

2012 NACADA REGION 9 CONFERENCE

TROPICANA, LAS VEGAS, NV



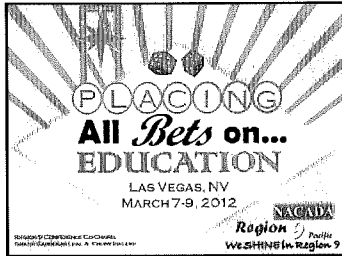
PLACING
All Bets on...
EDUCATION

LAS VEGAS, NV
MARCH 7-9, 2012

NACADA
The Global Community for Academic Advising

Region 9 Pacific

We SHINE in Region 9



2012 NACADA Region 9 Conference
March 7-9, 2012
Las Vegas, Nevada

Welcome from your Region 9 Chair!



Dear NACADA Pacific Region 9 Colleagues,

Welcome back to *fabulous* Las Vegas, Nevada! We are extremely pleased that you have joined us again for the 2012 Pacific Region 9 NACADA conference where we are *Placing All Bets on... Education!* Despite the budgetary challenges many of us are facing throughout our Region, I am pleased that so many of you are able to attend this valuable professional development opportunity! It is my hope that you will be rejuvenated and inspired by the wide variety of pre-conference sessions, concurrent sessions, and unique opportunities to connect with your Region 9 colleagues!

Putting on a conference of this magnitude is no easy feat and I would like to recognize our dedicated and hardworking conference co-chairs, Grace Cardenas Leal from California State University – Monterey Bay and Ebony Igeleke from University of Nevada, Las Vegas. Their enthusiasm and commitment to hosting an exciting and eventful conference is deeply appreciated and admired and it has been a true joy to work with them both! I would also like to thank conference planning committee members Gladys Cabadas, Chrissy Lofgren, Tricia Lozano, Omar Murillo, Mindy Sanchez, Claudia Sitlington, and Tiffany Ward. Additionally, I would like to thank Alison Chandler, Steering Committee member and coordinator of the 3rd annual service project, for her leadership regarding this important community project. Finally, I would like to thank Dr. Gayle Juneau, our past Region 9 Chair and current NACADA Regional Division Representative, for all of her support!

Please remember that another way to enhance your professional development is by getting involved in NACADA. There are a myriad of avenues to become involved in the organization, including chairing or volunteering for a future Region 9 conference! I strongly encourage you to learn more about NACADA and how to become involved in the organization.

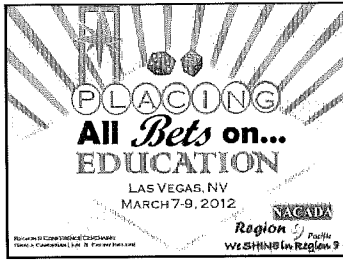
I am looking forward to seeing many familiar faces and getting to know our new Region 9 members, as well! Please take advantage of this rare opportunity to engage with your colleagues and forge professional networks that will last far beyond this conference. I wish you a fruitful and enjoyable conference experience and thank you for your commitment to NACADA and Pacific Region 9! Remember, *We Shine in Region 9!*

Sincerely,

Cheryl A. Tillotson

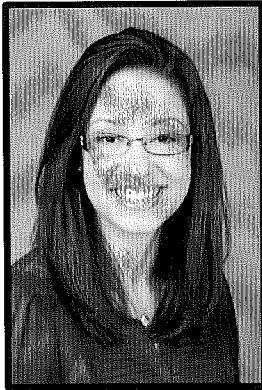
Cheryl A. Tillotson

2011-2013 Pacific Region 9 Chair



2012 NACADA Region 9 Conference
March 7-9, 2012
Las Vegas, Nevada

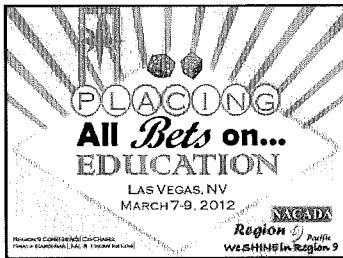
Welcome from the Conference Co-Chairs!



On behalf of the entire conference planning committee, we want to welcome you to Las Vegas, NV for the NACADA Region 9 Conference. Over the past six months, the conference committee has worked tirelessly to make this conference a success. Our conference theme, *Placing all bets on...Education*, is a reflection of our desire to continue putting our efforts towards education. We hope that you are motivated and encouraged through the sessions, and that you leave with new insights and ideas to take back to your institution. We also hope that you will have a great time of connecting with old colleagues and make new ones. If you have any questions throughout the conference, please feel free to approach any of the conference committee members, or our wonderful volunteers. Enjoy yourselves and remember, *We SHINE in REGION 9!*

Ebony Igeleke & Grace Cardenas Leal
2012 NACADA Region 9 Conference Co-Chairs

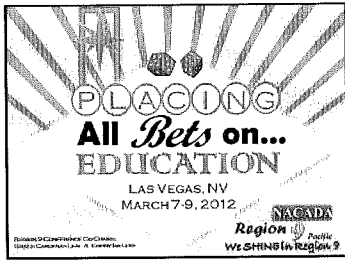
Region 9 Conference Planning Committee		
Title	Name	Institution
Conference Co-Chair	Ebony Igeleke	University of Nevada, Las Vegas
Conference Co-Chair	Grace Cardenas Leal	California State University, Monterey Bay
Registration Chair	Cheryl Tillotson	University of Nevada, Las Vegas
Registration	Gladys Cabadas	California State University, Monterey Bay
Volunteer and Hospitality Chair	Claudia Sitlington	University of Nevada, Las Vegas
Hospitality	Chrissy Lofgren	California State University, Monterey Bay
Evaluations Chair	Tiffany Ward	California State University, Monterey Bay
Technology	Omar Murillo Mindy Sanchez	California State University, Monterey Bay
Program & Marketing Chair	Patricia Lozano	University of Nevada, Las Vegas
Proposal Review/Scheduling	Grace Cardenas Leal	California State University, Monterey Bay
Proposal Review/Scheduling	Chrissy Lofgren	California State University, Monterey Bay
Proposal Review/Scheduling	Tiffany Ward	California State University, Monterey Bay
Proposal Review/Scheduling	Gladys Cabadas	California State University, Monterey Bay



2012 NACADA Region 9 Conference
March 7-9, 2012
Las Vegas, Nevada

Conference At-A-Glance

WEDNESDAY AT-A-GLANCE		
11:00am-5:30pm	Conference Center	Conference Registration
1:00pm-2:45pm	Cohiba 1	Pre-Conference Workshop: Writing for NACADA
1:00pm-2:45pm	Cohiba 3	Pre-Conference Workshop: Hit the Jackpot with Technology in Advising
1:00pm-2:45pm	Partagas 1	Pre-Conference Workshop: Advising Student-Athletes: A Model for Academic Success
3:00pm-5:00pm	Cohiba 1	Pre-Conference Workshop: Using Videos to Communicate Effectively to Students
3:00pm-5:00pm	Partagas 1	Pre-Conference Workshop: No-Bet Zone: Signs of Mental Health Problems and How Advisors May Deal with Them
3:00pm-5:00pm	Cohiba 3	Pre-Conference Workshop: Safe Zone
5:00pm-6:00pm	Cohiba 4	NACADA Orientation for First-Time Attendees
6:00pm	Cohiba 5	NACADA Welcome Reception
THURSDAY AT-A-GLANCE		
7:00am-10:30am	Conference Center	Conference Registration
8:00am-9:00am	Cohiba 5	Continental Breakfast & Graduate Poster Session
9:15am-10:15am	Cohiba 1	Writing for NACADA
9:15am-10:15am	Cohiba 3	Web 2.0 for Advisors: Best Practices, Tools and Tips
9:15am-10:15am	Cohiba 4	Increasing Your Odds by Creating an Effective Peer Advising Program
9:15am-10:15am	Partagas 1	The Sophomore Year: A Gamble or Meaningful Experience?
10:30am-11:30am	Cohiba 1	How Adolescent Chinese Americans Develop Their Career Aspirations and Interests: Intercultural Implications for Advising Practice
10:30am-11:30am	Cohiba 3	Queer Theory Meets Advising: Negotiating Identity in a Post-Identity World
10:30am-11:30am	Cohiba 4	Improving the Odds of Graduating - Consider Adding a Concierge Service
10:30am-11:30am	Partagas 1	Freshman Advising...Double Down and Increase the Odds that Freshmen Seek Out Advising Early!
11:45am-1:15pm	Cohiba 5	Lunch and Keynote Speaker: Dr. Sonya Douglass Horsford
1:30pm-2:30pm	Cohiba 1	Promising Futures Program: Supporting First-Generation College Student Success through Advising and Programming
1:30pm-2:30pm	Cohiba 3	Our Sophomore Year in our Sophomore Experience Program: Raising the Stakes in Retaining Second-Year Students
1:30pm-2:30pm	Cohiba 4	Place Your Bet on a Road Map to College Achievement
1:30pm-2:30pm	Partagas 1	"Before and After" or, rather, "After and Before": Exploring the Transition from Working with Non-Traditional Aged Students to Traditional College Aged Students
2:45pm-3:45pm	Cohiba 3	Teaching Engineering Faculty that Advising is Teaching
2:45pm-3:45pm	Cohiba 4	Designing Effective Advising Programs with Appreciative Inquiry
2:45pm-3:45pm	Partagas 1	Policy and Practices for Advising Undocumented Students: A Systemic Approach
4:00pm-5:00pm	Cohiba 1	Make a Bet on Student Success - Campus-Wide Collaboration for an Academic Coaching Program
4:00pm-5:00pm	Cohiba 3	Success in Advising Requires KNOWING not just KNOWING ABOUT
4:00pm-5:00pm	Cohiba 4	A Practical (and Fun) Guide to being a Multiculturally Competent Advisor
4:00pm-5:00pm	Partagas 1	Who Said I Can't Graduate? Understanding the Complexities of Effectively Advising Low Income, first Generation, Minorities and Foster Youth
5:15pm-6:15pm	Partagas 1	UTAH Research Group: Focus Group of Advisors-please attend!
FRIDAY AT-A-GLANCE		
7:30am-8:30am		Breakfast on your own
8:45am-9:45am	Cohiba 3	From Graduate Student to New Advising Professional: Maximizing Your Graduate Student Experience
8:45am-9:45am	Cohiba 4	Placing All Bets on a Sustainable Future
8:45am-9:45am	Partagas 1	Advising is not a Profession...Or is it?
8:45am-9:45am	Cohiba 1	Conversations with Punam Mathur
8:45am-9:45am	Cohiba 5	Advising is a Team Sport: Collaboration Using Online Technology to Simplify, Streamline and Improve Advisor Training
10:00am-11:00am	Cohiba 1	Going All In: Towards a Collaborative Approach in Advising Queer Students of Color
10:00am-11:00am	Cohiba 3	Utilizing Data to Gauge and Promote Advisor Professional Development
10:00am-11:00am	Cohiba 4	Going All In! How to Create a Leadership Education and Development (LEAD) Retreat for Peer Advisor
10:00am-11:00am	Partagas 1	The Effect of Socialization on Doctoral Student Persistence in Engineering
11:00am-12:00pm	Cohiba 5	Region 9 Business Meeting



2012 NACADA Region 9 Conference
March 7-9, 2012
Las Vegas, Nevada

Conference Keynote Speaker

Dr. Sonya Douglass Horsford
University of Nevada, Las Vegas

Dr. Sonya Douglass Horsford is a senior resident scholar of education with The Lincy Institute at University of Nevada, Las Vegas where she focuses on the history of education in the U.S., politics of education, and role of schools in society.

Her research has been featured in journals such as *Educational Administration Quarterly*, *Urban Education*, *The Urban Review*, and *Journal of Negro Education*. She is editor of the book, *New Perspectives in Educational Leadership: Exploring Social, Political, and Community Contexts and Meaning* (Peter Lang, 2010) and author of the bestselling book, *Learning in a Burning House: Educational Inequality, Ideology, and (Dis)Integration* (Teachers College Press, 2011), which explores the unintended consequences of school desegregation in the post-Civil Rights Era and features a foreword by Founder and President of the Children's Defense Fund, Marian Wright Edelman.



She currently serves as principal investigator of a Spencer Foundation funded research study entitled, "Losing in Las Vegas: Educational Inequality, Ideology, and Reform in the West," which examines the social and community forces and school-district led reforms that have sought to provide greater educational equality and opportunity in Southern Nevada. Given her interest and commitment to community-based school reform, Dr. Horsford is also a key convener for the Las Vegas Promise Neighborhood Initiative, which represents a collaborative of 19 organizations committed to providing cradle-to-college supports for the children and families who live and attend school in Southern Nevada's historic West Las Vegas community.

Dr. Horsford also serves as founder and director of the Las Vegas Children's Defense Fund (CDF) Schools Program® – a summer literacy program designed to provide engaging and meaningful educational opportunities for children, youth, and families in historically underserved communities in Southern Nevada. Through her work with the Children's Defense Fund, Dr. Horsford also serves as an Executive Director Mentor for new CDF Freedom Schools sites across the country and as an instructor for its annual Ella Baker Child Policy Training Institute.

Most recently, Dr. Horsford was awarded the 2011 Emerging Scholar Award by Division A of the American Educational Research Association (AERA), the premier international organization for advancing education research and appointed to serve as Division A Program Chair for the 2012 AERA Annual Meeting to be held in Vancouver, British Columbia. She is also a member of the American Educational Studies Association, History of Education Society, and University Council for Educational Administration.

Pre-Conference Sessions

Wednesday, March 7th

11:00a.m. - 5:30p.m. Conference Registration

1:00 p.m. to 2:45 p.m.

Writing for NACADA

Wednesday, March 7, 2012, 1:00 p.m.-2:45 p.m.

Location: Cohiba 1

Presenters: Bob Hurt and Leigh Cunningham

Institution: Cal Poly Pomona

There are many opportunities to write for NACADA. Articles authored from the ranks of advising practitioners, faculty advisors, researchers, and theorists appear in NACADA publication venues. While NACADA publishes webcasts, dvd-cds, and pocket guides, the primary focus in this session will be to describe the purpose, content, writing guidelines, and acceptance process for the NACADA professional writing, this session will help you understand the various writing opportunities within NACADA.

1:00 p.m. to 2:45 p.m.

Hit the Jackpot with Technology in Advising

Wednesday, March 7, 2012, 1:00 p.m.-2:45 p.m.

Location: Cohiba 3

Presenters: Janel Irwin and Amy Lance

Institution: California State University Chico

With 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 to take on the technology challenge!

1:00 p.m. to 2:45 p.m.

"Advising Student-Athletes: A Model for Academic Success"

Wednesday, March 7, 2012, 1:00 p.m.-2:45 p.m.

Location: Partagas 1

Presenter: Ruth Darling

Institution: University of Tennessee Knoxville

The "Advising Student-Athletes" pre-conference seminar will provide the framework to assist academic advisors in both two- and four-year institutions in creating academic plans that focus on student success and persistence to graduation while addressing the various academic, social, and collegiate-athletic issues facing student-athletes.

The faculty will lead participants through:

- Discussions of principles involved in academic advising for student-athlete success
- Recently approved NCAA Academic Standards for new, transfer and continuing students
- Developing an action plan that is both student-athlete and institution specific.
- Case studies that illustrate how the new academic standards impact advising practices and students' successful progression through and between our institutions

3:00 p.m. to 5:00 p.m.

Using Videos to Communicate Effectively to Students

Wednesday, March 7, 2012, 3:00 p.m.-5:00 p.m.

Location: Cohiba 1

Presenters: Derek Furukawa, Courtney Hafen, and Adeste Sipin

Institution: University of Nevada, Las Vegas

Online videos can reap several benefits for academic advisors. From preparing students for appointments to giving new pizzazz to often boring FAQs, videos are a

creative medium for presenting information to students. This session is designed to help attendees both understand the role of videos and help quell the fears of creating videos for advising. Presenters will walk step-by-step through the video-making process for even the most technologically phobic advisor.

3:00 p.m. to 5:00 p.m.

No-Bet Zone: Signs of Mental Health Problems and How Advisors May Deal with Them

Wednesday, March 7, 2012, 3:00 p.m.-5:00 p.m.

Location: Partagas 1

Presenters: Wei-Chien Lee and David Emmert

Institution: San José State University

Have you ever wondered, "Is this student depressed?" "Should this student talk to a mental health professional?" or "How do I tell this student that I really worry about his or her health?" Knowing and recognizing signs of mental health problems enable advisors to encourage and support students to seek professional help. Come to this interactive session if you would like to learn or polish your knowledge in common warning signs of mental health issues, symptoms of five mental health disorders (depression, bipolar disorders, anxiety disorders, eating disorder, and psychotic disorders), and ways to discuss with students about their mental health issues. Handouts (warning signs, overview symptoms, how to talk with students, and resources) will be provided to the participants for future references.

3:00 p.m. to 5:00 p.m.

Safe Zone Training

Wednesday, March 7, 2012, 3:00 p.m.-5:00 p.m.

Location: Cohiba 3

Presenters: Gayle Juneau

Institution: University of Las Vegas, Nevada

Are you interested in improving your campus climate for lesbian, gay, bisexual, transgender, queer and allied students? Has it been a while since you have attended a Safe Zone training? Then this is the session for you! Come join us for the NACADA Safe Zone training

workshop. The presenter of this workshop serves on the NACADA LGBTQA Concerns Commission and is a Safe Zone trainer.

This training will allow you to increase your awareness about LGBTQ and allied students' concerns. During the workshop, you will be provided with a presentation covering the detail pieces when working with LGBTQ and allied students. Workshop attendees will also be able to interact through exercises and activities, as well as engage in thoughtful dialogue and commit to modeling support and acceptance in the day-to-day work with students.

5:00 p.m. to 6:00 p.m.

NACADA Orientation for First-Time Attendees

Wednesday, March 7, 2012, 5:00 p.m.-6:00 p.m.

Location: Cohiba 4

The purpose of this workshop is to provide the participants with an opportunity to meet and network with other first-time conference attendees as well as members of the NACADA leadership. The workshop will be interactive with opportunities to make connections with each other and the association. In addition, the workshop will provide an overview of NACADA as well as the benefits of membership, including professional development opportunities and quality publications. The workshop will also provide the participants with a "roadmap" for getting the most out of the regional conference. Participants are encouraged to bring their conference program with them to the session.

6:00 p.m. to 9:00 p.m.

NACADA Welcome Reception

Wednesday, March 7, 2012, 6:00 p.m.-9:00 p.m.

Location: Cohiba 5

The Welcome Reception provides an opportunity to interact with colleagues in a relaxed setting. There will be a selection of light refreshments and a cash bar for all participants to enjoy. Please wear your nametags.

Conference Sessions

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 9 recognition and are essential in determining the content of future conferences. We thank you in advance for your comments and suggestions!

Thursday, March 8th

7:00a.m. - 10:30a.m. Registration Opens

8:00a.m. - 9:00a.m. Continental Breakfast

Location: Cohiba 5

8:00 a.m. to 9:00 a.m.

Continental Breakfast and Graduate Poster Sessions

Thursday, March 8, 2012, 8:00 a.m.-9:00 a.m.

Location: Cohiba 5

Poster Presenter: Linda Fischer

Title: Closing the Loop: Getting Past ABD

There is no greater challenge than to overcome the ubiquitous title of All But Dissertation (A.B.D.) Across the nation, doctoral candidates are overwhelmed with family responsibilities and work requirements, as they negotiate the challenges of the dissertation. Research indicates that coursework is not a problem for doctoral students; the unstructured work that follows and the isolation characteristic of the dissertation journey coupled with the lack of preparation to complete the dissertation results in lengthy time to degree completion and attrition. This session presents ways to provide support uniquely tailored to meet the needs of these students.

Poster Presenter: Molly Morin

Title: From Graduate Student to New Advising Professional: Maximizing Your Graduate Student Experience

Are you a current graduate student looking to pursue a career in academic advising? Looking for tips on how to maximize your graduate student experience and prepare for the job search process in the future? Come join us to gain insight on how to network and discover if the academic advising profession is for you. In this session we will provide resources on graduate internship experiences and the job search process

including how to identify and maximize your graduate internship experiences, strengthening your resume for potential employers, the importance of networking and lots more. This poster session will also provide insight from their own graduate internship experiences and job search processes!

Poster Presenter: Christina R. Lofgren

Title: CSU Monterey Bay Centralized Advising Pilot, Psychology

In spring 2010, the undergraduate advising center implemented a centralized advising pilot for the psychology program. Originally, the psychology advising model included faculty advisors for upper division major planning, while lower division advising was conducted by various staff advisors in the undergraduate center. As the student population grew, consistency of accurate information was needed, as well as consistency in advising contact. This poster session will review the centralized advising pilot goals, discuss the established student learning outcomes, intervention advising strategies, and results achieved using a developmental advising approach. Student satisfaction in achieving the learning outcomes demonstrated a rate of 99% using the new advising model.

9:15 a.m. to 10:15 a.m.

Writing for NACADA

Thursday, March 8, 2012, 9:15 a.m.-10:15 a.m.

Location: Cohiba 1

Presenters: Bob Hurt

Institution: Cal Poly Pomona

There are many opportunities to write for NACADA. Articles authored from the ranks of advising practitioners, faculty advisors, researchers, and theorists appear in NACADA publication venues. While NACADA publishes webcasts, dvd-cds, and pocket guides, the primary focus in this session will be to describe the purpose, content, writing guidelines, and

acceptance process for the NACADA professional writing, this session will help you understand the various writing opportunities within NACADA.

9:15 a.m. to 10:15 a.m.

Web 2.0 for Advisors: Best Practices, Tools and Tips

Thursday, March 8, 2012, 9:15 a.m.-10:15 a.m.

Location: Cohiba 3

Presenters: Kiana Shiroma

Institution: University of Hawaii Manoa

There is no question that advisors in higher education are facing a new digital shoreline due to the arrival of tech-savvy millennials and the advancement of technology. In this session, we will discuss the steps advisors should take to determine which Web 2.0 tools to utilize in order to produce the best outcomes and how to make these instruments accessible for all members of the advising relationship. Assessing the effectiveness and efficiency of the tools you choose will also be discussed. User-friendly and cost effective tools, such as blogs, Google, virtual offices, and several types of social media will be explored. Participants with all levels of technological knowledge and skills are welcome.

9:15 a.m. to 10:15 a.m.

Increasing Your Odds by Creating an Effective Peer Advising Program

Thursday, March 8, 2012, 9:15 a.m.-10:15 a.m.

Location: Cohiba 4

Presenters: Janel Irwin and Amy Lance

Institution: California State University Chico

As post-secondary institutions continue to grow and budgets continue to get cut, Academic Advising units must continue to find creative ways to provide adequate advising and services to their student population with fewer resources. One way to consider alleviating an unmanageable work load is to incorporate Academic Peer Advisors. When properly trained and mentored, peer advisors can be responsible for a tremendous amount of office tasks. Today we will hear

from the Director of Advising and another Academic Advisor, a presentation, you will leave inspired to develop a peer advising program for your advising unit!

9:15 a.m. to 10:15 a.m.

The Sophomore Year: A Gamble or Meaningful Experience

Thursday, March 8, 2012, 9:15 a.m.-10:15 a.m.

Location: Partagas 1

Presenters: Patricia Lozano, Cheryl Tillotson, and Ebony Igeleke

Institution: University of Nevada, Las Vegas

Sophomore students are often said to experience the, "sophomore slump" a time of uncertainty and confusion that happens during their sophomore year. In an effort to reach out to sophomore students at UNLV, the UNLV Academic Advising Council created the Sophomore Year Programming Commission. The commission was designed to create opportunities for students to become more engaged and involved in the campus community during their second year. The commission initially hosted the Sophomore Recognition ceremony during the fall 2010 semester and the hosted the 2nd annual Sophomore Recognition Ceremony during the fall 2011 semester. During this session, attendees will be given the details regarding the planning and implementation of the events developed by this advising led commission.

10:30 a.m. to 11:30 a.m.

How Adolescent Chinese Americans Develop Their Career

Thursday, March 8, 2012, 10:30 a.m. - 11:30 a.m.

Location: Cohiba 1

Presenters: Lisa Wong

Institution: University of Hawaii Manoa

The rapid growth of Chinese American students on college campuses across the United States makes it imperative that advisors better understand this student population. The college years are a time of intense career exploration. Yet Chinese American students,

influenced by family, may depart from traditional notions of exploring fields to find the best fit based on interests, abilities, and intrinsic motivation. This session will provide an overview of the current research on how adolescent Chinese Americans develop their career aspirations and interests. The presenter will translate research to practice so participants may learn ways to engage this student population in culturally sensitive conversations about their career/life goals.

10:30 a.m. to 11:30 a.m.

Queer Theory Meets Advising: Negotiating Identity in a Post-Identity World

Thursday, March 8, 2012, 10:30 a.m. - 11:30 a.m.

Location: Cohiba 3

Presenters: Christy Carlson

Institution: Trent University

Developmental theories have provided advisors with many and varied ways of understanding the processes through which students develop their identities. This presentation asks how queer theory might further our understanding of student identities. Further, it asks how this conceptual framework – which views identity as constantly fracturing, multiplying, and changing – might enable us to re-think our engagement with identity in our advising practices. In the first part of this presentation, I will provide an overview of queer theory, focusing on key issues and assumptions, and outline ways that queer theory has been taken up in the field of counseling. The second part of the presentation will focus on practical implications of queer theory for advisors, through group discussion of case studies.

10:30 a.m. to 11:30 a.m.

Improving the Odds of Graduating – Consider Adding a Concierge Service

Thursday, March 8, 2012, 10:30 a.m. - 11:30 a.m.

Location: Cohiba 4

Presenters: Nancy Markee

Institution: University of Nevada Reno

Increased student numbers coupled with budget cuts can complicate the registration process. Viewed as a way to improve timely progression towards graduation, University of Nevada's concierge service initially was a person students could go to for assistance when they were unable to register for a required course. However, subsequent funding reductions resulted in elimination of this position. Through a unique partnership between the Advising Center, Integrated Marketing, and the Provost's Office, a broadened online concierge service, part of a "one stop shop" academic portal, has recently been developed. This presentation focuses on the ongoing evolution of our academic concierge service, how students' needs are being met, and resulting unexpected benefits that can help maximize the institution's scheduling and advising processes.

10:30 a.m. to 11:30 a.m.

Freshman Advising...Double Down and Increase the Odds that Freshmen Seek Out Advising Early!

Thursday, March 8, 2012, 10:30 a.m. - 11:30 a.m.

Location: Partagas 1

Presenters: Sue Saunders

Institution: California State University Channel Islands

First advising connections with freshmen often take place in group format during summer orientation programs. A lot of information is disseminated and freshmen often leave campus on information overload. To best serve a growing population of freshmen, CSU Channel Islands adopted creative strategies that build on connections established during Freshman Orientation without sacrificing the quality of advising connections. Participants will learn about advising strategies incorporating both professional and peer advisors. Participants will learn about how the Advising Center has changed the delivery of services and modified the initial STAR first advising appointment. Learn about how these changes have increased freshmen visits to the Advising Center without decreasing student satisfaction.

11:45 a.m. to 1:15 p.m.

**Lunch and Keynote Speaker: Dr. Sonya Douglass
Horsford**

Thursday, March 8, 2012, 11:45 am. – 1:15 p.m.

Location: Cohiba 5

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

**Promising Futures Program: Supporting First-
Generation College Student Success through Advising
and Programming**

Thursday, March 8, 2012, 1:30 p.m. - 2:30 p.m.

Location: Cohiba 1

Presenters: Molly Morin

Institution: Chapman University

Being the first in your family to attain a bachelor's degree is a great source of pride and accomplishment and as academic advisors we must recognize the unique needs these students face in higher education. It is vital for first-generation students to develop a sense of community with one another, get acclimated to the university setting, and maintain balance between their work, school, and family responsibilities. This poster presentation will provide information on the developing Promising Futures Program at Chapman University, our optional support program for first-generation college students. The mission/history of the program, sample calendar of events, information about our pilot mentoring program, development of a first-generation website and more will be provided! Come discuss with us the type of support your institution provides to support first-generation students.

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

**Our Sophomore Year in our Sophomore Experience
Program: Raining the Stakes in Retaining Second-Year
Students**

Thursday, March 8, 2012, 1:30 p.m. - 2:30 p.m

Location: Cohiba 3

Presenters: Kiana Shiroma and Rayna Isaki

Institution: University of Hawaii Manoa

Sophomores, please stay! The second year in college is when students often experience the sophomore slump, during which they feel that they have less program options, professors to speak with, and institutional attention than when first entering college. To address these issues, the University of Hawaii at Manoa hosts the Passport to Sophomore Success Conference and the Fall Sophomore Social. The conference addresses second-semester freshmen's expectations of sophomore year. For first-semester sophomores, the social celebrates the milestone of entering their second year. Members of the organizing committee will share the processes, outcomes, and challenges of these events. Participants are invited to join our discussion on students' first-to-second year transition and retention of these students.

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

Place Your Bet on a Road Map to College Achievement

Thursday, March 8, 2012, 1:30 p.m. - 2:30 p.m.

Location: Cohiba 4

Presenters: Janel Irwin and Amy Lance

Institution: California State University Chico

With an increasing number of First Generation College students entering our institutions, how can advising units and institutions ease this transition and foster success? By creating an Educational MAP an advising unit can provide students with a one page road map to help guide them down the path of college success. Today we will hear from the Director of Advising at CSU, Chico and one of her Academic Advisors, on how to successfully develop and implement an Educational MAP. As a result of this presentation, you will leave with the necessary tools to enable your advising unit or institution to begin developing and implementing Education MAPs.

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

**"Before and After" or, rather, "After and Before":
Exploring the Transition from Working with Non-
Traditional Aged Students to Traditional College Aged
Students**

Thursday, March 8, 2012, 1:30 p.m. - 2:30 p.m

Location: Partagas 1

Presenters: Stephanie Karas

Institution: CSU Chico

Traditional and non-traditional student populations have very similar academic advising needs, but these groups often have very different expectations and interactions with their advisor. As a prior advisor at a university that had a large non-traditional population, transitioning into a university with a traditional college aged population has been eye-opening. By using my own personal experiences, I will explain this transition and how I have altered my advising approach to suite the population that I now advise. Advising is not a "one size fits all" service, and it is important to understand the different advising approaches that may be needed to effectively serve different types of college populations.

2:45 p.m. to 3:45 p.m.

Teaching Engineering Faculty that Advising is Teaching

Thursday, March 8, 2012, 2:45 p.m.-3:45 p.m.

Location: Cohiba 3

Presenters: Emily Allen and Francisco Castillo

Institution: San José State University

Improvement of communication and exchange between faculty advisor and student may increase student retention by improving student self-knowledge, steering students in directions which help them avoid costly academic mistakes, and increasing student engagement with the University. We will present early results from the SJSU College of Engineering Designated Faculty Advisor Program, which has as its objective to improve the effectiveness of communication between student and faculty in advising and mentoring situations. The program includes faculty advisor training components on topics including (1) University and College academic policies and practices, (2) University resources and referral processes, (3) presentation geared towards knowing our students better, and (4) training in conversation and communication techniques. Results

from student surveys and faculty reflections will be presented.

2:45 p.m. to 3:45 p.m.

Designing Effective Advising Programs with Appreciative Inquiry

Thursday, March 8, 2012, 2:45 p.m.-3:45 p.m.

Location: Cohiba 4

Presenters: Robert Hurt

Institution: Cal Poly Pomona

Are you interested in making your advising program more dynamic and effective, but challenged by "where to begin?" If so, this presentation is for you! Appreciative inquiry (AI) is a straightforward, nontechnical process that allows participants to think positively about designing effective advising programs. AI's four steps (discovery, dream, design, and destiny) focus on the power of positive thinking; they can be completed by virtually anyone and applied to virtually any advising system. In this session, you'll get an introduction to AI, including an applied case study, as well as have time to begin using AI to design effective advising programs on your own campus.

2:45 p.m. to 3:45 p.m.

Policy and Practices for Advising Undocumented Students: A Systemic Approach

Thursday, March 8, 2012, 2:45 p.m.-3:45 p.m.

Location: Partagas 1

Presenters: Kristan Venegas, Elizabeth Hernandez, and Rosemary Rangel

Institution: University of Southern California

The purpose of this session is to share the current policies for admission, financial aid, and advising services for undocumented students in the US. The presenters will share an overview of the states that offer in-state tuition and special admission policies for undocumented students, but emphasize the particular efforts in place for undocumented students within Region 9. The session will include current examples of how advising offices serve undocumented students in

community college and four year institutional settings. Session participants will gain a greater understanding of the law related to undocumented students and techniques for working with this student population.

4:00 p.m. to 5:00 p.m.

Make a Bet on Student Success – Campus-Wide Collaboration for an Academic Probation Program

Thursday, March 8, 2012, 4:00 p.m.-5:00 p.m.

Location: Cohiba 1

Presenters: Amy Swanson and Carly Head

Institution: Cal Poly San Luis Obispo

Are you hoping for a new, innovative approach to reaching students on Academic Probation early in their college career? Learn how one campus executed a campus-wide academic coaching program, consisting of a two hour workshop including advisors as 'coaches', to support students who experienced first-quarter academic difficulty. Program assessment demonstrated significant increases in students' self-efficacy, spring term enrollment, and GPA. This workshop will cover the program's coaching philosophy, workshop materials, communication timeline/ technology, coaches training and the power of effective campus collaboration. Walk away from this workshop with a model that can be tailored to your campus, small or large, which focuses on early intervention and instilling positive motivation for students on Academic Probation.

4:00 p.m. to 5:00 p.m.

Success in Advising Requires KNOWING not just KNOWING ABOUT

Thursday, March 8, 2012, 4:00 p.m.-5:00 p.m.

Location: Cohiba 3

Presenters: James Caraway

Institution: Union Institute and University

Through Socratic dialog and lecture, I will discuss two ways of knowing, the usual, "objective" way of knowing dependent on observation, information, and data, which I call "knowing about" and a second type of knowing, based on the other's revealing themselves to us. This second approach is not based on what we

observe, but on what the other chooses to let us know about them. It is based on the self's revealing herself to us, and not on our studying documents or observing. Hence, it is based on mutuality, trust, openness, interaction, reciprocity et al. My thesis is that KNOWING in this way, and not merely KNOWING ABOUT is necessary for effective and helpful advising.

4:00 p.m. to 5:00 p.m.

A Practical (and Fun) Guide to being a Multiculturally Competent Advisor

Thursday, March 8, 2012, 4:00 p.m.-5:00 p.m.

Location: Cohiba 4

Presenters: Wei-chien Lee

Institution: San José State University

Advisors strive to provide culturally sensitive and competent services to students not only to be ethical, but also to be effective. However, it is impossible for advisors to know all cultures of our students. What can advisors do to ensure that they are being culturally sensitive and competent? Come to this interactive workshop to learn, share, and discuss practical principles of being multiculturally sensitive and competent. We will discuss the eight operational principles (meta-skills) of multiculturalism in plain and fun language (e.g., "Never Use an Anatomy of Fish Book to Understand a Tadpole," and "Don't Use a Bunny Vaccine to Vaccinate an Elephant (and Vice Versa)."

4:00 p.m. to 5:00 p.m.

Who Said I can't Graduate? Understanding the Complexities of Effectively Advising Low Income, First Generation, Minorities and Foster Youth

Thursday, March 8, 2012, 4:00 p.m.-5:00 p.m.

Location: Partagas 1

Presenters: Saryna Konczey, Marielisbet Peres, and Julie Berkovatz

Institution: SJSU

This interactive presentation aims at increasing advisors' awareness, knowledge, and skills in advising low income, first generation, minorities and foster

youth college students. The unique challenges, protective factors and best practices will be discussed and shared. We will also provide the participants with a checklist and resource guide.

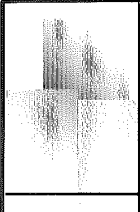
5:15 p.m. to 6:15 p.m.

UTAH Research Group: Research Project

Thursday, March 8, 2012, 5:15 p.m.-6:15 p.m.

Location: Partagas 1

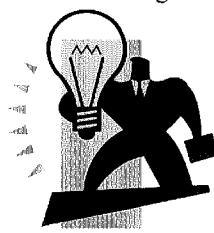
Interested in supporting a research project on academic advising as a career field? Seeking 10 advisors to participate in a focus group discussion about academic advising from 5:15 -6:16pm on Thursday, March 8.



Do you advise students?

If yes....

We are looking for individuals involved with academic advising to participate in an hour long focus group discussion surrounding the occupation of academic advising.



Give us your views on:

- Professions and professionalism.
- What is a profession?
- Academic advising as an occupation.
- Your responsibilities as an academic advisor.

**Participate in the UTAH Research Focus Group:
3/8/2012 - 5:15-6:15pm - Partagas
IRB APPROVED**

This study is IRB approved. ALL INFORMATION WILL BE CONFIDENTIAL. 10/12/2011

Friday, March 9th

7:30a.m. - 8:30a.m. Breakfast on Your Own

8:45 a.m. to 9:45 a.m.

Conversations with Punam Mathur

Friday, March 9, 2012, 8:45a.m.-9:45 a.m.

Location: Cohiba 1

Presenter: Punam Mathur

As a previous NACADA Keynote speaker, you may recognize the name *Punam Mathur*. Punam has held a number of leadership positions, and currently serves as the NV Energy vice president of employee and community engagement. In her diverse leadership roles, Punam has many experiences to glean from. Please come to this session with your own refreshment and be ready to engage in a casual conversation with Punam.

8:45 a.m. to 9:45 a.m.

**From Graduate Student to New Advising Professional:
Maximizing Your Graduate Student Experience**

Friday, March 9, 2012, 8:45 a.m.-9:45 a.m.

Location: Cohiba 3

Presenters: Molly Morin and Gabby Garcia

Institution: Chapman University

Are you a current graduate student looking to pursue a career in academic advising? Looking for tips on how to maximize your graduate student experience and prepare for the job search process in the future? Come join us to gain insight on how to network and discover if the academic advising profession is for you. In this session we will provide resources on graduate internship experiences and the job search process including: how to identify and maximize your graduate internship experiences, strengthening your resume for potential employers, the importance of networking and lots more! The presenters will also provide insight from their own graduate internship experiences and job search processes!

8:45 a.m. to 9:45 a.m.

Placing All Bets on a Sustainable Future

Friday, March 9, 2012, 8:45 a.m.-9:45 a.m.

Location: Cohiba 4

Presenters: Janel Irwin and Amy Lance

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 model for our student's sustainable practices. Participants will walk 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.

8:45 a.m. to 9:45 a.m.

Advising is not a Profession...Or is it?

Friday, March 9, 2012, 8:45 a.m.-9:45 a.m.

Location: Partagas 1

Presenters: Anna Adams, Jason Barkemeyer, Joshua Larson, and Sharon Aiken-Wisniewski

Institution: University of Utah

Is academic advising a profession? What skills can advisors learn on the job, which cannot? If advising were to become a recognized profession, what are the ramifications? Are you sure you are ready to work in a professionalized career field? In this session, presenters will facilitate a group discussion to explore topics pertaining to professionalizing the field of academic advising. Participants will be provided an opportunity to cast votes, discuss particular aspects of professionalization, and even debate this issue. Current research and journal articles will be utilized to guide the discussion. Additionally, the presenters plan to utilize this feedback to further their research relating to perceptions of academic advisors. Participants of this presentation will be instrumental in the continued investigation of this topic.

8:45 a.m. to 9:45 a.m.

Advising is a Team Sport: Collaboration Using Online Technology to Simplify, Streamline and Improve Advisor Training

Friday, March 9, 2012, 8:45 a.m.-9:45 a.m.

Location: Cohiba 5

Presenters: Joshua Loudon and Julia Cappelli

Institution: California State University Fullerton

Train advisors for the marathon, not the sprint. While there is always a sense of urgency when hiring team members, we cannot simply train advisors to meet immediate needs. Instead, we can develop student advocates who combine policy driven information and current teaching strategies with their ability to critically think and problem solve; thus positively impacting student success. This interactive presentation will reveal the methods CSU Fullerton's Academic Advisement utilized to implement a comprehensive four-week training program to improve the consistency and quality of advisement by integrating online technology, authentic assessment and consistent feedback. Participants will receive a sample advising curriculum, course syllabus and steps for establishing a training program to meet department needs.

10:00 a.m. to 11:00 a.m.

Going All In: Towards a Collaborative Approach in Advising Queer Students of Color

Friday, March 9, 2012, 10:00a.m.-11:00a.m.

Location: Cohiba 1

Presenters: Mike Atienza and Latoya Thibodeaux

Institution: University of California Riverside

Using Kevin Kumashiro's concept of anti-oppressive pedagogy in thinking about the intersections and differences of queer students of color, this presentation suggests the collaboration of academic advising, student affairs, and faculty mentorship in addressing the multiple identities and needs of this student population. Through a live virtual chat with current LGBT-identified students of color at the University of California, Riverside, attendees will be able to hear student issues, successes, and continuing battles from the long lines of undergraduate life from one of the most diverse campuses in the United States.

10:00 a.m. to 11:00 a.m.

Utilizing Data to Gauge and Promote Advisor Professional Development

Friday, March 9, 2012, 10:00a.m.-11:00a.m.

Location: Cohiba 3

Presenters: William Sovich

Institution: University of California Riverside

Academic advising administrators often collect data to scale students' perceptions of the advising experience. However, this data may be filed away rather than proactively utilized to set specific, measurable performance goals for advising staff. In this workshop, we will explore a performance analysis and feedback model supervisors may employ to review student-reported data, conduct meaningful observations, and engage their staff in directed self-assessment. They will then be able to identify best advising practices and track progress toward professional development benchmarks.

10:00 a.m. to 11:00 a.m.

Going All In! How to Create a Leadership Education and Development (LEAD) Retreat for Peer Advisors

Friday, March 9, 2012, 10:00a.m.-11:00a.m.

Location: Cohiba 4

Presenters: Heather LaPerle

Institution: San Diego State University

Sometimes college can feel like a game of poker to students, even paraprofessionals, who are unsure of what he/she wants to do after graduation. To help students play the best hand possible, the Peer Advisor Coordinator at San Diego State University (SDSU) developed a Leadership Education and Development (LEAD) retreat to enable her students to go ALL IN as Peer Advisors. This presentation will explain the creation, development and implementation of the LEAD Retreat. The reasons for the retreats integration into SDSU's Peer Advisor program and assessment results will be shared. Tips from the presenter and group discussion will give attendees a chance to brainstorm

ideas and think about resources available on his/her campus.

10:00 a.m. to 11:00 a.m.

The Effect of Socialization on Doctoral Student Persistence in Engineering

Friday, March 9, 2012, 10:00a.m.-11:00a.m.

Location: Partagas 1

Presenters: Evelyn Felina Castillo

Institution: University of Southern California

A structural equation model technique was used to examine the socialization and mediating effects of satisfaction on doctoral student persistence in engineering at a large private, 4-year research university. Results indicate that higher levels of positive experiences in the doctoral program had a direct positive effect on persistence; satisfaction had a significant effect as a mediator between advising and mentoring experience and persistence; and significant departmental differences were found on advising and mentoring experiences and internalizing program outcomes. Contrary to the extant literature, no gender differences were discovered on any of the measured constructs. A structural model indicating the relationship between persistence, satisfaction, and socialization will be presented. Recommendations regarding advisement and best practices will be discussed.

11:00 a.m. to 12:00 p.m.

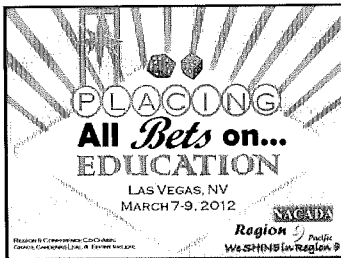
Region 9 Business Meeting

Friday, March 9, 2012, 11:00a.m.-12:00 p.m.

Location: Cohiba 5

Presenter: Cheryl Tillotson, Region 9 Chair

The Region 9 Business Meeting is our opportunity as colleagues to informally discuss issues and topics that affect our region, network with one another, hear about future happenings for our region, learn how to get more involved in NACADA, stay informed, and to generate ideas for the upcoming years. We welcome new and continuing members of Region 9 to attend. We look forward to seeing you all there!



2012 NACADA Region 9 Conference
March 7-9, 2012
Las Vegas, Nevada

Upcoming NACADA Events

26th Annual Academic Advising Summer Institutes

Join us in



Austin, Texas
June 24-29, 2012

OR



Louisville, Kentucky
July 29-August 3, 2012

2012 NACADA Annual Conference
Empowering Students to Write Their Own Songs of Success
October 4-7, 2012

Gaylord Opryland in Nashville, Tennessee

Information about these conferences can be found at www.nacada.ksu.edu

Special Appreciation

NACADA and the Region 9 Conference Planning Committee extend special thanks to all of the individuals who participated in the Region 9 Service Element: School Supplies Drive, and to the following for their contribution and support of this conference:

NACADA Leadership

Dr. Charlie Nutt
Diane Matteson
Leigh Cunningham

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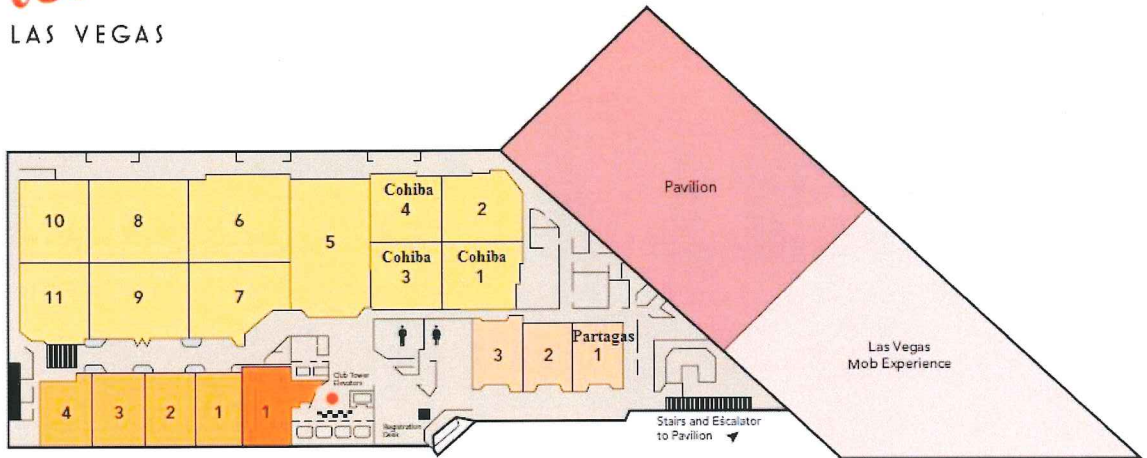
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