THE PIVOT: MOMENTS THAT MATTER

University of Idaho 14th Annual Advising Symposium

FRIDAY, SEPTEMBER 15, 2017

Bruce Pitman Center
Sponsored by:
UI ACademic ADvising Association (UI ACADA)
Presented by:

UI ACADA
www.uidaho.edu/academic-advising/acada

Conference Co-Chairs

________________________
Kristen McMullin
Kristi Overfelt

Conference Committee Members

________________________
Shawna Bertlin
Patrick Determan
Brandon Fris
Beth Knickerbocker
Alyssa Petersen
Lexi Schaar
Shishona Turner

NOTES

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8:00a.m.—9:00a.m.

Registration & Continental Breakfast
Bruce Pitman Center, 2nd floor
International Ballroom foyer

9:00a.m.—9:20a.m.

Welcome & Plenary
Dr. Dean Kahler
Vice-Provost, Strategic Enrollment Management
Bruce Pitman Center, 2nd floor
International Ballroom
9:30 a.m.—10:20 a.m.

Borah Theatre

UI Track

**What is Academic Advising?**

*UI Track 1*

This session will focus on the critical role academic advising plays in the success of our students. Attendees will receive an overview of the theory underpinning the academic advising experience, NACADA, Complete College Idaho, the structure of University of Idaho academic advising, general education curriculum, and how you make a difference in every interaction.

Presenters:

Shishona Turner
University of Idaho

Nicole Kent
Oregon State University

International Ballroom West

**QPR: Question, Persuade, Refer for Suicide Prevention**

Participants will learn how to:

- Recognize the warning signs of suicide
- Offer hope
- Get help and save a life

Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. This session will train you to help someone in a mental health crisis and thinking about suicide.

Presenters:

Emily Tuschhoff
Sharon Fritz
University of Idaho

International Ballroom East

**Re-Framing Perspective. What’s Right? What are the Possibilities?**

This workshop will explore a principal tenant of motivation addressed through a coaching framework. Reframing is a core coaching skill that helps achieve shifts, or pivots, leading to a fresh sense of renewed possibility. It reinforces opportunities to effectively discover new energy and motivation for pursuing pathways that remained hidden by conditions suggestive of psychological tunneling. Participants will explore how they can harness Reframing, as a powerful skill, beyond merely adopting a positive spin on current circumstances. Specific examples of how this may be accomplished will be provided, as well as the examining the theoretical underpinnings of effective Reframing.

Presenters:

Michael Heim
Washington State University

UI ACADA

University of Idaho

ACademic ADvising Association

UI ACADA is the primary organization of professional and faculty advisors and student support personnel at the University of Idaho.

Our goals include:

- Increasing advisor effectiveness
- Strengthening the role of advising in student learning
- Increasing university-wide recognition of academic advising
- Advocating for high-quality academic advising services
- Implementing an advising assessment process to ensure continuous improvement
- Fostering collaboration between advisors and student support professionals
- Providing professional development opportunities for academic advisors and student support personnel

If you are a UI employee, we invite you to join UI ACADA. Please go online to:

www.uidaho.edu/academic-advising/acada
### NACADA Annual Conference

**Meet me in St. Louis:**

*The Gateway to Student Success*

October 11-14, 2017 – St. Louis, MO

### NACADA Assessment Institute

February 1-3, 2018

Daytona Beach, FL

### NACADA Advising Seminar

February 5-6, 2018

Daytona Beach, FL

### NACADA Academic Advising Administrators’ Institute

February 8-10, 2018

Daytona Beach, FL

### NACADA Region 8 Conference

March 11-13, 2018

Portland, OR

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**MARK YOUR CALENDARS!**

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<th>Time</th>
<th>Session</th>
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<tr>
<td>9:30 a.m.—10:20 a.m.</td>
<td>Reflections from New (ish) Advisors: What We’ve Learned Thus Far</td>
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<tr>
<td><strong>Vandal Gold</strong></td>
<td>Presenters: Kristen McMullin, Patrick Determan, Laura Robison, Alyssa Petersen, Brandon Fris</td>
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<tr>
<td></td>
<td>University of Idaho</td>
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<td>Washington State University</td>
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<td></td>
<td>“I wish I’d known that!” is a common refrain among new professionals in any field, and advising is certainly no exception. This panel features advisors early in their careers and will address preconceived notions as well as challenges, successes, and strategies we wish we’d known from the beginning. Recognizing that we’re not yet experts, this is a group of young professionals who are committed to continuous learning and appreciate it as an iterative process. This snapshot of professional development is primarily aimed at new advisors and is delivered from a near-peer perspective.</td>
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<td>Abriendo Caminos: Promoting Latinx Parent Engagement through Innovative Orientation Practices</td>
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<tr>
<td><strong>Vandal Main</strong></td>
<td>Presenters: Marcela Pattinson, Ray Acuña-Luna</td>
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<td></td>
<td>Washington State University</td>
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<td>With the change of demographics in our state our recruitment efforts shifted and expanded, therefore, our student population also changed. Spanish-speaking families started to visit and seek more information and programs from the university. When these students and their families attended the normal orientations, very often they were not able to fully understand or communicate their concerns and questions with the staff and professors at the university. This new model, meets parents where they are at, understanding that being first generation, very often they do not speak English and are not familiar with the higher education process in the U.S.</td>
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I'm An **Academic Advisor**

What’s Your SuperPower?
10:30 a.m.—11:20 a.m.

**Borah Theatre**

**UI Track**

*Degree Audit UI Track 2*

This session will guide new advisors to successfully navigate degree audit, one of the most powerful and important tools University of Idaho advisors and students have at their disposal. This session is designed to introduce new UI advisors to common attributes of a student’s degree audit, the What-if function, and Notes. Additionally, the presenters will provide attendees with model language to use when teaching advisees how to access and interpret their own degree audit information. This presentation will be appropriate for new UI advisors and anyone wishing to get a refresher on the degree audit system.

**Presenters:**
Beth Knickerbocker
Mindy McAllister
Rebecca Frost
University of Idaho

**International Ballroom West**

*“Did They Just Really Say That?” Advising through Shocking Moments*

There are times in an advising appointment where the advisor must respond quickly to a very shocking comment. Internally, the advisor may be thinking “This student is joking,” but in reality, the student is sincere. A reaction runs the risk of potentially invalidating the student’s feelings and perceptions, so how does the advisor appropriately respond? In this round table session, participants are invited to share their experiences of surprising conversations, what responses worked well, and the responses that may not have been the best. There will be laughter and empathy with the goal for advisors to walk away with tools they can adapt to better handle the moments that call for them to think on their feet in a lurch.

**Presenters:**
Andrea Butcherite
Kyle Ross
Washington State University

**International Ballroom East**

*ISFPs, “Reds”, Extroverts and More: Using Personality to Better Understand Your Students*

We as advisors realize that each student has a unique graduation path. Based on information such as transfer credits, job experience, and test scores, we create plans to help lead students to success. But how often do we take the time to incorporate our students’ personalities into those plans? This presentation discusses the different types of personalities that we may encounter with students, how to describe your own personality, different strategies to interact with those different from your own, and how to help all of our students – the INTJs, the Blues, the Extroverts and everything in between – achieve success.

**Presenters:**
Mickinzie Johnson
University of Idaho

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**Institutions Represented**

Boise State University - Boise, ID
Cascadia College – Bothell, WA
College of Southern Idaho - Twin Falls, ID
Eastern Washington University - Cheney, WA
Lewis-Clark State College - Lewiston, ID
North Idaho College - Coeur d’Alene, ID
Oregon State University - Corvallis, OR
Spokane Falls Community College - Spokane, WA
University of Idaho - Moscow, ID
Washington State University - Pullman, WA
Washington State University - Spokane, WA
Washington State University - Tri-Cities, WA
Whitman College – Walla Walla, WA

Thank you for coming!
The Symposium Committee would like to thank the following units at the University of Idaho for their generous support:

- Academic Support Programs and Advising Services
- College of Agricultural and Life Sciences
- College of Art and Architecture
- College of Letters, Arts, and Social Sciences
- College of Engineering
- College of Natural Resources
- College of Law
- Department of Fish and Wildlife Sciences
- Department of Plant Science
- Department of Mechanical Engineering
- Department of Modern Languages & Cultures
- Department of Movement Sciences
- Margaret Ritchie School of Family and Consumer Sciences
- Office of the Registrar
- Office of Campus Visits

Join the UI ACADA Book Club!

- Get to know colleagues from across campus.
- Share interesting conversations while making progress on your “to-read” pile.
- Go to www.uidaho.edu/uiacada

10:30 a.m. — 11:20 a.m.

<table>
<thead>
<tr>
<th>Vandal Gold</th>
<th>STAQing the Deck for Student Success: a Collaboration between Advising and Instruction at Cascadia College</th>
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<td>Through a collaboration between academic advising, student learning, and eLearning units on its community college campus, Cascadia College redesigned its COLL 101 - College Strategies course to include a mandatory Life Plan Portfolio (LPP) assignment. In the LPP, students engage with a Student Transfer Aspirations Questionnaire (STAQ) to explore career and transfer options and take an advising visit in which their completed STAQ is then used to develop an education plan. Session participants will learn about the challenges and opportunities emerging from the campus collaboration and from the creation of a more structured advising meeting. We also share the LPP’s learning outcomes and its place within Guided Pathways as well as our preliminary assessments about the effectiveness of the STAQ in providing students with the skills to explore career and transfer options.</td>
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| Presenters: | Gordon Dutrisac  
Anna Stufano  
Dr. Anne Tuominen  
Dr. Todd Lundberg  
Cascadia College |

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<tr>
<th>Vandal Main</th>
<th>Green Dot Overview for Staff</th>
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<td>The Green Dot Overview introduces the basic elements of the Green Dot Bystander Intervention program, focusing specifically on the vital role university employees play in establishing &amp; reinforcing campus culture that students and colleagues exist within. The program will help employees understand the expanded role of “Bystander” and to equip university employees to integrate within their current job functions key behaviors that establish two norms: 1) power-based personal violence won’t be tolerated, 2) everyone - including faculty, staff &amp; administrators - does their part to keep the campus community free from violence &amp; fear of violence. This training is hands-on and action-oriented.</td>
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| Presenters: | Emilie McLarnana  
Lysa Salsbury  
Sean McIlraith  
University of Idaho |

I encouragement.  
I engage students.  
I support critical thought.  
I boost spirits.  
I inspire dreams.  
I cultivate learning.  
I ADVISE.
### 11:30 a.m.—12:50 p.m.

**LUNCH BUFFET**

Sponsored by University of Idaho
Vice Provost
Strategic Enrollment Management

Bruce Pitman Center
International Ballroom

### 2:00 p.m.—2:50 p.m.

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<tr>
<th>Vandal Gold</th>
<th><strong>What Happens When You Remove the HOLD: A Pilot in Equitable Advising</strong></th>
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<tr>
<td><strong>Presenters:</strong></td>
<td>Samantha Gizerian, Jeremy Lessmann, Anna Chow, Sara Stout</td>
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<td><strong>University:</strong></td>
<td>Washington State University</td>
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In an era when advisors have advising loads of 500 or more, as is the case at Washington State University, how do we find ways to maximize quality interactions in advising? WSU has developed an equitable advising model that redistributes the advisor’s time in favor of students with greater needs by empowering other students to take ownership of their course scheduling. In this session, we will share how this pilot program was developed, the criteria used to identify the participants, and how data and survey results are allowing WSU to focus on ways to provide students with quality advising.

### 2:00 p.m.—2:50 p.m.

<table>
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<tr>
<th>Vandal Main</th>
<th><strong>Student Veterans: Why Your Institution Should Provide Individualized Advising to This Unique Population</strong></th>
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<tr>
<td><strong>Presenters:</strong></td>
<td>Brian Chojnacky, Sean Hunter</td>
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<td><strong>University:</strong></td>
<td>Boise State University</td>
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Despite being a substantial portion of many college campus populations, the veteran student subgroup continues to be under-represented across campus. One such area is in realm of Academic Advising. The veteran student brings with them unique challenges and benefits. The GI Bill is an example of both. The department of Veteran’s Affairs is not infinitely flexible in how it certifies student benefits, thus institutions themselves need to be able to bend and adjust to their veteran student’s needs. Having a full-time academic/career advisor on staff, under either student or academic affairs, can serve to address this.

### 3:00 p.m.—4:00 p.m.

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<th>International Ballroom</th>
<th><strong>Networking Bingo &amp; Door Prizes!</strong></th>
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<tr>
<td><strong>Presenters:</strong></td>
<td>Eric Anderson, Nicole Campbell, Rachel Otto</td>
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<td><strong>University:</strong></td>
<td>University of Idaho, Career Services</td>
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<td>Melanie Kiel</td>
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<td>Washington State University, Career Services</td>
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### 2:00 p.m.—2:50 p.m.

**Borah Theatre**  
**UI Track**  

**Presenters:** Kristen McMullin, Patrick Determan  
University of Idaho

**Vandal Web & Schedule Planner UI Track 4**

This presentation will equip University of Idaho advisors with additional skills and knowledge necessary to address the needs of their students. Join us for an in-depth look at Vandal Web, the Schedule Planner, and Important Dates & Deadlines. This presentation will provide you with a better understanding of Vandal Web and its many tools to assist you through the advising process. We will show you how to contact your advisees, view student transcripts and midterm grades, remove holds, and more. Using student examples, learn how to utilize these communication & advising tools in conjunction with an academic timeline.

### 11:30 p.m.—12:50 p.m. KEYNOTE

**“The Only Constant is Change: Adaptability in Academic Advising”**  
- Nicole Kent

**International Ballroom West**  

**Presenters:** Elizabeth Bullers  
University of Idaho

**Increasing Adversity Quotient in struggling students**

Have you ever been face to face with a student so burdened by life’s hangups and baggage they are facing the pivotal decision of dropping out of school? Are you working with students now whose academic performance takes a hit when their personal life gets complicated? Taking concepts from Dr. Paul G. Stoltz book “Adversity Quotient: Turning Obstacles into Opportunities”, we will explore some practical steps to help students increase their capacity to handle real-life challenges.

**International Ballroom East**  

**Presenters:** Dee Posey, Chioma Heim, Audrey VanNuland  
Washington State University

**Pivoting Advising Challenges into Supportive Collaborations**

Psychology at Washington State University is a unique department in that we confer the degree on four campuses statewide. Inherent in this system is the need for coordination and collaboration among advisors on those campuses. During a time of substantial changes within the department, we became aware of significant challenges to the advising process and recognized the need to bring our advising practices in line with the collaborative model. In this presentation, we will discuss our challenges and how we resolved them, and provide tips to presentation participants to turn any challenging situation into a collaborative one.

Nicole is starting her 15th year at Oregon State University (OSU). She began her career as an academic advisor in the College of Pharmacy where she was awarded a New Advisor Certificate of Merit by NACADA: The Global Community for Academic Advising. Experience working with students bound for the health professions fueled the development of Nicole’s award-winning presentation, Reality Check: Advising Students out of a Major, which she has been invited to present at a variety of conferences and professional development series. Nicole next served OSU’s College of Engineering as Assistant Director of Undergraduate Programs, where she launched an academic resource center and coordinated peer academic coaching.

For the last three years, Nicole has served as Manager of Undergraduate Curricula & Advising at OSU’s College of Forestry. She leads a team of academic advisors who have achieved the highest level of student satisfaction with advising on campus. In 2014, Nicole was elected Chair of NACADA Region 8, representing eight northwest states and provinces. She currently serves as a Region Division Representative on NACADA’s Council, providing support to region chairs across the U.S. and Canada while representing their needs to NACADA leadership.

Nicole and her husband Jim are owned by a Labrador named Sugar, and spend a lot of time following her through the woods and into bodies of water. They also enjoy singing in choirs together and playing on a spectacularly average softball team.
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<tr>
<th>Time</th>
<th>Session Title</th>
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<tr>
<td>1:00 p.m.—1:50 p.m.</td>
<td><strong>UI Resources</strong>&lt;br&gt;<strong>UI Track</strong>&lt;br&gt;Shishona Turner, Charles Tibbals, University of Idaho</td>
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<td>1:00 p.m.—1:50 p.m.</td>
<td><strong>International Ballroom West</strong>&lt;br&gt;<strong>Emotional Awareness and Advising Non-Traditional Students</strong>&lt;br&gt;Monique Halgat, Natalie Newell, Boise State University</td>
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<td>1:00 p.m.—1:50 p.m.</td>
<td><strong>International Ballroom East</strong>&lt;br&gt;<strong>The Advisor Coach: Integrating Coaching into Critical Moments during Advising Conversations</strong>&lt;br&gt;Michael Heim, Washington State University</td>
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<td>1:00 p.m.—1:50 p.m.</td>
<td><strong>Vandal Gold</strong>&lt;br&gt;<strong>Stocking Your Advisor Training Toolkit</strong>&lt;br&gt;Cathlene McGraw, Bree Mead, Hanna Thomas, Boise State University</td>
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<td>1:00 p.m.—1:50 p.m.</td>
<td><strong>Vandal Main</strong>&lt;br&gt;<strong>Zzz’s Get Degrees: Promoting Sleep Hygiene Among College Undergraduates</strong>&lt;br&gt;Emily Tuschhoff, University of Idaho</td>
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