

Administrative Division Unit Reports, Compiled – August 2020

Division Reps Report – Carol Pollard and Teri Farr

Projects for this Year:

- Develop goals/guidelines/annual timeline for admin division reps.
 - Goals may include regular meetings with chairs and Regular meetings as needed for reps and EO liaison.
 - Updates to websites as needed
 - Review available resources then begin to create update, invent what is needed.
- Review Reports from Advisory Boards and Committees
- Prep for annual conference meeting
- Attend and participate in all Council meetings (zoom and in person)
- Review/plan onboarding with division chairs for each committee/advisory board incoming chairs

Assessed Project / Outcome

- Have an up-to-date Administrative Division Chair Handbook
 - OUTCOME: The handbook was updated, shared with all Chairs, and posted to the division leadership webpage.
 - Future Actions: None at this time. Will review again in future.

Global Awards Committee – Brandan Lowden, Chair, brandan.lowden@ppcc.edu

Projects for this Year:

- Increase the number of two-year college nominations for all Outstanding Advisor Award categories and scholarship opportunities
- Assess the efficacy of the Technology Innovation Award as a recognition of an effective academic advising approach or practice
- Create rubric for the Outstanding Advising Program Award
- Broaden the scope of the Leading Light Award to include aspects of social justice advocacy
- Increase the number of International Conference Scholarship applications from members outside of North America

Assessed Project / Outcome

- 15% of total nominations for Outstanding Advising Award and scholarship applications will be from two-year college advisors and advising programs
 - OUTCOME: Amber King has been identified to initially lead the subcommittee. There were preliminary discussions between the Awards Committee and Two-Year AC before the pandemic, but we did not gain much momentum or traction on this goal. The number of award nominations from two-year college members during the 2020 award cycle was minimal, less than 5% of total nominations.
 - Future actions: My plan is to continue this same initiative into the next award cycle, beginning in fall 2020, maintaining this same plan, since we were not able to fully execute due to unanticipated challenges.

Finance Committee – Wiona Porath, Chair, wporath1@jhu.edu

Projects for this Year:

- Develop an Infographic for the Finance Committee for the website so that NACADA funds and what they are used for is more transparent for membership
- Develop a video for NACADA website about the finance committee to enhance understanding for membership
- Update Videos for Training for Finance Committee (make sure video has closed caption feature for accessibility) (and provide in written form)
- Develop a guide for Finance Committee (timelines, training, about, etc)
- Continue to grow the Scholarship fund by continuing to explore fundraising ideas with a subcommittee for Fundraising as part of the finance committee
- Regularly review and discuss quarterly Budgets summaries by holding quarterly finance committee meetings

Assessed Project / Outcome

- Develop an Infographic for the Finance Committee for the website so that NACADA funds and what they are used for is more transparent for membership
 - OUTCOME – This project was completed and a may be viewed at <https://my.nacada.ksu.edu/Shop/Donate>
 - Future action – Continue to develop each year

Global Initiatives Committee – Mehvash Ali, Chair, mehvash@aus.edu

Projects for this Year:

- Visiting Advisor Program
- Glossary of Terms
- Global Lounge
- NACADA Friends Network
- Similar to last year, GIC will put forward a recommendation to the international conference planning committee to encourage presentation of posters from advisors in different countries outlining how advising is structured in their institutions and identifying any professional advising associations in their countries. This will facilitate information sharing on international advising practices.

Assessed Project / Outcome

- Make recommendations to the Administrative Division Representatives and the Conference planning committee regarding the continuation of the Global Lounge at future conferences
 - OUTCOME – Due to COVID-19 pandemic, 2020 International Conference in Greece was postponed to the following year. For the 2020 Annual Conference, several improvements to the Global Lounge have been identified based on feedback from the 2019 Annual Conference. GIC and the GIC EP Liaison, Rhonda Baker, will be working with the EO and the conference committees for implementation.
 - Future actions – We will continue to assess the Global Lounge via conference survey and make improvements as needed. Given the current global issues impacting members' ability to travel, GIC can explore enhancing the Global Lounge to include virtual opportunities for participation.

Inclusion & Engagement Committee – Locksley Knibbs, Chair lknibbs@fgcu.edu

Projects for this Year:

- Increase diversity within NACADA leadership at all levels: Establishing a Sub-committee within IEC to focus on Inclusivity, Belongingness, Diversity and Engagement in NACADA. Using a survey, I would like to get feedback from members how they feel about our Association as far as those tenets (on Inclusivity, Belongingness, Diversity and Engagement) are concerned in relation to leadership within NACADA. The focus here is to see how the Minority Serving Institutions (MSIs) i.e. HBCUs, HSIs, TCUs and AAPISIs are represented among our Global Community.
- Establish a Sub- committee to focus on the *Leading Light Global Award*. The Leading Light Award is presented annually to a NACADA member in recognition of significant contributions to diversity within NACADA. I would like to see this make a return under my leadership with the goal of submitting a nominee for such a distinguish award in the future. As a Committee, we need to look at ensuring that there is a nominee for the award every year (since this award originated from a Diversity Committee initiative).
- Promote diversity within NACADA by collaborating with the Social Justice Advising Community, the Emerging Leaders Program (ELP) Advisory Board and the newly established NACADA Task Force on Race, Ethnicity, and Inclusion to help support diversity and inclusion initiatives within NACADA, specifically, as it relates to leadership within the Association. This will be done with the understanding that Diversity simply describes who we are as an Association but Inclusivity should speak to what we do as The Global Community for Academic Advising
- As a Committee focusing on Inclusion and Engagement with NACADA, affirm our charge by taking on a leadership role within our Association when reviewing results of climate survey and assists in determining initiatives to support diverse populations.
- Engage members of the IEC about their understanding of our role within the association. Members do not have a clear understanding of the totality of our role and in order to be effective, we need to ensure consensus around our Committee function.
- Continue to monitor and to inform our Association of perceived and real barriers for inclusion and make recommendations for improvements. Encourage inclusive practices in presenting at the Annual Conference culminating in tangible recommendations for adoption throughout NACADA eg. Usage of microphones during concurrent sessions. Provide a handout with specifics for all presenters ensuring that microphone is used and PowerPoint presentations adhere to fonts that are viewable from a distance.

Assessed Project / Outcome

- Develop an Inclusive Mission to educate and create more awareness to NACADA members regarding our role as a Committee
 - OUTCOME: The IEC has been working assiduously and in tandem with the Race Ethnicity and Inclusion (REI) Work Group in addressing issues of diversity, equity, and inclusivity. We will be instrumental in liaising with REI, Social Justice and developing a training program for the Council and the Board.
 - Future action: We will continue to work with other AC to develop a training program focusing on Diversity, Equity and Inclusion and within our Association. This training program will be available to all members through a hybrid delivery format. We realize that real transformation will require intense listening, new knowledge, lots of role-modeling from leaders, and the Association's commitment to keep working hard and engaging in conversations about inequality, to the point where folks in the majority absolve themselves of accountability for changing things or confronting their own biases.

Membership Recruitment & Retention Committee – Jesse Poole, Chair, jesse.poole@nsc.edu

Projects for this Year:

- Complete the New Member Orientation – Online version, and determine what LMS will be used to track usage
- Increase collaboration with NACADA Advising Communities to get new members more involved in that area (AC online orientation/webinar?)
- Review and assess the regional New Member Session for changes and updates
- Continue to increase collaboration between MRRC region reps and Region Steering Committees to promote new member initiatives within the respective regions

Assessed Project / Outcome

- Expand accessibility to the New Member Orientation by developing an interactive online version of the orientation accessible to all members.

- OUTCOME: Unfortunately, this goal has been plagued with several issues spanning from technical difficulties to loss of video recording data taken at the KY Annual Conference that was supposed to be used for the project. With COVID, and with Joan assuming her new role, we are taking a fresh look at this project and are collaborating with the EO to develop something that complements the COVID era of life.
- Future actions: We are currently working with Joan in the EO to develop a broader curricula focused on 'how to get involved' in NACADA, instead of the original plan that focuses on 'new member orientation' information.

Professional Development Committee – Deb Dotterer, Chair Dotterer@msu.edu

Projects for this Year:

- Gap Analysis that will complete a review of feedback/survey responses to a variety of NACADA activities to determine if the content met the participant's professional development needs. The Subcommittee will submit report to Board by Mid-Year meetings
- Consider the Gap Analysis Outcomes as well as outcomes from the Regional Review Survey in developing recommendations for future professional development initiatives to submit to Board in October, 2020
- Formalize an ongoing Gap Analysis Plan that will regularly inform the PDC on the needs of the membership
- Career Success Subcommittee will explore the job search/career fit interests of the membership and its relation to career development activities. The outcomes will inform the potential for the re-establishment of a Member Career Services Committee in the Administrative Division
- The Resource subcommittee will maintain updated information on the NACADA website regarding resources related to the Core Competencies. This will include the NACADA Journal, Academic Advising Today, Webinars and other NACADA resources. The committee will also maintain a liaison to the Advisor Training and Development Advising Community to ensure collaboration on shared endeavors related to the sharing of professional development ideas

Assessed Project / Outcome

- Complete activities to assess the job search/career fit interests of the membership as well as interest in career development activities. The outcomes will inform the potential re-establishment of the Member Career Services Committee
 - OUTCOME: The review is close to completion and has reached out to Regional Division to review program proposals for past conferences. Developed a Program Proposal for Annual Conference to host panel discussion on Career Strategies. Initial Review of Regional Survey did not indicate a high interest in Career Search/Skills development.
 - Future action: Once Completed this information will be shared with the Advisor Well Being & Retention Community to determine an implementation of activities as needed. The proposal was not accepted. A thorough review of the final report will be completed this year and any pertinent information will be shared with the subcommittee

Research Committee – Drew Puroway, Chair, dwpuroway@stthomas.edu

Projects for this Year:

- As a means of teaching and promoting scholarly inquiry, the research committee will collaborate with Dr. Wendy Troxel of the NACADA Center for Research, to create an event to share recent and in-progress research projects with the larger association.
- Continue excellent and thoughtful administration of NACADA Research Grants
- Continue excellent and thoughtful administration of requests to conduct research via NACADA membership
- Continue providing thoughtful input and insight on annual conference speaker selection, as well as selection of a common reading for annual conference
- Review Excellence in Scholarly inquiry and other awards related to research (student research, excellence in Scholarly Inquiry, Research Symposium Scholarships)
- Continue collaboration with the Center on projects related to Research modules, mentoring, and the research newsletter

Assessed Project / Outcome

- As a means of teaching and promoting scholarly inquiry, the research committee will collaborate with Dr. Wendy Troxel of the NACADA Center for Research, to create an event to share recent and in-progress research projects with the larger association.
 - OUTCOME: We did not plan or execute an event separate from the annual conference virtually. However, the following items were more or less accomplished through the great efforts of Wendy Troxel in collaboration with a subcommittee of the research committee. We have a meeting coming up to try and narrow in on how our scholarly papers session type will get modelled at the annual conference. This is a little upended because of the COVID situation, but we will see how it pans out at the conference. Our subcommittee that reviews research modules for the center also continued its work that helps increase asynchronous content online in collaboration with the center.
 - Successful collaboration between Research Committee & Center
 - Movement toward a scholarly papers track
 - Conference committee if it is refined into a scholarly papers track
 - Future action: Re-assess the need for virtual event based on committee interest in October, as well as the follow-up from the scholarly papers modeling. Do the reassessment in the context of ongoing discussions about the future of the committee as a Exec division committee vs. an advisory committee. Is it better to create than to support the work of the center?

Sustainable NACADA Leadership Committee – Heather Doyle, Chair, heather.doyle@dal.ca

Projects for this Year:

Continued creation, implementation and roll out of the NLEP, including

- Development of subcommittees to move forward the creation of NLEP:
 - Connecting with other committees
 - Workback planning
 - Leadership categories
 - Technology & budget
 - Environmental scan
- Enhanced communication with membership about progress of creation of NLEP through social media
- Prepare presentation for Annual 2020 on NLEP describing the progress and purpose of the NLEP to the membership
- Present at combined leadership meeting at Annual 2020 as a focus group to share progress of development of NLEP.

Assessed Project / Outcome

- Move forward creation, development and implementation of NLEP
 - OUTCOME: We have made some progress in the SL committee (although COVID certainly caused some delays). In Dec of 2019, we updated an environmental scan that had been previously completed and sent this out to EO liaisons to complete. The scan included what training (with associated outcomes) is already occurring. At the completion of this activity, we mapped the training/outcome to the NLEP curriculum to identify any gaps. Technology committee has also determined potential tech resources and a variety of budgetary options.
 - Next steps:
 - Follow up with Chairs to verify current training and outcomes
 - Become involved with Fall 2021 Division and Admission Rep
 - Finalize curriculum
 - Begin to develop content
 - Secure funding for LMS

AACSS Advisory Board – Jayne Drake, Chair, jdrake1@temple.edu

Projects for this Year:

- Name a steering committee charged with overseeing and directing activities of the AACSS as it seeks to rebuild from the ground up. Each member of this steering/oversight committee will then be responsible for creating sub-committees to review, re-vision, and restructure the following as appropriate:
 - the mission and goals of the AACSS
 - the AACSS website
 - the AACSS Handbook for Speakers and Consultants
 - a training program for those entering the AACSS as new speakers and consultants
 - the AACSS application form, the application process, and the rubric used to determine eligibility
 - a plan and promotional package for proactive outreach to colleges and universities
 - change the name of the AACSS

Assessed Project / Outcome

- develop a training program for new speakers and consultants
 - OUTCOME: Development of a sustainable Prof. Development Program is underway. Committee is meeting; two videos for prospective and accepted members is in draft form and about ready to record.
 - Future actions: Mentoring program that pairs seasoned consultants and speakers with new members is integral to the overall program. Once fully fleshed out, it will need the eyes and approval of those on up the line.

Administrators Institute Advisory Board – Tara Warden, Chair stopfetj@ucmail.uc.edu

Projects for this Year:

- Continue to maintain open communication with the Advisory Board and the Institute Faculty so there is no disconnect and each works to complement the work of the other.
- Provide cost effective and beneficial professional development experiences for Institute attendees
- Winter Seminar topic: Continue to identify relevant and engaging topics and work to get topic proposals as early as possible so topic can be selected and marketed appropriately
- Develop Plan for the cycling of faculty that maintains quality of the Institute but also continues to bring necessary diversity to the faculty

Assessed Project / Outcome

- Provide cost effective and beneficial professional development experiences for Institute attendees
 - OUTCOME: The Advisory Board was engaged in July 2020 to review the content of the Institute and provide data on needs and relevance in light of this year's global pandemic crisis and impacts to academic advising. Management team and past chairs have been meeting to create responsive plans for the 2021 event. AI survey responses were low and need to be increased for 2021.
 - Future Actions: Content for AI 2021 may include new potential topics focused on: Leading Academic Advising in a shift to Remote Work and Learning, Racial Climate and the Role of Advising Leaders When Black Lives Matter, and Resource Changes and Impacts in Pandemic Times. Event design for 2021 is underway with management team and will engage faculty as appropriate.

Annual Conference Advisory Board – Nicole Gaillard, Chair, _gaillnb@auburn.edu

Projects for this Year:

- Assessment of Conference Tracks and Keywords
- Revision of Annual Conference Proposal Rating Rubric
- Creation of a video series for conference presenters

Assessed Project / Outcome

- Development of a consistent way to assess proposals
 - OUTCOME: Advising Community Chairs were surveyed .and felt tracks and keywords needed reviewing; assignment of tracks needs evaluation
 - Future actions: Based on recommendation from the Advising Community Chairs: 1 - Tracks and keywords need review. 2- Assignment of Advising Communities to specific tracks warrant review. 3-Consider sub-groups for tracks; review of past proposals.

Assessment Institute Advisory Board – Kathy Zarges, Chair, kmzarges@kent.edu

Projects for this Year:

- Focus on collaborations with NACADA partners, including Assessment Community and Sustainable Leadership Committee
- Identify, develop and enhance leadership within the Assessment Institute Faculty through intern program, presenting opportunities, and other leadership opportunities
- Continue to tweak the curriculum and schedule of the Assessment Institute to meet the diverse needs of the attendees
- Develop and foster connections with Assessment Institute attendees during and following the event
- Educate the NACADA Community about the opportunities available connected to the Assessment Institute (Scholarships, Advisory Board, Intern program)
- Identify and pursue ways to contribute to the research base in assessment of academic advising. (Potential Pocket Guide)

Assessed Project / Outcome

- Continue to tweak the curriculum and structure of the Assessment Institute to meet the diverse needs of the attendees
 - OUTCOME: All the concurrent sessions were reviewed and discussed with the Assessment Institute faculty at a meeting. Some sessions were identified to rotate out and some new topics were brought in. Some of the ones that stayed will be reviewed again in the future, but some are considered essential to the institute and will likely remain for some time. The schedule for the work groups was completely reorganized to address overcrowded rooms and high numbers. For 2020, we offered multiple offerings of the same work group based on previous data of sessions with the highest numbers. We added mini consults (Open Office Hours) to the schedule during work group sessions. There was one session offered on Day 1 and one on Day 2.
 - Future actions: The new and updated concurrent sessions were met with much success and positive feedback. Evaluations for these sessions will be reviewed and decisions will be made for concurrent sessions for 2021. Updates will be made to existing concurrent sessions. The changes made to the schedule were very useful and beneficial to the attendees so that rooms were not overcrowded, and more individual attention was given to the attendees. This will be tweaked and shifted a bit for 2021. While it was a small number of attendees for the Open Office Hours, the people who attended these sessions found them extremely valuable, based on informal feedback received. Evaluations will be reviewed with the advisory board.

ELP Advisory Board – Amy Korthank, Chair, amy-korthank@uiowa.edu

Projects for this Year:

- Expanding Engagement Subcommittee:
 - Follow up on last year's ELP Alumni survey. Determine action items that need to be planned and developed based on data.
 - Mentor Recruitment- nomination tool to nominate potential mentors: Due date in place by end of Nov, online Dec.
 - 2020- ELP 15 year reunion- work with Farrah in EO and Annual Conference Committee to plan: Due ASAP
 - 2020 Incoming/Mid-Term Social at Annual conference: Plan Due September 2020

- Marketing / Communications subcommittee:
 - Continue to garner publications and videos related to ELP
 - Keep ELP social media up to date
- Conference Presentation Organization subcommittee:
 - Solicit, organize, and train presenters for ELP presentations at regional and international conferences.
- Connection to Sustainable Leadership Committee
 - Connect with the Sustainable Leadership subcommittee to gain understanding of their work and offer assistance with the development of alternative leadership pathways for members who are not selected for ELP and/or continuing pathways for ELP alum
 - Develop process for contacting non-selected ELP applicants with information about alternative involvement / leadership possibilities
- Annual Conference Subcommittee:
 - Organize Annual conference ELP presentation
 - Organize and Run Orientation
 - Review subcommittees

Assessed Project / Outcome

- Develop process for contacting non-selected Emerging Leader applicants with timely information about alternative involvement / leadership possibilities and connect them with the appropriate people.
 - OUTCOME: Procedures for email follow-up to ELP regrets are made. We will be sending a email follow-up letter that comes from ELP-AB Chair that is tailored to the individual NACADA members leadership interests based on ELP application. Templates are currently being developed. Timeline to be done by April. These letters will give specific current contacts and information, those contacts will be cc'd to facilitate connections.
 - Future actions: Send individualized letters in April to ELP applicants who were not chosen for the year.

International Conference Advisory Board – Karen Sullivan-Vance, Chair, KSULLIVANVANCE@msn.com – replaced by Steven Schaffling, swschaff@syr.edu

Projects for this Year:

- Planning for the upcoming international conference in Athens, Greece. Involves proposal readings and selections, scheduling, tours and marketing for the event.
- Identification and selection for the 2021 site location for the next International Conference
- Identification and selection for the 2022 site location for the international conference. The goal is to get a couple of years ahead so that we have time to work with the local committee, but also market the events.
- Annual review of the request for proposal document. This is done each year to make sure that as the international conference grows, we look to make any necessary changes/edits/improvements in the rfp that is sent out to potential site locations
- Zoom calls twice this year with the international conference advisory board members. This involves typically structuring two separate zoom calls due to time zones but allows for members to participate in real time versus email. The purpose of these calls will be to start working on a charge presented by Dr. Nutt (see below).
 - Dr. Nutt, Executive Director of NACADA has challenged the International Conference Advisory Board to identify ways that NACADA can work strategically with the site locations for the international conferences after the events. Since the conferences started in 2013 NACADA has co-hosted with an institution, but then we leave. Are there ways we can help different countries to continue to grow their advising through different supported events? The board will take on this challenge this year and come up with a proposal to present to the NACADA Board.

Assessed Project / Outcome

- Develop a strategic plan for identifying ways that NACADA can support ongoing advisor development in countries after an international conference.
 - OUTCOME: This goal did not come to fruition. We ran into too many obstacles this year and worked instead on postponing the 2020 conference.
 - Future actions: Under new leadership we will bring this back to the forefront this year.

NCAA Advisory Board – Lisa Rubin, Chair, rubin@ksu.edu

Projects for this Year:

- Update and improve Academic Success and the Student-Athlete course content for NACADA summer course through potential partnership with N4A
- Develop a pre-conference workshop for the 2020 Annual Conference as advanced curriculum to build off of summer course
- Offer Munch and Learn sessions once per semester
- Update course facilitator guide with curriculum changes

Assessed Project / Outcome

- Offer Munch and Learn sessions once per semester
 - OUTCOME: We offered our first Munch and Learn on 12/3/2019, which was also recorded and placed on the NCAA Advisory Board web site. Because of the pandemic, we decided instead of hosting a spring Munch and Learn, we would solicit questions from participants in the summer Academic Success and the Student-Athlete online course (with over 100 participants) and the Advising Student-Athletes Community regarding the “dual pandemics” of enduring racism and COVID-19 and their impact on student-athlete wellbeing. We invited expert panelists and plan to solicit questions mid-July and pre-record an hour webinar covering those topics for the NACADA membership. The recording would be made available in August for NACADA members to view.
 - Future actions: We have thus far received a lot of interest in our Munch and Learn sessions, whether live or pre-recorded on our web page. We intend to offer them twice per academic year, but with the unique situation in 2020, we look forward to feedback from our pre-recorded session as the alternative. This still meets our goal we set last year.

Publications Advisory Board – Julie Givans Voller, Chair, Julie.voller@phoenix.college.edu

Projects for this Year:

- Provide reviewers for first/second draft chapters of LGBTQ+ book (editors Craig McGill & Jennifer Joslin)
- Formulate a strategy for distribution of/access to older NACADA titles

Assessed Project / Outcome

- Formulate a strategy for distribution of/access to older NACADA titles.
 - OUTCOME: Meeting held with PAB members on 7/13/20; recommendations discussed and settled upon.
 - Future actions: Current chair will draft initial recommendation for submission to NACADA Research Center representatives, and NACADA Board.

Summer Institute Advisory Board – Cynthia Pascal, Chair cpascal@nvcc.edu

Projects for this Year:

- Determine whether or not current foundation and topical session subjects are relevant to the needs and trends in academic advisors
- Continue to work with Summer Institute Faculty on participant engagement and inclusivity during foundation and topical sessions
- Develop a plan to attract new Summer Institute interns and faculty

Assessed Project / Outcome

- Determine whether or not current foundation and topical session subjects are relevant to the needs and trends in academic advisors
 - OUTCOME: Due to safety concerns related to COVID 19, the 2020 Summer Institutes were canceled. Therefore, we postponed reviewing foundational topics since there is an assumption that there will be different critical advising needs post-pandemic.
 - Future actions: The Summer Institute Advisory Board will create a needs-assessment survey to identify and prioritize critical issues facing academic advisors, post-pandemic. This data will be used to make informed decisions about future foundation topics.

Webinar Advisory Board – Michelle Duncan, Chair, duncanml@jmu.edu

Projects for this Year:

- Review webinar evaluation questions and provide edit suggestions
- Submit recommendation to Annual Conference Committee for an additional line on the session evaluation that would include “webinar” or “web-event” as an option for session follow-up at future NACADA offerings
- Consult with the new EO Liaison, Elisa Shaffer, on how the WAB can assist or support with new virtual conference format and e-tutorial offerings; Determine if the WAB needs to be expanded to assist/support new initiatives; Establish “Web Events Advisory Board” as new name
- Identify ways to encourage more webinar proposals/submissions
- (Ongoing) Review recordings reaching 5-yr mark to determine if they should be posted to NACADA’s YouTube channel or be retired
- (Ongoing) Attend all webinars and provide evaluation feedback; Members are encouraged to serve as event facilitators on their campuses and gather feedback from colleagues
- (Ongoing) Attend on-site conferences when possible and distribute “Great Presentation” cards to encourage presenters to submit webinar proposals
- (Ongoing) Recruit new members to fill positions vacated by ending terms

Assessed Project / Outcome

- Better understand how the WAB can support all NACADA web events, including virtual conferences
- More webinar proposals submitted for 2020-2021.
 - OUTCOME: Ongoing discussions between stakeholders; Additional WAB member appointments
 - Future actions: Continue collecting feedback from membership as the importance for more virtual opportunities increase