Navigating Together: The Seas for Academic Success

PACIFIC REGION 9 CONFERENCE
CALIFORNIA, NEVADA, HAWAII

There are those of us with a lifeboat.
Others have a compass, and still others have oars.
If we share practices, together we will succeed.

MARCH 2-4, 2011
SAN DIEGO, CALIFORNIA
Hello NACADA Region 9 Conference Attendees,

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

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

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

Enjoy the conference!

Gayle Juneau
Region 9 Chair
NACADA Pacific Region 9
Regional Conference Planning Committee

Region 9 Chair
Gayle Juneau (University of Nevada, Las Vegas)

Regional Conference Co-chairs
Gwen Hansen (CSU San Marcos)
Laurie Lindeneau (CSU San Marcos)

Consultant
Andres Favela (CSU San Marcos)

Web Master
Teri Renner (CSU San Marcos)

Registration
Kimberlee Prince (CSU San Marcos)
Linda Astorga (CSU San Marcos)

Evaluations
David McMartin (CSU San Marcos)
Ti прямо De Vettori (CSU San Marcos)

Volunteers
Chrystal Kendrick (CSU San Marcos)
Silvia Grover (CSU San Marcos)

Service Project
Alison Chandler (University of Nevada, Las Vegas)

NCHEA Grant Scholarships
Laurie Lindeneau (CSU San Marcos)

Programs
Gwen Hansen (CSU San Marcos)

Program Cover Graphic
Teri Renner (CSU San Marcos)

Conference Bag Graphic
Philip Hansen (CSU San Marcos Alumni)

Past Conferences
- Pacific Region 9 -

1976 - Fresno, CA
1977 - Fresno, CA (October & April)
1978 - San Jose, CA (October)
    Milbrae, CA (April)
1979 - No regional conference held
1980 - Fresno, CA (November)
    Sacramento, CA (April)
1981 - Los Angeles, CA
1982 - Chico, CA
1983 - San Diego, CA
1984 - Fresno, CA
1985 - Ontario, CA
1986 - San Luis Obispo, CA
1987 - Asilomar, CA
1988 - No regional conference held
1989 - Fresno, CA
1990 - San Diego, CA
1991 - Modesto, CA
1992 - Reno, NV
1993 - San Francisco, CA
1994 - San Diego, CA
1995 - Fresno, CA
1996 - Long Beach, CA
1997 - Oakland, CA
1998 - Las Vegas, NV
1999 - Los Angeles, CA
2000 - Honolulu, HI
2001 - Sacramento, CA
2002 - San Luis Obispo, CA
2003 - Richmond (Vancouver), BC, Canada (w/ Region 8)
2004 - Pasadena, CA
2005 - Emeryville, CA
2006 - Honolulu, HI (w/ Region 8)
2007 - San Diego, CA
2008 - San Jose, CA
2009 - Las Vegas, NV
2010 - Westlake, CA
    Honolulu, HI
    San Francisco, CA
A Special Thanks to...

Union Institute & University
*Sponsor of program and conference toles

CSU San Marcos
Academic Advisor Volunteers

Dr. Jennifer Joslin
Keynote Speaker

Double Tree Hotel
Nicole Fernandez & staff

NCHEA Grant Awarded

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

EXHIBITOR

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

Exhibitor Location and Hours

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

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

2010 National Awards
Region 9

<table>
<thead>
<tr>
<th>Award Recipient</th>
<th>Institution</th>
<th>Award Category</th>
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</thead>
<tbody>
<tr>
<td>Janet Reiber</td>
<td>University of Nevada</td>
<td>Administrators' Institute Scholarship - Winner</td>
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<tr>
<td>Paul Amador</td>
<td>University of Nevada</td>
<td>Graduate Student Regional Conference Scholarship - Winner</td>
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<tr>
<td>Michelle Johnson</td>
<td>University of California</td>
<td>Graduate Student Regional Conference Scholarship - Winner</td>
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<tr>
<td>Katie Strittmatter</td>
<td>University of Nevada</td>
<td>Graduate Student Regional Conference Scholarship - Winner</td>
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<tr>
<td>Cheryl Tillotson</td>
<td>University of Nevada</td>
<td>Outstanding Advising - Primary Role Category - Certificate of Merit</td>
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NACADA Leaders for Region 9

<table>
<thead>
<tr>
<th>Leader</th>
<th>Institution</th>
<th>Position</th>
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<tbody>
<tr>
<td>Kazi Marmun</td>
<td>University of California</td>
<td>Board of Directors Member, 2009-2011</td>
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<tr>
<td>Gayle Juneau</td>
<td>University of Nevada</td>
<td>Pacific Region 9 Chair, 2009-2011</td>
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<tr>
<td>Amanda Owens</td>
<td>University of Nevada</td>
<td>ESL &amp; International Student Advising Commission Chair, 2009-2011</td>
</tr>
<tr>
<td>Kelly O'Sullivan</td>
<td>University of California</td>
<td>Study Abroad Advising Interest Group Co-Chair</td>
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NACADA Region 9
2011 Keynote Speaker
Dr. Jennifer Joslin

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

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

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

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

EVALUATIONS

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

**Wednesday, March 2, 2011**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>11:00 a.m. – 5:30 p.m.</td>
<td>Registration Open (Southeast Foyer)</td>
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<tr>
<td>1:00 p.m. – 4:30 p.m.</td>
<td>Pre-Conference Sessions</td>
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<td>- 1:00 p.m. – 2:30 p.m. Working with First Generation College Students</td>
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<td></td>
<td>Brickstones ($20 fee)</td>
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<td>- 1:00 p.m. – 2:40 p.m. Navigating Assessment: Two Schools Approach</td>
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<td>Ballroom III ($20 fee)</td>
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<td>- 1:30 p.m. – 2:45 p.m. Graduate Student Panel</td>
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<td>Ballroom I, II</td>
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<td>- 2:50 p.m. – 4:30 p.m. Writing for NACADA</td>
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<td>Ballroom III</td>
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<td>- 3:00 p.m. – 4:00 p.m. Navigating the Academic Advising Job Search</td>
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<td>Ballroom I &amp; II</td>
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<td>- 3:00 p.m. – 4:20 p.m. Embedding of Student Services into Academic Programs</td>
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<td></td>
<td>Brickstones ($20 fee)</td>
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<tr>
<td>4:30 p.m. – 5:30 p.m.</td>
<td>NACADA Orientation for First-Time Conference Attendees</td>
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<td>(Ballroom I, II)</td>
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<tr>
<td>5:30 p.m. – 7:00 p.m.</td>
<td>Meet-and-Greet Reception (Brickstones)</td>
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<td>Entertainment- Tiamo</td>
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<td>Hor D'oeuvres &amp; “No-Host” Bar</td>
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Thursday, March 3, 2011

Conference at a Glance

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

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

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

9:15 a.m. – 10:15 a.m. Session 1 Presentations
- Diversity & Academic Advising: Perceptions of Academic Ability – San Diego I
- Navigating the Transfer Road: How One Business School ... – San Diego II
- It Takes a Village to Raise a Farm: Best Practices ... – Ballroom I, II
- Finding Strengths: Using Solution Focused Brief Therapy Techniques with Probationary Students – Ballroom III
- When You Can’t Do More with Less: Streamlining Practices for Effective Advising – Ballroom VI, VII
- Navigating a Successful Faculty vs. Professional Advising Model – Ballroom VIII

10:30 a.m. – 11:30 a.m. Session 2 Presentations
- Navigating Professional Development in Rough Waters: All Hands on Deck! – San Diego I
- Ahoy Advisors! Navigate the Waters with a Staff Retreat Designed for Smooth Sailing! – San Diego II
- Navigating Rough Waters: Group Advising for At-Risk Students – Ballroom I, II
- Empowering and Developing Students in a First-Year Experience Seminar Course – Ballroom III
- Qualitative Inquiry Can Be Your Compass: Appreciative Advising Techniques ... – Ballroom VI, VII
- First Generation Interest Group (NACADA) – Ballroom VIII

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

1:15 p.m. – 1:30 p.m. Break

1:30 p.m. – 2:30 p.m. Session 3 Presentations
- Peer Advisors: Helping to Navigate the Sea of Student Success – San Diego I
- “I Didn’t Get the Memo!” How One Campus Communicates New Information – San Diego II
- Life After Orientation: Advising Strategies for Second Semester Freshmen – Ballroom I, II
- Listen Up! It’s Your Recipe for Success – Ballroom III
- Academic Advising: What It Should Be, What It Is – Ballroom VI, VII
- Interdisciplinary Learning Communities: Strategic Partnerships for High Impact Learning – Ballroom VIII
2:45 p.m. – 3:45 p.m.  
**Session 4 Presentations**

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

4:00 p.m. – 5:00 p.m.  
**Session 5 Presentations**

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

Explore San Diego on Your Own

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**Conference at a Glance**

**Friday, March 4, 2011**

7:30 a.m. – 8:30 a.m.  
**Continental Breakfast**  (West Foyer)

8:30 a.m. – 9:30 a.m.  
**Session 6 Presentations**

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

9:45 a.m. – 10:45 a.m.  
**Session 7 Presentations**

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

11:00 a.m. – 12:00 p.m.  
**Region 9 Business Meeting**  (Ballroom I, II)

12:00 p.m.  
**Conference Concludes**
Pre-Conference Sessions
Wednesday, March 2

1:00 p.m. to 2:30 p.m.
Working with First-Generation College Students ($20 Fee)

Wednesday, March 2, 2011, 1:00-2:30 p.m.
Brickstones
Presenter: Silverio Haro
Institution: California State University, San Marcos

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

1:30 p.m. to 2:45 p.m.
Graduate Student Panel (Free)

Wednesday, March 2, 2011, 1:30-2:45 p.m.
Ballroom I & II
Coordinator: Teri Renner
Institution: California State University, San Marcos

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

1:00 p.m. to 2:40 p.m.
Navigating Assessment: Two Schools Approach ($20 Fee)

Wednesday, March 2, 2011, 1:00-2:40 p.m.
Ballroom III
Presenter: Amy Lance
Institution: California State University, Chico
Co-Presenter: Daniel Connolly
Institution: University of Denver

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

2:50 p.m. to 4:30 p.m.
Writing for NACADA (Free)

Wednesday, March 2, 2011, 2:50-4:30 p.m.
Ballroom III
Presenters: Bob Hurt and Marsha Miller
Representing NACADA

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

3:00 p.m. to 4:00 p.m.
Navigating the Academic Advising Job Search (Free)

Wednesday, March 2, 2011, 3:00-4:00 p.m.
Ballroom I & II
Presenters: Molly Morin and Carol May
Institution: Chapman University

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

3:00 p.m. to 4:20 p.m.
Embedding Student Services in Academic Programs ($20 Fee)

Wednesday, March 2, 2011, 3:00-4:20 p.m.
Brickstones
Presenters: James Caraway, Professor of Leadership Ed.D. at Union Institute & University, Ohio

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

4:30 p.m. to 5:30 p.m.
NACADA Orientation for First-Time Conference Attendees (Free)

Wednesday, March 2, 2011, 4:30-5:30 p.m.
Ballroom I & II

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

5:30 p.m. to 7:00 p.m.
Meet-and-Greet Reception (Free)

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

Entertainment, Hors d’oeuvres & “No Host” Bar
Let’s join together and get to know each other!

Tiamo De Vettori, Academic Advisor from California State San Marcos, will be playing the acoustic guitar and singing his original songs. Tiamo is an award winning motivational speaker, singer, and songwriter. For more information on Tiamo visit his website @ www.TiamoMusic.com
Thursday, March 3
9:15 to 10:15 a.m.

Diversity & Academic Advising: Perceptions of Academic Ability
Thursday, March 3, 2011, 9:15-10:15 a.m.
San Diego I
Lead Presenter: Salvador Mora
Co-Presenter: Peter Kim
Institution: University of Nevada, Las Vegas

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

Navigating the Transfer Road: How One Business School Set Students on the Path to Successful Transition
Thursday, March 3, 2011, 9:15-10:15 a.m.
San Diego II
Lead Presenter: Lisa Miller
Co-Presenters: Lata Patel and Allan Taing
Institution: University of California, Riverside

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

It Takes a Village to Raise a Farm: Best Practices for Creating Campus Collaboration and Developing Advising Partnerships
Thursday, March 3, 2011, 9:15-10:15 a.m.
Ballroom I & II
Lead Presenter: Lourdes Andrade
Co-Presenter: Celeste Fowles Nguyen
Institution: Stanford University

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

Finding Strengths: Using Solution Focused Brief Therapy Techniques with Probationary Students
Thursday, March 3, 2011, 9:15-10:15 a.m.
Ballroom III
Lead Presenter: Jihan Neda Ejan
Institution: California State University, Monterey Bay

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

Thursday, March 3, 2011, 9:15-10:15 a.m.
Ballroom VI & VII
Lead Presenter: Brian Latham
Co-Presenters: Gabby Yates, Kristyn Lewko, Karla Kastner, and Kira Preston
Institution: University of California, San Diego

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

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

Thursday, March 3, 2011, 10:30-11:30 a.m.
San Diego I
Lead Presenter: Derek Furuoka
Co-Presenters: Cheryl Tillotson and Tricia Lozano
Institution: University of Nevada, Las Vegas

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

Navigating a Successful Faculty vs. Professional Advising Model

Thursday, March 3, 2011, 9:15-10:15 a.m.
Ballroom VIII
Presenters: Amy Lance
Institution: California State University, Chico
Co-Presenter: Daniel Connolly
Institution: University of Denver

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

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

Thursday, March 3, 2011, 10:30-11:30 a.m.
San Diego II
Lead Presenter: Sue Saunders
Institution: California State University, Channel Islands
Co-Presenter: Grace Cardenas Leal
Institution: California State University, Monterey Bay

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

Thursday, March 3, 2011, 10:30-11:30 a.m.
Ballroom I & II
Lead Presenter: Rebecca Berner
Co-Presenters: Kim DuFour, Dami Hammer, Lorraine Smith
Institution: California State University, Chico

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

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

Thursday, March 3, 2011, 10:30-11:30 a.m.
Ballroom III
Lead Presenter: Rebecca Devereaux
Institution: Woodbury University

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

Qualitative Inquiry Can Be Your Compass: Appreciative Advising TechniquesGrounded in Research Skills

Thursday, March 3, 2011, 10:30-11:30 a.m.
Ballroom VI & VII
Lead Presenter: Kathleen Normandin
Co-Presenter: Crystal Goodman
Institution: University of Hawaii, Manoa

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

First Generation Interest Group

Thursday, March 3, 2011, 10:30-11:30 a.m.
Ballroom VIII
Lead Presenter: Cindy Peterson (NACADA liaison)

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

Thursday, March 3, 2011, 1:30-2:30 p.m.
Ballroom I & II
Lead Presenter: Rebecca Berner
Co-Presenter: Kaitlyn Baumgartner
Institution: California State University, Chico

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

“I Didn’t Get the Memo!” How One Campus Communicates New Information

Thursday, March 3, 2011, 1:30-2:30 p.m.
San Diego II
Presenter:Lael Adediji
Institution: California State University, San Jose

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

Listen Up! It's Your Recipe for Success

Thursday, March 3, 2011, 1:30-2:30 p.m.
Ballroom III
Lead Presenter: Mimi Murry
Institution: Brandman University, part of the Chapman University System

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

Thursday, March 3, 2011, 1:30-2:30 p.m.
Ballroom VI & VII
Lead Presenter: Joseph Cuseo
Institution: Marymount College

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

Advising with Technology through Collaboration and Creativity

Thursday, March 3, 2011, 2:45-3:45 p.m.
San Diego II
Lead Presenter: Gwen Hansen
Co-Presenter: Teri Renner
Institution: California State University, San Marcos

Many Advisors find themselves answering repetitive questions day in and day out. Use of 21st century technology can provide a successful environment matching the needs of today’s students, while freeing up valuable advising time. This session will share how Advisors at CSUSM collaborated to create media site modules to connect students to advising information and content that they can access anytime. Participants will engage in group discussion about ways to engage in collaboration opportunities and utilize available resources on their campus.
Thursday, March 3
2:45 to 3:45 p.m.

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

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

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

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**How to Increase Advising Effectiveness with Fewer Resources**

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

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

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**Enriching the Role of Peer Advisors with Teamwork and Leadership Opportunities**

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

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

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**A Conversation with NACADA Leadership & Executive Office Representative**

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

This informal discussion is to provide a forum for attendees to visit with NACADA Leaders regarding the Association’s many initiatives and programs, leadership opportunities, and to give participants an opportunity to provide feedback and ask questions.
Thursday, March 3
4:00-5:00 p.m.

Lightening the Advisors’ Load: Gatekeeping

Thursday, March 3, 2011, 4:00-5:00 p.m.
San Diego I
Lead Presenter: Clare Clifford
Institution: California State University, Chico

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

Inspiration, Innovation, and Technology in Advising

Thursday, March 3, 2011, 4:00-5:00 p.m.
San Diego II
Lead Presenter: Janel Irwin
Co-Presenters: Amy Lance, Alyson White
Institution: California State University, Chico

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

Military 101: Seeing Past the Uniform

Thursday, March 3, 2011, 4:00-5:00 p.m.
Ballroom I & II
Lead Presenter: Kelly Witt
Institution: San Diego State University

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

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

Thursday, March 3, 2011, 4:00-5:00 p.m.
Ballroom III
Lead Presenter: Melissa Calderon
Institution: University of California, San Diego

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

Thursday, March 3, 2011, 4:00-5:00 p.m.
Ballroom VI & VII
Lead Presenter: Tracy Cruz
Co-Presenter: Alicia Ingold
Institution: University of California, San Diego

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

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

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

Friday, March 4 2011, 8:30-9:30 a.m.
San Diego I
Lead Presenter: Robert Hurt
Co-Presenter: Eric McLaughlin
Institution: California Polytechnic University, Pomona

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

Career Services Eliminated!
Now What?

Friday, March 4 2011, 8:30-9:30 a.m.
San Diego II
Lead Presenter: Brandis Bernard
Co-Presenter: Aqueelah LaGrone
Institution: University of Nevada, Reno

If you have been asked the question, “What can I do if I major in _____” and have felt at a loss for suggestions or advice, this presentation is for you. Learn how to integrate career exploration discussions and activities as part of your advising sessions as well as what to include in a five week, elective course about academic and career decision-making. With or without a Career Services office, advisors can help students better understand the relevance of their education and their career preparation!
Friday, March 4
8:30 to 9:30 a.m.

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

Friday, March 4 2011, 8:30-9:30 a.m.
Ballroom I & II
Lead Presenter: Kathleen Normandin
Institution: University of Hawaii, Manoa

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

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

Effective Strategies for Ensuring Success with Students on Academic Probation

Friday, March 4 2011, 9:45-10:45 a.m.
San Diego I
Lead Presenter: Penny Bennett
Institution: California Polytechnic University, San Luis Obispo

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

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

Friday, March 4 2011, 8:30-9:30 a.m.
Ballroom III
Lead Presenter: Rebecca Devereaux
Institution: Woodbury University

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

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

Friday, March 4 2011, 9:45-10:45 a.m.
San Diego II
Lead Presenter: Brian Roang
Co-Presenters: Andrea O'Donnell, Alyssa Johnson, and Hermila Torres
Institution: University of California, San Diego

Every morning, the line of students is out the door. By the afternoon, your inbox is overflowing, the phone is ringing off the hook and you are scrambling to keep up. Sound familiar? If it does, then you are not alone! In today’s economic climate we are all learning to work with less: less money, fewer resources and a smaller staff. As an academic advisor, how do you meet student needs when there are thousands of them and only a few of you? Presenters in this session will use on the job successes and failures to explore how information sessions, specialized courses, technology and advising structure can be used to reach the maximum number of students with a small staff.
Friday, March 4
9:45 to 10:45 a.m.

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

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

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

Navigating the Creation of a Sustainable Advising Office

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

In today's world, we all should be looking for ways to lessen our carbon footprint. Come learn how one advising unit has done their part, starting with transforming a paper-swamped office into a 95% paperless office over a two year period. Additionally, we will share simple changes any office can implement from changing your lighting to recycling to composting, all in an effort to do our part and role 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.

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

Region Business Meeting

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

Thank you for attending the Pacific Region 9 NACADA Conference!
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4. Denny’s and Gasoline Station
5. CVS Pharmacy, Ralph’s, Wells Fargo Bank, Einstein’s Bagel, Jamba Juice, Subway, Burger King, Blockbuster Video
6. Shell Gasoline Station, Car Wash
7. Mimi’s Café, Verizon Wireless
8. Best Buy, Hooters, Chase Bank
9. Sammy’s Woodfired Pizza, Panda Express, On The Border Mex Grill
10. King’s Fish House, Fuddrucker’s, BevMo!, Gordon Biersch, Chevy’s, Marshall’s, Old Navy, DSW Shoes, Border’s Bookstore
11. Bank of America
12. In-N-Out Burger, Taco Bell
13. Ross, Sports Authority, Wahoo’s Fish Taco, Wendy’s, Sears Essential
14. IKEA, Costco, IHOP, Lowe’s, Oki-Ton Japanese Bistro, McDonald’s