation will focus on how recruitment, advising, retention, and student success can best be accomplished when these services are embedded intricately within Academic Programs, so that there is no disjunction between the two. This workshop will describe actual programs and initiatives—along with the theories supporting them—demonstrating that this "collaborative process" was the impetus for student success and retention. The close relational involvement of both Student Services personnel and Faculty in the various disciplines will be highlighted.

5:30 p.m. to 7:00 p.m.

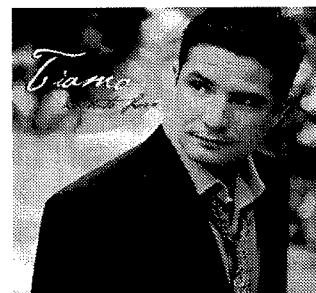
Meet-and-Greet Reception (Free)

Wednesday, March 2, 2011, 5:30-7:00 p.m.

Brickstone

Entertainment, Hor D'oeuvres & "No Host" Bar
Let's join together and get to know each other!

Tiamo De Vettori, Academic Advisor from California State San Marcos, will be playing the acoustic guitar and singing his original songs. Tiamo is an award winning motivational speaker, singer, and songwriter. For more information on Tiamo visit his website @ www.TiamoMusic.com



**Thursday, March 3
9:15 to 10:15 a.m.**

**Diversity & Academic Advising: Perceptions
of Academic Ability**

Thursday, March 3, 2011, 9:15-10:15 a.m.

San Diego I

Lead Presenter: Salvador Mora

Co-Presenter: Peter Kim

Institution: University of Nevada, Las Vegas

In the world of Higher Education, diversity and multiculturalism are celebrated as a source of rich intellectual investigation and an element that fosters the learning process for all students. But how does diversity work and what impact does it have in the realm of an academic advising session? We will introduce Anthropologist John Ogbu's theoretical framework about an educational caste system operating in American Education. Through presentation and participant discussion we will examine advising practices and self reflection within the context of multicultural concerns.

**Navigating the Transfer Road:
How One Business School Set Students on
the Path to Successful Transition**

Thursday, March 3, 2011, 9:15-10:15 a.m.

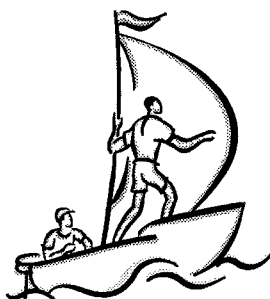
San Diego II

Lead Presenter: Lisa Miller

Co-Presenters: Lata Patel and Allan Taing

Institution: University of California, Riverside

Concerned that your transfer orientation session is being met with too many yawns and glazed-over looks? Worried that your attendees are not retaining the information you provided? These were exactly the issues facing UC Riverside's School of Business Administration and through some creative brainstorming, we completely overhauled our transfer orientation. Come join us to see how we created a fun, interactive and informational transfer session that allowed our incoming Business students to hit the ground running and take away some ideas that will help you implement similar programming on your campus.



**It Takes a Village to Raise a Farm: Best
Practices for Creating Campus Collaboration
and Developing Advising Partnerships**

Thursday, March 3, 2011, 9:15-10:15 a.m.

Ballroom I & II

Lead Presenter: Lourdes Andrade

Co-Presenter: Celeste Fowles Nguyen

Institution: Stanford University

With budget constraints and the expectations to provide a full menu of students support services, collaboration within an institution is increasingly essential for advisors. In this session, participants will identify and develop best practices for collaboration with campus partners. This presentation, based in theory and practice, will include opportunity for interactive discussion about collaboration to improve campus advising. We will share how Undergraduate Advising and Research and the Office of the University Registrar at Stanford University partnered to streamline policy and practice, design innovative and comprehensive student services, and create a model of collaboration encouraging mutual mentorship.

**Finding Strengths: Using Solution Focused
Brief Therapy Techniques with Probationary
Students**

Thursday, March 3, 2011, 9:15-10:15 a.m.

Ballroom III

Lead Presenter: Jihan Neda Ejan

Institution: California State University, Monterey Bay

As advisors, we do not necessarily have a lot of face time when working with our students. This is particularly true for students on academic probation, as they may need more time to talk about overcoming their academic and social barriers with us. We will discuss Solution Focused Brief Therapy (SFBT) techniques that will help us move away from focusing on the student's "problems"; instead, we can create conversation that focuses on a student's personal strengths, abilities, and external resources and help amplify past coping strategies—all useful when creating solutions to their current academic/social barriers. We will also discuss different types of SFBT questions such as scaling, exception, and the miracle questions. Afterwards, we will have participants in our workshop practice using these techniques in dyads.

When You Can't Do More with Less: Streamlining Practices for Effective Advising

Thursday, March 3, 2011, 9:15-10:15 a.m.

Ballroom VI & VII

Lead Presenter: Brian Latham

Co-Presenters: Gabby Yates, Kristyn Lewko,
Karla Kastner, and Kira Preston

Institution: University of California, San Diego

Higher education is experiencing challenging times as advising services are being reduced while the volume of student demand is increasing. When "doing more with less" is no longer sustainable, changes to advising services must be made while still meeting student needs. In this session, Advisors at John Muir College will explore changes made to their advising services including: targeting populations for group advising, streamlining access to advisors, advertising changes to students to ensure cooperation, and evaluation for continued application. Participants will also have the opportunity to identify challenges in their departments and alternatives to their current practices.

Thursday, March 3 10:30-11:30 a.m.

Navigating Professional Development in Rough Waters: All Hands on Deck!

Thursday, March 3, 2011, 10:30-11:30 a.m.

San Diego I

Lead Presenter: Derek Furukawa

Co-Presenters: Cheryl Tillotson and Tricia Lozano

Institution: University of Nevada, Las Vegas

Nearly all administrators would agree that professional development is important for their staff. In tough economic times, supporting professional development can be difficult to sustain. This program looks at how an institution can utilize existing resources to put on a conference for minimal cost. Using a recent conference as reference, the presenters will discuss the various strategies used to maximize resources and still provide professional development for professionals in the local area and beyond

Navigating a Successful Faculty vs. Professional Advising Model

Thursday, March 3, 2011, 9:15-10:15 a.m.

Ballroom VIII

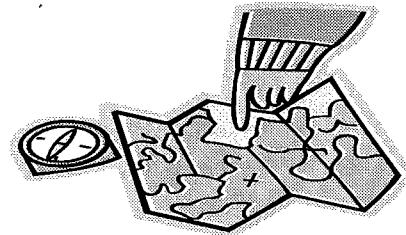
Presenters: Amy Lance

Institution: California State University, Chico

Co-Presenter: Daniel Connolly

Institution: University of Denver

Come discuss with two Advising Administrators the pros and cons of a Faculty Advising Model vs. Professional Advising Model. One administrator has the experience of serving as a Faculty Advisor prior to assuming the role of Advising Administrator and accepting the charge of creating a Professional Advising Team. The other Administrator has extensive experience as a Professional Advisor and collaborating with faculty in an advising capacity. Participants will leave with a positive outlook of how both are beneficial and can be invaluable to an institution.



Ahoy Advisors! Navigate the Waters with a Staff Retreat Designed for Smooth Sailing!

Thursday, March 3, 2011, 10:30-11:30 a.m.

San Diego II

Lead Presenter: Sue Saunders

Institution: California State University, Channel Islands

Co-Presenter: Grace Cardenas Leal

Institution: California State University, Monterey Bay

Why do retreats? A well planned staff retreat is the "life preserver" you're looking for to promote teamwork and enhance decision-making for your advising unit. Two seasoned administrators will share their experience with developing and facilitating retreats. Any advising unit regardless of their developmental stage - emerging or established will find value in a retreat that addresses their issues and desired outcomes. From the low budget to the Cadillac of retreats, ideas, activities and strategies will be shared that will foster collaboration and communication. All aspects of the retreat from budget to retreat topics will be presented. Participants will take home creative tools that will assist with the development of a first retreat or with new ideas for future retreats.

**Thursday, March 3
10:30-11:30 a.m.**

Navigating Rough Waters: Group Advising for At-Risk Students

Thursday, March 3, 2011, 10:30-11:30 a.m.

Ballroom I & II

Lead Presenter: Rebecca Berner

Co-Presenters: Kim DuFour, Dami Hammer, Lorraine Smith

Institution: California State University, Chico

Advising students who are on academic probation or at risk for disqualification has traditionally been a one-on-one activity. However, with tight budgets and reduced staffing, providing individual advising to at-risk students can be challenging, if not impossible. Find out how one campus, facing severe budget cuts, revised its advising strategies via the use of interactive group workshops. This innovative strategy proved to have unexpected benefits for students while allowing academic advising programs to extend its outreach to students in need of a "life-line." This session will share the group workshop content, goals and materials, and will explore qualitative and quantitative assessment strategies. Participants will also have the opportunity to share interventions with at-risk students in use on their home campuses.

Empowering and Developing Students in a First-Year Experience Seminar Course

Thursday, March 3, 2011, 10:30-11:30 a.m.

Ballroom III

Lead Presenter: Rebecca Devereaux

Institution: Woodbury University

Freshman seminar courses, when designed strategically, have the power to incorporate all factors for retention which Tinto described, and help students successfully integrate into their new college community (Van Gennep). We will build from the theoretical overview to show that students need formal and informal, academic and social, interactions on campus. Some common elements and activities within first-year seminars that achieve these integration goals include team teaching (faculty and peer educator), campus (student) involvement tie-ins, career exploration activities, and a freshman transition portfolio with various components offering opportunities to engage in the community. Collectively we will share best practices and focus on how facilitators of these first-year experience courses and activities can link the students' learning experiences to their empowerment as young adults, a college students, and future professionals.

**Qualitative Inquiry Can Be Your Compass:
Appreciative Advising Techniques Grounded
in Research Skills**

Thursday, March 3, 2011, 10:30-11:30 a.m.

Ballroom VI & VII

Lead Presenter: Kathleen Normandin

Co-Presenter: Crystal Goodman

Institution: University of Hawaii, Manoa

Qualitative research methods will be used as the framework in this presentation to demonstrate how the benefits of Appreciative Advising can be used to assist students in identifying/aligning meaning with institutional expectations, personal strengths and future goals. This session will outline the similarities between the roles and strategies of a researcher to those of an appreciative advisor. Our format will be interactive and will utilize case studies in small group discussions. Appreciative theory argues, in order to help a student develop, we must provide guidance in the exploration of their experiences to identify the sources of their own strengths and knowledge (Bloom, Hutson, & He, 2008). It is an Advisor's duty to act in the role of qualitative researcher to collect rich data from the students in the form of stories, experiences, concerns, questions, etc.

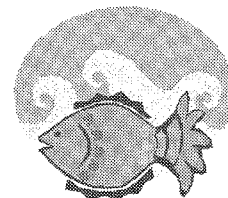
First Generation Interest Group

Thursday, March 3, 2011, 10:30-11:30 a.m.

Ballroom VIII

Lead Presenter: Cindy Peterson (NACADA liaison)

Want diversity? Then define what a first-generation college student looks like. Some are 18 years old; many are in their 30's. Some are high achievers, some are returning to higher education, some are tired of dead-end jobs, and some are fresh out of high school and away from home for the first time. Being the first in the family to do anything is a heady, exciting, scary proposition; but entering the confusing arena of a college education is a complex venture best not undertaken alone. Come join the *First Generation College Student Interest Group* as we explore the issues and answers best suited for these students. We will also share advising syllabi and other tools used with this population.



Thursday, March 3 1:30-2:30 p.m.

Peer Advisors: Helping to Navigate the Sea of Student Success

Thursday, March 3, 2011, 1:30-2:30 p.m.

San Diego I

Lead Presenter: Kasandra Carlson

Co-Presenters: Amber Hamack, Aly White

Institution: California State University, Chico

Come join three Peer Advisors and learn directly from them about their experiences, roles, and responsibilities within an Academic Advising unit. With you, they will share candidly about advising their peers and the role conflict they commonly face in such a position. Additionally, they will share how their creative ideas have addressed and fulfilled the needs of a high demand, understaffed advising office. These peer advisors will share innovative solutions they have developed for lightening the load on full time advisors while providing the highest level of advising for freshmen and sophomore students.

"I Didn't Get the Memo!" How One Campus Communicates New Information

Thursday, March 3, 2011, 1:30-2:30 p.m.

San Diego II

Presenter: Lael Adediji

Institution: California State University, San Jose

That policy changed? Nobody told me!" If you've ever found yourself in the position of not knowing about policy changes and advising updates, your campus may need to look at how new advising information is communicated. Come to this workshop for a look at how one large institution is managing the communication of information to its advisors through a dedicated staff person and the Advising Hub, a web resource. In this workshop, the presenter will share SJSU's efforts to communicate with advisors, and engage participants in a discussion about how information is communicated on their own campuses. What works? What doesn't work? The presenter will facilitate a discussion that allows attendees to learn from each other.



Life after Orientation: Advising Strategies for Second Semester Freshmen

Thursday, March 3, 2011, 1:30-2:30 p.m.

Ballroom I & II

Lead Presenter: Rebecca Berner

Co-Presenter: Kaitlyn Baumgartner

Institution: California State University, Chico

Many advising and orientation programs do an excellent job of helping students select and register for appropriate first semester classes. However, second semester can be a very different story. Cast on their own, many first year students feel like 'fish out of water' and may not remember what they learned just months ago at orientation. Others are afraid to seek needed help after a "stormy" first semester. Via interactive discussion, participants will learn how one campus reaches second semester students with advising services including an on-line advising activity and group workshops, and will examine how these activities are assessed. Finally, participants will explore innovative ways to partner with orientation and first year programs to empower first year students to make solid second semester decisions.

Listen Up! It's Your Recipe for Success

Thursday, March 3, 2011, 1:30-2:30 p.m.

Ballroom III

Lead Presenter: Mimi Murry

Institution: Brandman University, part of the Chapman University System

Join Chef Mimi as she shares her favorite communication recipes and prepares a delightful "Listening Lunch". Identify your favorite food group (or shall we say "listener preference") through a scored self assessment profile. Get a "taste" of the four secret ingredients in Mimi's listening larder and learn how you can adjust them to your various communication situations. Take stock of those unsavory additives (the "listening barriers") that can jeopardize your communication health. Through a guided activity, sample the special ingredient that will "kick it up a notch" when it's time to listen attentively. And join in Mimi's "conversation kitchen" to share the listening recipes that you successfully use with your advisees or with your advising team. "Bon Ear petit!"

Academic Advising: What It Should Be, What It Is

Thursday, March 3, 2011, 1:30-2:30 p.m.

Ballroom VI & VII

Lead Presenter: Joseph Cuseo

Institution: Marymount College

Despite its crucial importance for promoting student retention and student success, particularly for first-generation students, academic advising on American college and university campuses remains an underestimated, underfunded, and underappreciated professional activity. This session will involve a focused, interactive discussion of potential strategies for improving institutional awareness of, and interest in, improving the quality of academic advising with respect to its following foundational features: 1. Professional preparation, recruitment and selection of advisors, 2. Orientation and professional development of advisors, 3. Recognition and reward for advisors, and 4. Assessment of individual advisors and the overall advising program. The intended learning outcome of this session is to promote participants' awareness of and advocacy for these four cornerstones of effective advising within the context and constraints of their campus culture.

**Thursday, March 3
2:45 to 3:45 p.m.**

Nepantla as Transition: Latinas during the First Year of College

Thursday, March 3, 2011, 2:45-3:45 p.m.

San Diego I

Lead Presenter: Marie Nubia-Feliciano

Institution: Chapman University

During the first year of college, Latinas have to acclimate to a new environment while ensuring that they do not lose their selves in the process. Anzaldúa's concept of Nepantla, or the space between the "no longer" and the "not yet" of life's transitions will be used to explore the cultural liminal space that the Latina finds herself in during the transition to college life. This session will explore the issues that occur during the first year for Latinas and explore the role language plays in that experience. Examples will be shared to illustrate how Latina students use Spanish to make meaning of, and be successful as they transition to, college. We will also explore how advisors can use language, specifically Spanish, to reach out to Latina students to increase the likelihood of college success.

Interdisciplinary Learning Communities: Strategic Partnerships for High Impact Learning

Thursday, March 3, 2011, 1:30-2:30 p.m.

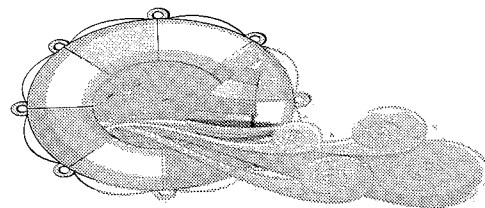
Ballroom VIII

Lead Presenter: Al Smith

Co-Presenter: Beth Gersten

Institution: University of Nevada, Las Vegas

In 2010, UNLV's College of Business launched an interdisciplinary first year learning community in partnership with Urban Affairs. The three course community included a business oriented freshman seminar, an oral communication course, and an interpersonal communication course anchored by a service learning project designed to enhance professional business skill development and career exploration. This presentation will take participants through the initial development of the learning communities, discuss the pitfalls and successes, explore keys to collaboration between colleges, and shed light onto the essential role of the academic advisors in teaching the freshman seminars/program success. Attendees will leave this program with a template for developing a learning community on their campus and with the understanding for the role advisors can play in implementing learning communities.



Advising with Technology through Collaboration and Creativity

Thursday, March 3, 2011, 2:45-3:45 p.m.

San Diego II

Lead Presenter: Gwen Hansen

Co-Presenter: Teri Renner

Institution: California State University, San Marcos

Many Advisors find themselves answering repetitive questions day in and day out. Use of 21st century technology can provide a successful environment matching the needs of today's students, while freeing up valuable advising time. This session will share how Advisors at CSUSM collaborated to create media site modules to connect students to advising information and content that they can access anytime. Participants will engage in group discussion about ways to engage in collaboration opportunities and utilize available resources on their campus

Thursday, March 3 2:45 to 3:45 p.m.

Are They Failing, or Are We Failing Them? Sharing in the Responsibility by Supporting First Time Freshmen on Academic Probation

Thursday, March 3, 2011, 2:45-3:45 p.m.
Ballroom I & II
Lead Presenter: Dina Bartoloni
Institution: California State University, Fullerton

With increased admission standards and higher tuition, students are working harder to enter University life. Now it's up to us as advisors to help keep them here. National research indicates First Time Freshmen on academic probation are at greater risk of failing to persist towards a degree. This presentation will address the significance of providing multiple interventions and increasing academic support for this at-risk population including assessment results from the Four Points of Contact Program. This program provides First Time Freshmen on probation continual academic support throughout their first year and tracks students each semester following. Through collaboration efforts, the four points of contact were dispersed between advisors, faculty, and campus resources. Learn how these intervention strategies increased student retention within this group by nearly 10%.

A Conversation with NACADA Leadership & Executive Office Representative

Thursday, March 3, 2011, 2:45-3:45 p.m.
Ballroom III
Lead Presenter: NACADA

This informal discussion is to provide a forum for attendees to visit with NACADA Leaders regarding the Association's many initiatives and programs, leadership opportunities, and to give participants an opportunity to provide feedback and ask questions.

How to Increase Advising Effectiveness with Fewer Resources

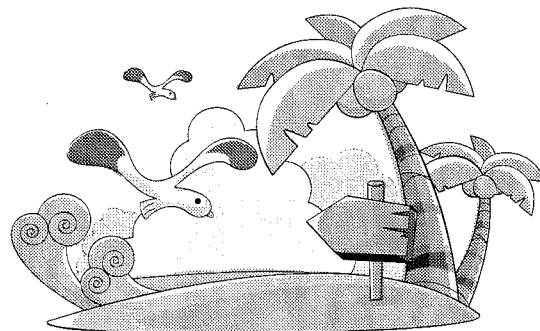
Thursday, March 3, 2011, 2:45-3:45 p.m.
Ballroom VI & VII
Lead Presenter: Penny Bennett
Institution: California Polytechnic University, San Luis Obispo

This session will show how an institute of higher education can utilize its existing resources to assist in increasing advising effectiveness. Most universities have a variety of untapped resources available for helping students in their progress to degree. The challenge becomes identifying these resources and collaborating with the necessary constituents to work towards a common goal - student success! Learn how Cal Poly's College of Liberal Arts is doing more with less for student advising during the challenging economic times. By partnering with faculty, staff, residential life and the university advising community the College of Liberal Arts is serving more students more efficiently and at a higher quality than ever before.

Enriching the Role of Peer Advisors with Teamwork and Leadership Opportunities

Thursday, March 3, 2011, 2:45-3:45 p.m.
Ballroom VIII
Lead Presenter: Heather LaPerle
Institution: San Diego State University

Peer Advisors perform an important advising role, but being an Academic Advisor may not be their career goal. The challenge for a Peer Advisor Coordinator is to create opportunities for these paraprofessionals to develop their leadership and teamwork skills. Providing opportunities for teamwork and leadership development is a goal that has been achieved through two projects: a Peer Post newsletter and Civic Learning. This presentation will review the reasons for the integration of these two projects and the leadership and teamwork opportunities that are fostered. Attendees will engage in both small and large group discussions about ideas for implementing leadership opportunities on their campus.



**Thursday, March 3
4:00-5:00 p.m.**

**Lightening the Advisors' Load:
Gatekeeping**

Thursday, March 3, 2011, 4:00-5:00 p.m.

San Diego I

Lead Presenter: Clare Clifford

Institution: California State University, Chico

Attendees will learn how our front office practices lighten our advisors' workload through intensive gate keeping practices. As our current student-to-advisor ratio is over 1,000:1, our advising team must interact efficiently to meet this rising student demand. As the first point of contact, my responsibility is to uncover students' real needs and get them headed in the right direction. By asking consistent questions, we can distinguish between students who truly need our services and students who need to be redirected. An added benefit is that our filtering practices save students and staff time. Attendees will learn how they can adopt our gate keeping strategies and modify them to meet their office's/unit's needs.

**Inspiration, Innovation, and Technology in
Advising**

Thursday, March 3, 2011, 4:00-5:00 p.m.

San Diego II

Lead Presenter: Janel Irwin

Co-Presenters: Amy Lance, Alyson White

Institution: California State University, Chico

With the increase of Millennials and the decrease of funding to advising units the necessity to incorporate innovative uses of technology is on the rise. The need for academic advising units to reduce their costs while maintaining the highest level of advising and communication with students requires incorporating technology in their daily practices. So, how can we reach students without using their usual means of social networking to maintain professional advising relationships with our target audience? This presentation will address how one advising unit turned paperless to reduce costs while upholding the utmost standards within academic advising. In addition, they will discuss innovative ways to incorporate technology to enhance communication and the inspiration behind their paperless processes. Participants will leave inspired and ready to take on the technology challenge!

Military 101: Seeing Past the Uniform

Thursday, March 3, 2011, 4:00-5:00 p.m.

Ballroom I & II

Lead Presenter: Kelly Witt

Institution: San Diego State University

As more members of the armed forces seek to utilize their education benefits, and as more institutions adopt military-friendly policies, it is imperative that advisers become more informed about this growing population of students. By enhancing their breadth of knowledge, advisers will be better-placed to assist service personnel in successfully reaching their higher education goals. This presentation provides a broad overview of military student issues and compares those issues to existing knowledge about traditional and transfer students. Participants will gain the information necessary to feel more comfortable and confident advising military students, reflect on issues which make military students both the same and yet different from the general undergraduate population, understand the various programs for military personnel, and understand how military issues impact approaches to advising.

**No Resources? No Problem!
A Creative Approach to a Freshman
Experience Workshop**

Thursday, March 3, 2011, 4:00-5:00 p.m.

Ballroom III

Lead Presenter: Melissa Calderon

Institution: University of California, San Diego

In this presentation, I will share my approach to implementing a workshop series for new students with minimal resources. This series, entitled SOAR (Strategies, Opportunities, Access, and Resources), was piloted for new freshmen and transfer students in 2007 and has continued each Fall quarter. I will discuss lessons learned throughout this experience that might aid other counselors, new or seasoned, in developing a similar program for their students. I will also outline the progression of SOAR and include information on: steps taken to create a new program; tips on maintaining student attendance without course credits; ways to achieve support from campus entities; benefits of student focus groups; and pros and cons of different types of collaboration (i.e., within college, within university).

Intrusive Advising – The Art of Positive Meddling

Thursday, March 3, 2011, 4:00-5:00 p.m.

Ballroom VI & VII

Lead Presenter: Tracy Cruz

Co-Presenter: Alicia Ingold

Institution: University of California, San Diego

The main objective of our presentation is to introduce the audience to a direct and interactive style of academic counseling called Intrusive Advising (IA). This workshop will focus on introducing the Intrusive Advising model, and presenting how this model has been applied to working with students on academic probation at Sixth College. Finally a round table discussion will be facilitated to allow the participants to share their experiences with this model and to brainstorm challenges and benefits that universities may face when using Intrusive Advising techniques.



Friday, March 4 8:30 to 9:30 a.m.

Peace in the Midst of the Storm: Advising Research without Statistics

Friday, March 4 2011, 8:30-9:30 a.m.

San Diego I

Lead Presenter: Robert Hurt

Co-Presenter: Eric McLaughlin

Institution: California Polytechnic University, Pomona

Have you ever felt like your advising responsibilities consist of little more than putting out fires on an individual basis? Have you ever wanted to take a step back and think about how individual cases / situations / issues are related to one another? But, does the idea of needing an advanced degree in statistics put you off from doing research? This presentation will address all those issues by exploring well-recognized, accepted, legitimate research methods that do not involve statistics. We'll look at why advising research is important, and talk about three qualitative research methodologies: appreciative inquiry, case study and ethnographic research. You'll have time to develop preliminary ideas for a qualitative research project on your campus, along with identifying other resources to guide you along the way.

Career Services Eliminated! Now What?

Friday, March 4 2011, 8:30-9:30 a.m.

San Diego II

Lead Presenter: Brandis Bernard

Co-Presenter: Aqueelah LaGrone

Institution: University of Nevada, Reno

If you have been asked the question, "What can I do if I major in _____" and have felt at a loss for suggestions or advice, this presentation is for you. Learn how to integrate career exploration discussions and activities as part of your advising sessions as well as what to include in a five week, elective course about academic and career decision-making. With or without a Career Services office, advisors can help students better understand the relevance of their education and their career preparation!

Friday, March 4
8:30 to 9:30 a.m.

**Contemporary Student Veterans: How Can
Advisors Prepare for this New Wave of
Students?**

Friday, March 4 2011, 8:30-9:30 a.m.

Ballroom I & II

Lead Presenter: Kathleen Normandin

Institution: University of Hawaii, Manoa

This session will be a presentation of a research study titled: Contemporary Student Veteran Experiences in Higher Education, where eleven contemporary student veterans who served in combat military positions post September 11, 2001 were interviewed and narrative data was collected. The interviews explored participants' experiences, challenges, expectations, and perceptions of college. This session will outline research findings and share firsthand accounts of contemporary student veteran experiences on college campuses, in hopes of providing valuable information and promoting understanding of this student population. These findings will then be connected to the role of academic advisors. The presenter will explore how advisors can learn about these students and provide resources/support services that will help them successfully transition into and navigate college.

Friday, March 4
9:45 to 10:45 a.m.

**Effective Strategies for Ensuring Success
with Students on Academic Probation**

Friday, March 4 2011, 9:45-10:45 a.m.

San Diego I

Lead Presenter: Penny Bennett

Institution: California Polytechnic University, San Luis Obispo

This session will discuss strategies for student success specifically for students on academic probation. It will look specifically at reasons why students are on academic probation and how to develop strategies and programs to assist students in getting off of academic probation. The session will address the psychological, emotional, social and academic barriers to student success and how to address each barrier. The session will cover specific initiatives implemented by the College of Liberal Arts at California Polytechnic State University to ensure student success. Topics on probation status, disqualification and readmission will also be covered.

**The Cooperative Faculty Advisor-Professional
Advisor Model: Sharing Our Strengths!**

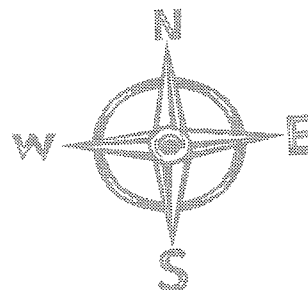
Friday, March 4 2011, 8:30-9:30 a.m.

Ballroom III

Lead Presenter: Rebecca Devereaux

Institution: Woodbury University

This workshop will engage participants from a variety of advising situations on their campuses: college-based advising centers within large universities, faculty advisor models on smaller campuses, hybrid models of professional and faculty advisors, advising units for special populations (athletes, EOP advisors, etc.) Strategies, insights, and best practices for unifying advising on their campus, while navigating these sometimes challenging political or territorial waters, will be shared. Theoretical foundations will be built around concepts from strengths-based psychology and democratic leadership principles, with an emphasis on creativity, consensus-building, and empowerment.



**1400:1- Meeting the Needs of a Large Student
Population with a Small Advising Staff**

Friday, March 4 2011, 9:45-10:45 a.m.

San Diego II

Lead Presenter: Brian Roang

Co-Presenters: Andrea O'Donnell, Alyssa Johnson,
and Hermila Torres

Institution: University of California, San Diego

Every morning, the line of students is out the door. By the afternoon, your inbox is overflowing, the phone is ringing off the hook and you are scrambling to keep up. Sound familiar? If it does, then you are not alone! In today's economic climate we are all learning to work with less: less money, fewer resources and a smaller staff. As an academic advisor, how do you meet student needs when there are thousands of them and only a few of you? Presenters in this session will use on the job successes and failures to explore how information sessions, specialized courses, technology and advising structure can be used to reach the maximum number of students with a small staff.

**Friday, March 4
9:45 to 10:45 a.m.**

**Strategic Advising for Student Success:
Specific, Research-Based Practices**

Friday, March 4 2011, 9:45-10:45 a.m.
Ballroom I & II
Lead Presenter: Joseph Cuseo
Institution: Marymount College

Advisors can have immense impact on students' learning, persistence to graduation, and educational aspirations by playing multiple influential roles that, collectively, can have a synergistic effect on student success. This session will explore the pivotal roles advisors play in the process of promoting student success and identify specific action strategies for fulfilling the following roles: educator, resource and referral agent, mentor, coach, confidante, and advocate. Learning outcomes for this session include acquisition of strategies for personalizing advising, crafting strategic class schedules, promoting proactive educational planning, supplying students with positive-yet-realistic feedback, and developing students' sense of self-efficacy.

**Friday, March 4
11:00 to 12:00 p.m.**

Region Business Meeting

Friday, March 4 2011, 11:00-12:00 p.m.
Ballroom I & II

**Navigating the Creation of a Sustainable
Advising Office**

Friday, March 4 2011, 9:45-10:45 a.m.
Ballroom III
Lead Presenter: Amy Lance
Co-Presenters: Kalea Allen, Clare Clifford,
Janel Irwin, and Tessa Nichols
Institution: California State University, Chico

In today's world, we all should be looking for ways to lessen our carbon footprint. Come learn how one advising unit has done their part, starting with transforming a paper-swamped office into a 95% paperless office over a two year period. Additionally, we will share simple changes any office can implement from changing your lighting to recycling to composting, all in an effort to do our part and role away after hearing our innovative but realistic money-saving changes and know there are simple solutions any advising office can implement to align their business practices with the sustainable values institutions teach.



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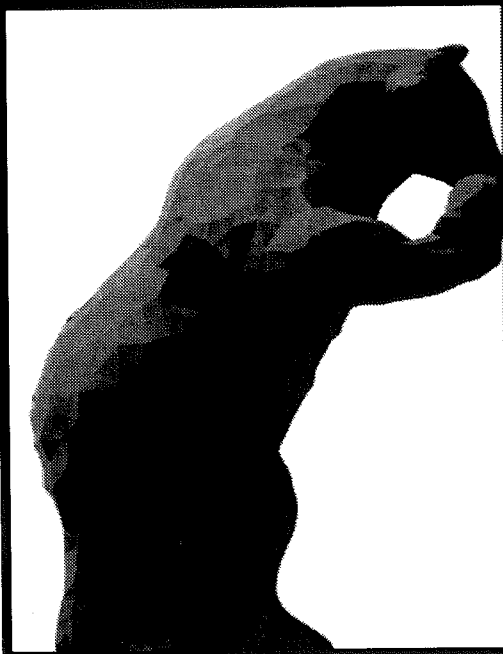
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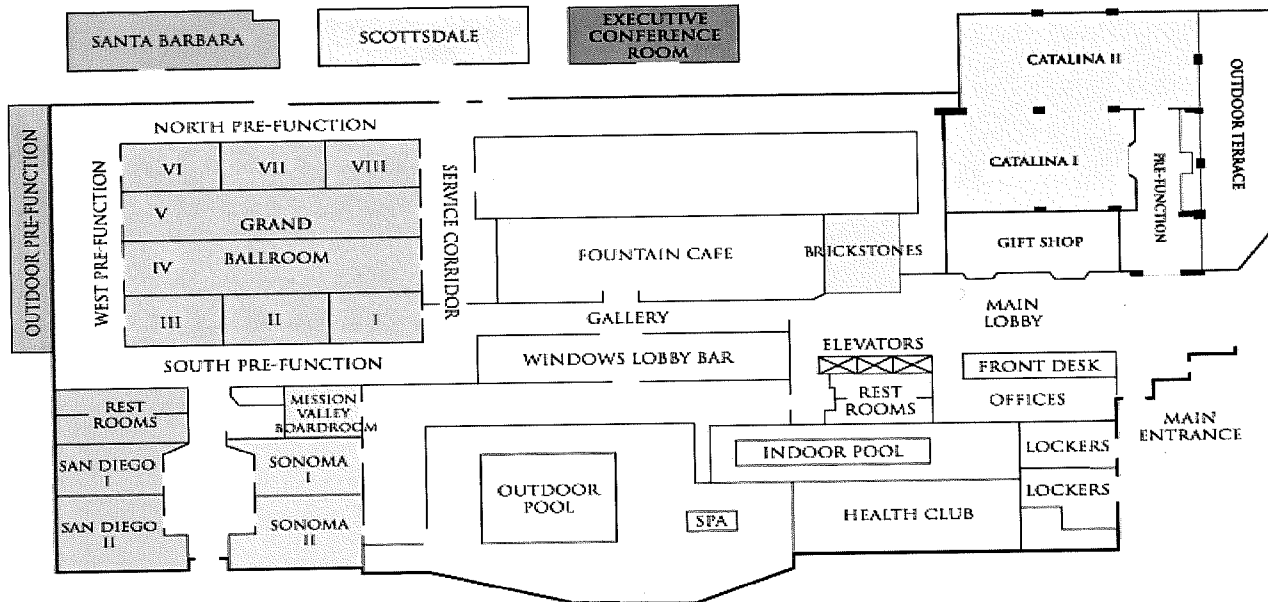
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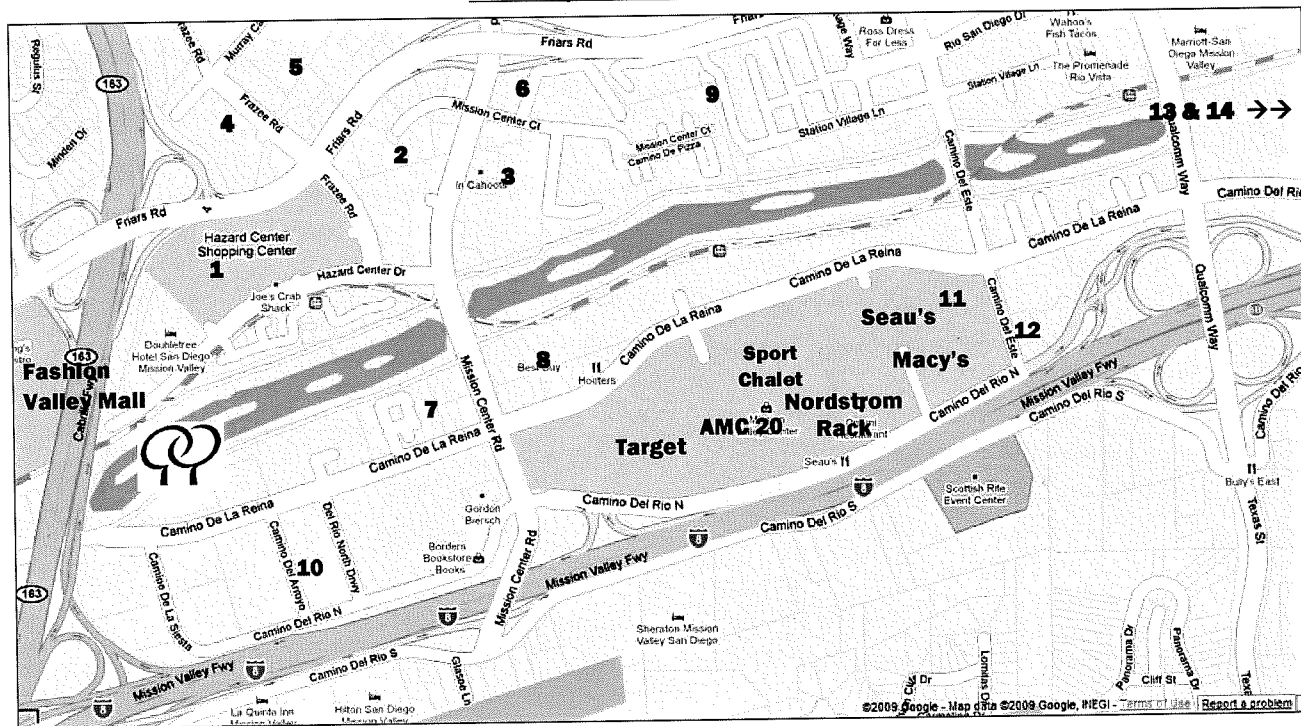
DOUBLETREE

SECOND FLOOR



LOBBY LEVEL

Local Map and Points of Interest



1. Applebee's, Randy Jones, Joe's Crab Shack, Quizno, Intermezzo Café, Maria Maria, Smashburger
2. San Sai, Roberto's, Food 4 Less, Jack in the Box
3. Carl's Jr, Del Taco, In Cahoots, Mission Valley Medical Center
4. Denny's and Gasoline Station
5. CVS Pharmacy, Ralph's, Wells Fargo Bank, Einstein's Bagel, Jamba Juice, Subway's, Burger King, Blockbuster Video
6. Shell Gasoline Station, Car Wash
7. Mimi's Café, Verizon Wireless

8. Best Buy, Hooters, Chase Bank
9. Sammy's Woodfired Pizza, Panda Express, On The Border Mex Grill
10. King's Fish House, Fuddrucker's, BevMo!, Gordon Biersch, Chevy's, Marshall's, Old Navy, DSW Shoes, Border's Bookstore
11. Bank of America
12. In-N-Out Burger, Taco Bell
13. Ross, Sports Authority, Wahoo's Fish Taco, Wendy's, Sears Essential
14. IKEA, Costco, IHOP, Lowe's, Oki-Ton Japanese Bistro, McDonald's