

2024 Institute for Academic Advising Faculty



Sean Bridgen

Dr. Sean Bridgen is the Associate Director for External and Institutional Partnerships at NACADA: The Global Community for Academic Advising and is a faculty member in the Department of Special Education, Counseling, and Student Affairs at Kansas State University. Prior to his appointment with NACADA, Sean worked on college campuses for over 20 years in various roles in academic advising and registrar's offices.

Sean's research interests are studying higher education as a complex social system, the graduate curriculum of academic advising, and social justice in higher education. He has published his scholarship in peer reviewed journals and has co-authored several book chapters. Sean also served as on the editorial board for the NACADA Review and The Mentor: An Academic Advising Journal.

Sean holds a Bachelor of Arts in Philosophy from the University of Pittsburgh, a Master of Arts in Student Affairs in Higher Education from Indiana University of Pennsylvania (IUP), and a Doctor of Education in Administration and Leadership Studies, also from IUP. A dual citizen of the USA and Italy, Sean grew up in the Pittsburgh, PA area and is the first person in his family to graduate from college. Outside of work, Sean enjoys exploring the world by bicycle. Sean resides in Manhattan, Kansas with his wife Erin.

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Scott Byington

Scott Byington serves as Associate Vice President of Onboarding and Advising at Central Carolina Community College (CCCC) in Sanford, North Carolina. In his current role, he oversees new student advising and enrollment, recruitment, institutional research, the Registrar's office, advising technologies, orientation, first-year success, and facilitates a college-wide, faculty-based advising program. He has worked with dual enrollment and transfer partnerships, regional accreditation, and has served as his college's Quality Enhancement Plan co-chair. He was a founding member and

inaugural chair of the North Carolina Community College Advising Association. Though he served as a faculty advisor for more than twenty years and now has mainly an administrative role at CCCC, he proudly serves as an academic advisor and teaches an occasional biology course. with his wife Erin.

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Susan Hawkins-Wilding

Susan Hawkins-Wilding joined UMGC in 2022 as the Vice President, Student Success where she oversees the data-informed design, implementation, coordination, and improvement of a relationship-based success coaching model, tuition planning, career services, and student resolution management.

Before joining UMGC, she served for 10 years as assistant vice president for academic advising at Ivy Tech Community College in Indiana.

Susan provided college-wide leadership and oversight of academic, career, and transfer advising and chaired the statewide student retention and success council collaborating with academic and student affairs, financial aid, and workforce alignment teams.

Prior to working at Ivy Tech Community College, she served as Director of Advising and Career Services at the University of Wisconsin-Parkside in Kenosha, Wisconsin, where she led and administered advising and career programming, managed program growth goals and retention projects. She has also served as Director for The Exploration of Vocation at The College of Wooster in Ohio where she managed a five-million-dollar grant and coordinated vocational exploration programming and experiential student experiences. Additionally, she has held positions as Coordinator of Student Services at Ohio Dominican University in Columbus, Ohio, and Academic Advisor for the Alternatives Program at The Ohio State University.

Susan earned a Master of Arts in Educational Policy and Leadership from The Ohio State University and a Bachelor of Arts in Communication from Youngstown State University. Her areas of interest within Higher Education include academic and career advising integration, service learning, assessment, and non-verbal communication. Her greatest joy is helping people align their interests, skills, and values to their world of work.

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Ann Hintz

Ann Hintz is the registrar at St. Norbert College, a small, private, Catholic, liberal arts college in De Pere, WI. Prior to serving as the registrar, Ann was the director of academic advisement at St. Norbert College for 9 years and has over 15 years of experience in higher education. In her role as director of academic advisement, Ann worked directly with students, and with primary role and faculty academic advisors. She worked to ensure that students, primary role and faculty academic advisors had strong, productive academic advising sessions. Ann has developed professional development tools for

faculty academic advisors and led workshops annually to ensure academic advisors are well prepared to advise students. Ann worked with students to ensure they are prepared for advising sessions and able to grow and develop during their time at St. Norbert. Ann graduated from Luther College with a BA in Biology, the University of Wisconsin Oshkosh with an MS in Educational Leadership and is a part of the inaugural cohort for the Leadership in Academic Advising PhD with Kansas State University. Ann has attended, interned, and served as faculty with the NACADA Summer Institute and loves helping others develop their action plans for success.

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Tom Liljegren

Director of the College of Humanities and Social Sciences Advising Center at Utah State University, Tom has spent Fourteen years as an advisor, advisor trainer, and advising administrator across three large public institutions. He brings a background in counseling and case-load management to his advising approach with an M.S. and Ed.S. in school psychology as well as previous work as a school psychologist in K-12 education. After working as a Lead Advisor and

Advisor Trainer at Utah Valley University, Tom has worked for eight years as the Director of Advising for a large and diverse college at

Utah State. He works to combine academic advising with career exploration and has a passion for utilizing motivational interviewing techniques. Outside of advising, Tom loves reading, watching baseball, listening to music, and spending time with his wife and two daughters.

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Marissa Manthongkham

Dr. Marissa Manthongkham is an advisor at the University of Memphis (UofM) Academic Advisor Center, where manages advising processes, teaches an Academic Strategies course for first-year students, and leads New Student Orientation sessions. She also provides support and advises students in the Tiger Prep Academy, which is designed for incoming freshmen to complete supplement coursework before enrolling at UofM.

In addition to her advising tasks, Dr. Manthongkham also works with campus partners in admissions on recruitment and retention efforts.

In her previous position as the Undergraduate Program Manager and Academic Advisor at the UofM School of Music, she worked diligently to implement new systems for the department's new centralized advising structure. She has more than four years of advising experience and was even awarded the Advisor of the Year award for her contributions and initiatives with the Residence Hall Association at Michigan State University. She earned a BM degree from The University of Tennessee – Knoxville, along with a Master's from Baylor University and a Doctorate from Michigan State University. In conjunction with her professional advising career, Marissa is a classically trained clarinetist and enjoys performing alongside Memphis' best local artists during her spare time. Dr. Manthongkham is forever grateful for her parents' unconditional love and support. She is married to a veteran and their beautiful baby girl, Rema, constantly keeps the family on their toes. Dr. Manthongkham is an active member of NACADA and is returning to the Institute for Academic Advising for the third consecutive year.

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Jermain Pipkins

Dr. Jermain Pipkins is a higher education leader with 20 years of experience and currently serves as the Assistant Vice Chancellor of Student Success at Dallas College. He has the leadership responsibility of overseeing all aspects of success coaching, academic advising, new student orientation, TSI, and First Year Experience for all students at seven unique campuses.

Throughout his career in higher education, Pipkins has gained a broad range of experience in the field of academic advising, case management, retention, and other student success initiatives. He also served as faculty. His experience across multiple disciplines and departments has given him a unique understanding of the inner workings of higher education. He is a highly collaborative individual, and his efforts have allowed him to accomplish several initiatives that have directly impacted student retention, persistence, and success.

As an educator, Pipkins continues to lead efforts that focus on faculty, staff, and success coaching collaboration while promoting student success. He earned his Associate of Science degree from El Centro College and his Bachelor of Arts from UT Arlington; he also has a Master of Science in Education and completed his Doctor of Education from California State University, Fullerton.

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Rich Robbins

Rich Robbins holds a Ph.D. in Social Psychology and is an Associate Dean of Arts and Sciences at Bucknell University. He has performed over 150 professional presentations and over 40 campus consultations on academic advising, authored numerous articles and book chapters on advising assessment and other advising topics, and has developed academic advising programs at two separate institutions and headed advising programs at four institutions. Rich has taught in the Kansas State University graduate program in Academic Advising, is a member of the NACADA Academic Advising Consultants and Speakers Service, and has received various local, regional, national and global advising awards, including the 2011

Service to NACADA Award and the 2013 Virginia Gordon Award for Excellence in Advising. He has served on numerous NACADA committees, advisory boards, and task forces, including the Council and Board of Directors, as chair/faculty for the NACADA Assessment Institute, Administrators' Institute, Summer Institute, and Research Symposium, as a NACADA representative on the Council for the Advancement of Standards in Higher Education (CAS) from 2011-2020 and as co-editor of the NACADA Journal from 2009-2016. In 2018, Rich was selected as an Excellence in Academic Advising (EAA) Fellow by NACADA and the Gardner Institute for Excellence in Undergraduate Education. Most recently, he was lead author for the 2021 and 2022 NACADA Pocket Guides on assessment of advising and co-authored the chapter on assessment of advising for the forthcoming 2023 book "Academic Advising Administration: Essential Knowledge & Skills for the 21st Century (2nd Edition)."

In addition to his higher education career, he is a black belt in taekwondo and a certified parapsychologist.

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Kyle Ross

Dr. Kyle Ross (he/him) is the new Executive Director of NACADA: The Global Community for Academic Advising. Kyle served in several leadership roles of the association since he became a member in 2012, including as Chair of the Undecided and Exploratory Students Advising Community, Division Representative on the Council, Board Member, and President of the Board of Directors. During his term on the Board of Directors, Kyle led strategic planning processes for the association and led a team through a comprehensive review of the association's Bylaws. Kyle has 12 years of experience in academic advising and advising administration. Professional roles have included advising undecided and exploratory students and health profession students at Washington State University, advising first-generation students at Eastern Washington State University, and supervising a team of 15 academic advisors in the College of Business at Oregon State University. He has presented and published on parallel planning, alternative advising, social justice, advisor wellbeing, and solution-focused techniques in advising. He earned a bachelor's in psychology from the University of Washington, and a master's in counseling and doctorate in educational leadership from Washington State University. His research focused on capacity-building, adult and organizational learning, and student attrition, using action research methods.

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Jennifer Strange

Jennifer Strange is the Director of Undergraduate Student Success at the University of Kentucky College of Public Health (UKCPH). In this role, she develops and leads strategic undergraduate recruitment and advising initiatives at the college level and serves on advisory boards for the University. She has presented at NACADA Region and Annual conferences on topics related to advising techniques, using data to make decisions, partnerships with career services, and networking on campus. She was awarded "Best of Region" in 2019 for her presentation on creating a Flipped Advising model at UKCPH. She has held several leadership roles within NACADA including planning committees for the 2020 NACADA Region 3 conference and the 2021 NACADA Region 3/5 virtual conference, Region 3 representative for the Membership Recruitment and Retention Committee, and member of the Sustainable Leadership Committee. At the University of Kentucky, she has been active in the Advising Network, serving as Chair in the 2021-2022 academic year. Jennifer received her Bachelor of Business Administration in Marketing and Finance and Master of Science in Education with a specialization in Higher Education from the University of Kentucky. She attended the NACADA Summer Institute in 2018 and is excited to be back as a faculty member this summer.

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John Vasquez

Dr. Vasquez is a data-informed, equity-driven organizational change professional with over twenty years of experience in higher education. He has worked at various institution types, including 15 years at a flagship public institution, five years at a land-grant agricultural university, an open-access emerging-Hispanic serving regional institution, and a suburban community college. As a practitioner, he helps colleges and universities recruit, retain, and graduate underrepresented and minoritized students at both the undergrad and graduate levels by examining and re-designing policies, programs, and procedures through an equity lens.

Dr. Vasquez has held leadership roles where he has helped to significantly improve student support services in areas such as Academic Advising, Veteran's Services, Disability Services, Academic Concerns and Dispute Resolution, Transfer Centers, Diversity and Equity Centers, and grant-funded student support programs like McNair and TRIO. Dr. Vasquez has also spearheaded academic advising restructuring initiatives that have enhanced the delivery of holistic advising, improved training protocols, and incorporated the use of equity-minded data metrics and predictive analytics to provide comprehensive student support, thereby increasing retention rates and reducing time to degrees. Currently Dr. Vasquez is part of a team that was awarded a U.S. Department of Education grant for nearly \$8 million to centralize the collection and analysis of student data while creating a systemwide advising network between CSU Fort Collins, CSU Pueblo and CSU Global.

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Ericka Wade

Ericka Wade has over 18 years of experience in student affairs in a variety of institutions – 2+2 programs, four-year public and private institutions and community/technical colleges. While advising, her advising career focused largely on competitive health programs in both nursing and pharmacy. She has over 10 years of experience in student affairs leadership and currently serves as the Academic Advising Manager at Northeast Wisconsin Technical College in Green Bay,

Wisconsin, overseeing all academic advising services throughout the district. She advocates for campus collaboration by

inviting both champions and challengers to the table in order to strengthen relationships with campus partners; the goal is always to provide better service to students. She strongly believes in NACADA's message of Advising is Teaching and is currently leading an academic advising re-design at her institution rooted in Guided Pathways. She's experienced in change management, training and onboarding of new staff, academic progression, and transfer/students in transition. Passion areas and projects include redesigning new student orientation (in person and online), with personal interest in technology and advising (Starfish, Texting, and AI).

Ericka earned her B.A. in Communication from the University of Wisconsin – Milwaukee and her M.S. in Student Personnel Administration from Concordia University Wisconsin.