



2018 UCONN

ADVISING CONFERENCE

UCONN
UNIVERSITY OF CONNECTICUT

STORRS CAMPUS: McHUGH HALL
THURSDAY | AUGUST 16, 2018 | 8:00AM

Presented by University Advising
advising.uconn.edu



Keynote Speaker: Dr. George Kuh

Dr. George Kuh's career in higher education has spanned more than five decades. During that time, he held various faculty and senior administrative positions, retiring from Indiana University in 2010 as Chancellor's Professor of Higher Education. He continues to engage in research while serving as adjunct research professor of Education Policy at the University of Illinois and senior scholar at the National Institute for Learning Outcomes Assessment (NILOA), of which he was the founding director.

Dr. Kuh's research interests include assessing student and institutional performance to enhance student success and efforts to improve the quality of the undergraduate experience. He founded the National Survey of Student Engagement (NSSE) and related surveys for law students, beginning college students, and faculty along with the NSSE Institute for Effective Educational Practice. He also founded the Strategic National Arts Alumni Project (SNAAP), the first ever in-depth look at the factors that help or hinder the careers of graduates of arts-intensive training high schools and postsecondary institutions.

During his 34 years at Indiana University, he served as chair of the Department of Educational Leadership and Policy Studies (1982-84), Associate Dean for Academic Affairs in the School of Education (1985-88), and Associate Dean of the Faculties for the Bloomington campus (1997-2000).

Dr. Kuh has published more than 400 items and made several hundred presentations on topics related to institutional improvement, college student engagement, assessment strategies, and campus cultures. Among his recent books and monographs are *High Impact Practices* (2008) and *Ensuring Quality and Taking High-Impact Practices to Scale* (2013), produced as part of the American Association of Colleges and University's Liberal Education and America's Promise (LEAP) initiative. Two other relatively recent books are *Student Success in College: Creating Conditions That Matter* (2005, 2010), and *Piecing Together the Student Success Puzzle: Research, Propositions, and Recommendations* (2007).

Dr. Kuh has been a consultant to more than 400 institutions of higher education and educational agencies in the United States and abroad (including UConn!). His contributions have been recognized with awards from the American College Personnel Association, American Educational Research Association, Association for Institutional Research, Association for the Study of Higher Education (ASHE), Council for Adult and Experiential Learning, Council of Independent Colleges, National Association of Student

Personnel Administrators, and National Center on Public Policy in Higher Education. In 2013, *The Chronicle of Higher Education* described George as a "towering figure" who "really launched the field of assessment of institutional quality."

Dr. Kuh received the Robert Zemsky Medal for Innovation in Higher Education from the University of Pennsylvania, Distinguished Alumni Award from the University of Iowa, and Distinguished Alumni Award and the Educational Leadership Award for Teaching from St. Cloud State University. Indiana University honored him with the Dean's Award for Outstanding Contributions to the Quality of Undergraduate Life, the Tracy Sonneborn Award for a distinguished record of scholarship and teaching, and the President's Medal for Academic Excellence, which is the highest honor the Indiana University president can bestow. He holds eleven honorary degrees.

Keynote

Advising for Student Success: Why and How High Impact Practices Matter

The academic advising function has never been more important, as policy makers, institutional leaders, families, and students look for ways to help foster the multiple dimensions of student success. Advising matters, of course, but not always how and why we think. This session will focus on the value of intrusive advising and emphasize the important role of advisors in advocating for and supporting student participation in High Impact Practices (HIPs), which have been positively linked to persistence and a host of desired learning and personal development outcomes.



Special Thanks

- Dr George Kuh, Chancellor’s Professor Emeritus of Higher Education at Indiana University and Senior Scholar at the National Institution for Learning Outcomes Assessment (NILOA)
- Dr Peter Diplock, Assistant Vice Provost and Director of the Center for Excellence in Teaching and Learning
- Kathleen Carnelli, Executive Assistant to Assistant Vice Provost, CETL
- Jess Groves, Academic Advisor (and conference planner extraordinaire), Department of Psychological Sciences
- Advising Advisory Board of Advisors: Alana Adams, Zen Buraceski, Carolyn Ginsberg, Mia Hines, Julie Lynch, Lauren Munyard, Meagan Ridder, Nancy Steenburg, Mariel Zoni
- All of our dedicated and talented presenters and moderators

Today’s Schedule in Brief

8:00–8:50am	Registration	McHugh Hall 1 st floor Lobby
9:00–10:15am	Plenary and Keynote	McHugh 102
10:15am–2:00pm	Coffee Station	McHugh Hall 2 nd floor Lobby
10:25–11:25am	Concurrent Session 1	<i>Various McHugh classrooms</i>
11:35am–12:45pm	Concurrent Session 2	<i>Various McHugh classrooms</i>
12:50–1:50pm	Lunch with Dr Rory McGloin	Student Union Ballroom
2:00–3:15pm	Concurrent Session 3	<i>Various McHugh classrooms</i>
3:25–4:40pm	Concurrent Session 4	<i>Various McHugh classrooms</i>
4:40–5:30pm	Reception with Dr George Kuh	McHugh Hall 1 st floor Lobby



Schedule of Events & Concurrent Sessions



Registration

8:00–8:50am

McHugh Hall Lobby

Continental Breakfast available in lobby between rooms 101 and 102

Plenary and Keynote

9:00–10.15am

McHugh 102

Opening Remarks and Welcome

Katrina Higgins

Director, University Advising

Keynote: Advising for Student Success: Why and How HIPs Matter

Dr. George Kuh

Chancellor's Professor Emeritus of Higher Education at Indiana University and Senior Scholar at the National Institution for Learning Outcomes Assessment (NILOA)

Plenary Wrap Up and Retreat Logistics

Katrina Higgins

Director, University Advising

Concurrent Session 1

10.25–11.25am

Session 1.1: Navigating Awkward and Difficult Advising Conversations

Katrina Higgins, PhD, University Director of Advising, Center for Excellence in Teaching and Learning

Danielle DeRosa, Student and Staff Development Manager, Department of Educational Leadership

McHugh 101

Moderator: Carolyn Ginsberg

Have you ever found yourself in a conversation with a student that turns awkward or difficult? How did you respond? How would you like to have responded? In this session we will show vignettes of advising sessions and discuss how best to manage conversations and interactions so that both you and your student are satisfied with the outcome of your meeting.

Session 1.2: Cultivating Creativity: The Honors Curricular and Co-Curricular Experience

Jaclyn Chancey, PhD, Assistant Director of Curriculum, Assessment, and Planning, Honors and Enrichment Programs

Kaitlin Heenehan, STEM Scholar Advisor, Honors and Enrichment Programs

Anne Kim, PhD, STEM Scholar Advisor, Honors and Enrichment Programs

Jessamy Hoffmann, PhD, Assistant Director, Honors and Enrichment Programs

McHugh 206

Moderator: Lauren Munyard



10.25–11.25am

This session will serve as an introduction to the new Honors curriculum and awards for those who are unfamiliar with them. While geared toward Honors advisors, this session will touch upon the Honors Program's foundational theories and the changes that came about as we looked for ways to better prepare our students to be productive citizens, moving beyond the mere consumption of knowledge. As advisors, we can all benefit from tips in our work to push our students towards a productive and independent adulthood. Advisors will leave this session with a clearer understanding of the Honors requirements and how they can support Honors students.

Session 1.3: Education Abroad 101

Laura Hills, Education Abroad Advisor

Valerie Nightingale, Education Abroad Advisor

Inga Pötzl, Education Abroad Advisor and Baden-Wuerttemberg-Connecticut Exchange Coordinator

Colleen Millerick, Communications Assistant

McHugh 301

Moderator: Julie Lynch

Education Abroad is an integral part of a student's education, providing them with the opportunity for academic and personal growth by exploring the world from a different perspective. During this session, our team of advisors will introduce you to a new academic advising model and equip you with the tools and resources to successfully advise your students. Our goal is to share best practices for collaborating with offices university-wide to support student participation in Education Abroad programming.

Session 1.4: FERPA at UConn: the Whys, Whats and Hows

Rachel Krinsky Rudnick, Associate Vice President and Chief Privacy Officer, Office of Privacy Protection & Management

Laurie Neal, Privacy Analyst, Office of Privacy Protection & Management

Jennifer Gattilia, Assistant Registrar for Records and Enrollment Services, Office of the Registrar

McHugh 306

Moderator: Mariel Zoni

In 1974, the federal government passed the Family Educational Rights and Privacy Act, which affords students certain privacy rights over their educational records. In the 40+ years since then, parents and guardians have become much more involved in their students' lives on campus. At the same time, changes in technology have created both the desire and opportunity to move towards more automated and accessible tools to engage with students and share information with their parents. During this session we will discuss how UConn has responded to these changes in ways that allow us to partner with parents and guardians, while at the same time safeguarding our students' privacy. Specifically, we will consider the role that instructors and advisors should play when asked to respond to parents and guardians, and the supports that the institution provides to ensure that instructors and advisors are able to maintain their students' rights to privacy.



10.25–11.25am

Session 1.5: CLAS Undergraduate Policies, Procedures and Practices

Becky Bacher, Director, CLAS Academic Services Center

McHugh 201

Moderator: Mia Hines

As the undergraduate arm of the College of Liberal Arts and Sciences dean’s office, the CLAS Academic Services Center (ASC) is charged with upholding the bylaws of the University and the College. The Center also determines if and when undergraduate student requests for academic exceptions are appropriate. The office coordinates programs to support incoming freshmen, transfer and campus change students, international students, and students at academic risk. In this session we will review the ASC’s policies, practices and procedures as they pertain to supporting all undergraduate CLAS majors.

Concurrent Session 2

11:35am–12.45pm

Session 2.1: Responding to Students in Crisis

Betsy Cracco, PhD, Director, Counseling and Mental Health Services

Lieutenant Jason Hyland, UConn Police Department

Officer Justin Cheney, UConn Police Department

Tildy, the support dog, UConn Police Department

McHugh 201

Moderator: Julie Lynch

Unfortunately, it is not uncommon for us to find ourselves responding to a student in crisis, whether it is in person or virtually. In this session we will talk about how advisors and instructors can navigate these situations and the referral resources available to support students who need immediate help.

Session 2.2: Developing Your Leadership Voice: What's Your Thinking Style?

Lucy Gilson, PhD, Professor & Head, Department of Management, School of Business

McHugh 206

Moderator: Chelsea Zabel

Everyone thinks, leads, gives directions, and asks for help in a slightly different way. This session will focus on understanding what your voice sounds like, and how knowing this will help you when working with others.

Session 2.3: Active Listening: The Quiet Superpower

Suzanne LaFleur, PhD, Director of Faculty Enhancement, Center for Excellence in Teaching and Learning.

McHugh 301

Moderator: Alana Adams

As advisors, the most important thing we can do is listen. Yet as simple as it sounds, being in the moment and listening without distraction is something we all struggle with at times. In this session we will discuss what active listening involves (and doesn’t involve), how we can train ourselves to be better listeners, and how our improved listening skills can help us be better advisors (and people).





11:35am—12.45pm

Session 2.4: Supporting Undocumented Students

Lesley Salafia, Senior Attorney, Office of General Counsel

McHugh 306

Moderator: Jess Groves

Despite the barriers that exist in the system for undocumented students, many have found a way to enroll in and attend UConn. Advising is a particularly important area to consider as undocumented students face challenges remaining full-time and figuring out what their life after college will look like. Please join us to discuss the measures that UConn has taken to support undocumented students.

Session 2.5: Making the Most of Student Admin

Lauren Munyard, Academic Advisor, Department of Economics

Liz Laskarzewski, Records & Enrollment Services Specialist, Office of the Registrar

Carl Rivers, Assistant Registrar over Degree Audit and NCAA Certification, Office of the Registrar

McHugh 101

Moderator: Lauren Munyard

This session will provide an overview of Student Admin functions and tools, which are essential for tracking students' academic progress. We will provide tips and tricks to help troubleshoot some common issues students (and advisors) may encounter. This will be an interactive session where we will spend a lot of time on Q&A, especially as it relates to the degree audit process and issues that can delay or prevent a student's graduation.

12:50—1:50pm

Lunch with Dr Rory McGloin

Student Union Ballroom

Concurrent Session 3

2.00—3.15pm

Session 3.1: It Takes a Village: Student Supports and Opportunities at UConn

Representatives from:

Center for Career Development

Education Abroad

Enrichment Programs

Quantitative Learning Center

Office for Diversity and Inclusion

Student Support Services

Summer and Winter Programs

Student Activities

Writing Center

Student Athlete Success Program

McHugh 101

Moderator: Jess Groves

Student success does not happen in isolation. It takes the concerted effort of faculty and staff with a wide range of talents supporting and encouraging their students. In this session, representatives from a variety of UConn programs will speak about the services and programming they provide to support student success. The goal of this session is to provide advisors with information about the many support services that UConn has to offer so that they can connect their students with the appropriate opportunities and resources.



2.00–3.15pm

Session 3.2: From Stress to Success: Stress Management for Advisors and their Students

Sharon Lee, PhD Candidate, Clinical Psychology, Department of Psychological Sciences

McHugh 206

Moderator: Lauren Munyard

Why do we get stressed? Is stress always bad for us or can it be beneficial? How can we better manage our own stress and help our students manage theirs? Informed by the latest psychological research on stress, coping, and resilience, this interactive session will address these questions by reviewing the biology of stress, effects of stress on well-being and performance, and stress management skills for students and advisors. At the conclusion of this presentation, advisors will be able to describe the impact of stress on mental and physical health, identify signs of stress in themselves and students, and apply different stress management techniques.

Session 3.3: Advising in an Intercultural and Multicultural World

Matthew Yates, PhD, Associate Director, Education Abroad

Angela Rola, Director, Asian American Cultural Center

Fany Hannon, Director, Puerto Rican/Latin American Cultural Center

McHugh 301

Moderator: Alana Adams

We live in an increasingly complex world. Our UConn student population, in turn, reflects great diversity. In this session, Fany Hannon, Angela Rola, and Matt Yates will explain how to work effectively and ethically with students, staff, and faculty from diverse backgrounds. We will start with an overview of cultural self-awareness and conclude with practical methods to communicate well with multicultural populations.

Session 3.4: HIP Check: Is Our Gen Ed Engaging?

Eric Schultz, PhD, Professor, Ecology and Evolutionary Biology and Chair, General Education Oversight Committee

McHugh 306

Moderator: Mia Hines

Nationally and 'UConnally', the aims and value of General Education (also known as Liberal Education) are under intensive review. In this session, we will discuss what we say we are doing in our curriculum, consider whether there are better ways of saying what we want to do, and consider data on how well we are engaging students in meeting these goals. Because general education touches on every aspect of undergraduate education at UConn, any changes we make need to be informed by feedback from a wide and diverse audience. To that end, the majority of this session will be focused on collecting your feedback about what is working, what is not working, and what we need to do to improve general education at UConn.

Session 3.5: ADA and CSD: Why are So Many Students Approved for Accommodations?

Donna Korbel, Assistant Vice President for Student Affairs and Director of the Center for Students with Disabilities

Christine Wenzel, Associate Director, Center for Students with Disabilities

Bryanna Anderson, Assistant Director, Center for Students with Disabilities

McHugh 201

Moderator: Katrina Higgins



2.00–3.15pm

An ever-increasing number of UConn students with disabilities are requesting academic and residential accommodations. During this session, we will present data on the number of students approved for accommodations, disability categories, as well as accommodations coordinated. We will also highlight the legal process the Center for Students with Disabilities (CSD) engages in to respond to requests for accommodations and how students, faculty and staff are involved. Additionally, we will discuss the coordination of approved accommodations through collaborations between the CSD, faculty, staff and students.

Concurrent Session 4

3.25–4.40pm

Session 4.1: Why UConn is so HIP: High Impact Practices at UConn and Beyond

Representatives from UConn’s HIP programs:

Center for Career Development

Education Abroad

First Year Programs and Learning Communities

General Education Oversight Committee

Honors and Enrichment Programs

Office for Diversity and Inclusion

Office of Service Learning

Writing Center

McHugh 101

Moderator: Katrina Higgins

Dr George Kuh has written extensively on the power of High Impact Practices and the benefits they have for student learning and development. In this session, a panel of representatives from UConn’s HIP programs will speak about how their programs support student success, and how instructors and advisors can take advantage of the programs to encourage their students’ continued intellectual and personal growth.

Session 4.2: Public Speaking: Storytelling, Spectacles & Sincerity: Reaching Audiences of All Sizes

Dr Stephen Stifano, PhD, Assistant Professor in Residence, Department of Communication

McHugh 206

Moderator: Chelsea Zabel

From small conversations to large audiences, most people hold some fear or apprehension about addressing an audience. Fortunately, there are a few simple ways to take a "public" setting and make it much more personal and approachable, regardless of the size of the room. In this presentation, we'll talk about using techniques of narrative storytelling, dynamic visuals, and a personal touch to reframe public speaking as what it really is—a simple act of communication.

Session 4.3: If You See Something, Say Something: Mandated Reporting at UConn

Kevin O’Connell, Deputy Title IX Coordinator, Office of Inclusion and Equity

Julie Boothroyd, Minor Protection Coordinator, Office of Minor Protection

McHugh 301

Moderator: Julie Lynch

As educators, we may have students confide personal and sometimes sensitive information to us. Sometimes this is information that we, as state employees, are





obligated to report to the University. In this session, we will discuss the whys, whats and hows of UConn's policies on mandated reporting.

3.25—4.40pm

Session 4.4: Using Technology to Connect with Your Students

Mariel Zoni, Associate Director of Advising, School of Engineering

Dan Facchinetti, Faculty Development Specialist, Center for Excellence in Teaching and Learning

McHugh 306

Moderator: Mariel Zoni

Whether you have 8 or 800 advisees, communication and outreach can be a challenge. In this session we will review the various features and functions of HuskyCT and Nexus (formerly Sandbox), with an eye to using technology to more efficiently and effectively connect with our students.

Session 4.5: Grow Your Advising Skills Using Counseling Techniques

Jess Groves, Academic Advisor, Department of Psychological Sciences

Kristin Van Ness Scrivano, Academic Advisor, Department of Human Development and Family Studies

McHugh 201

Moderator: Nancy Steenburg

Have you ever been working with a student regarding scheduling and they unloaded all of their problems? As advisors, our conversations often stray from the academic into the personal. It is important that we support the student during these times in order to maintain trust and rapport. This session will provide advisors with some basic counseling techniques to use in everyday advising that can improve relational skills and build trust with advisees.

4:40—5.30pm

Reception with Dr Kuh, McHugh Hall, 1st floor lobby

Evaluations

Please be sure to complete an evaluation for each session that you attend and deliver it to the session moderators. Watch for a follow-up email with a survey link seeking feedback regarding your experience of the day overall.

Door Prizes

We have door prizes that we will be raffling off at lunch. Be sure to sign in when you arrive at the conference so that you have a chance to win one of the prizes.



DAY AT A GLANCE

	Session 1	Session 2	Session 3	Session 4	Session 5
8.00– 8.50am	Registration – McHugh Hall lobby				
9.00– 10.15am	Plenary and Keynote: Dr George Kuh: Advising for Student Success: Why and How HIPs Matter, McHugh 102				
10.25– 11.25am	1.1: Navigating Awkward and Difficult Advising Conversations	1.2: Cultivating Creativity: The Honors Curricular and Co-Curricular Experience	1.3: Education Abroad 101	1.4: FERPA at UConn: the Whys, Whats and Hows	1.5: CLAS policies, procedures and practices
	McHugh 101	McHugh 206	McHugh 301	McHugh 306	McHugh 201
11.35am– 12.45pm	2.1: Responding to Students in Crisis	2.2: Developing Your Leadership Voice: What is Your Thinking Style?	2.3: Active Listening: The Quiet Superpower	2.4: Supporting Undocumented Students	2.5 Making the Most of StudentAdmin
	McHugh 201	McHugh 206	McHugh 301	McHugh 306	McHugh 101
12.50– 1.50pm	Lunch with Dr Rory McGloin, Student Union Ballroom				
2.00– 3.15pm	3.1: It Takes a Village: Student Supports and Opportunities at UConn	3.2: From Stress to Success: Stress Management for Advisors and their Students	3.3: Advising in an Intercultural and Multicultural World	3.4: HIP Check: Is Our Gen Ed Engaging?	3.5: ADA and CSD: Why are So Many Students Approved for Accommodations?
	McHugh 101	McHugh 206	McHugh 301	McHugh 306	McHugh 201
3.25– 4.40pm	4.1: Why UConn is so HIP: High Impact Educational Practices at UConn and Beyond	4.2: Public Speaking: Storytelling, Spectacles, and Sincerity: Reaching Audiences of All Sizes	4.3: If You See Something, Say Something: Mandated Reporting at UConn	4.4: Using Technology to Connect with Your Students	4.5: Grow Your Advising Skills Using Counseling Techniques
	McHugh 101	McHugh 206	McHugh 301	McHugh 306	McHugh 201
4.40 – 5.30 pm	Reception with Dr George Kuh, McHugh Hall, 1st floor lobby				