

# **Uniting Across Campuses Conference**

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**Advisors Networking for Student Success**

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**WNY Advising**

[wnyadvising.weebly.com](http://wnyadvising.weebly.com)

**The Ramada Hotel & Conference Center**

**2402 N. Forest Road  
Amherst, NY 14226**

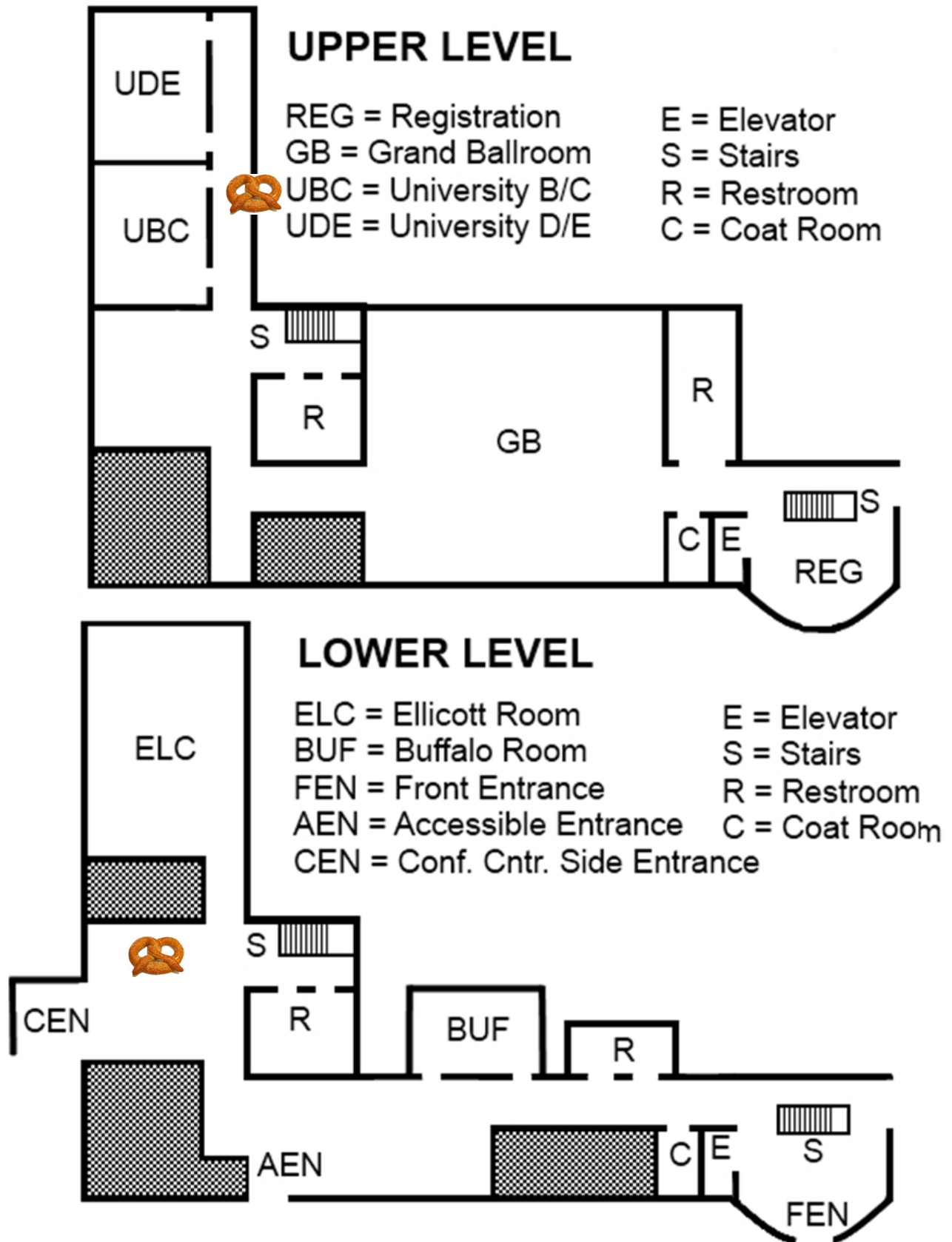
**February 25, 2015**

**8:30 a.m. – 4:30 p.m.**



**PLEASE RECYCLE YOUR NAME BADGES WHEN YOU LEAVE**

# Map



# Agenda at a Glance

<b>8:30–9:00 a.m.</b>	<b>Registration/Breakfast, Ballroom</b>
<b>9:00–9:15 a.m.</b>	<b>Welcome from the Conference Chair, Ballroom</b> Amie Pistrin-Faust, Erie Community College
<b>9:15–10:00 a.m.</b>	<b>Keynote Address, Ballroom</b> Tracy P. Johnson, PhD, University at Buffalo
<b>10:15–11:30 a.m.</b>	<b>Concurrent Sessions I (choose one)</b>
<u>Lower Level</u> Ellicott (ELC)	Advisement for the Masses: Small Office Strategies for Working with Large Student Populations
Buffalo (BUF)	Skills Gaps: A National Crisis with Global Implications
<u>Upper Level</u> Univ B/C (UBC)	How to Prepare Yourself for an Emergency
Univ D/E (UDE)	Mapping Opportunities for Moms: A Case Management Approach to Serving Low-Income Single Mothers in College
<b>11:30 a.m.–12:45 p.m.</b>	<b>Lunch &amp; Breakout Session, Ballroom</b>
<b>11:50–12:30 p.m.</b>	<b>Optional Breakout Session, Attendees given priority access to buffet</b>
Univ B/C (UBC)	What is Stress? And How to Prevent it?
<b>12:45–2:00 p.m.</b>	<b>Concurrent Sessions II (choose one)</b>
<u>Lower Level</u> Ellicott (ELC)	Why Ask Questions?
Buffalo (BUF)	Enhancing Advising Through Faculty Collaborative Competence
<u>Upper Level</u> Univ B/C (UBC)	No Budget... No Problem! Budget-less Technology Fixes to Improve Advisement Services
Univ D/E (UDE)	Self-Care: A “Nice” Textbook Quote– or Survival 101?
<b>2:00–2:15 p.m.</b>	<b>Soft Pretzel Break</b> 🥨
<b>2:15–3:30 p.m.</b>	<b>Concurrent Sessions III (choose one)</b>
<u>Lower Level</u> Ellicott (ELC)	Seminar in Self Defense: Confidence Not Fear
Buffalo (BUF)	Partnerships in Pluralism: Bringing Diversity Together to Share, Learn and Inspire
<u>Upper Level</u> Univ B/C (UBC)	Advising For Success: Strategies for Working with Students with Learning Differences
Univ D/E (UDE)	The Efficient Advisor: Tips and Tricks to Manage Caseload While Maintaining a Personal Touch
<b>3:30–4:30 p.m.</b>	<b>Photos, Networking, Wrap-Up, Ballroom</b> Free head shots will be taken for professional/social media use
<b>3:45-4:00 p.m.</b>	<b>Drawings for donated prizes, Ballroom</b> You must be present to win

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## Graduate School Spring Open House

**Saturday, March 28 • 9:30 a.m. • St. Vincent's Hall**

Niagara University's graduate programs offer everything you need to advance your career: academic excellence, small classes, evening and weekend classes and the hands-on, practical knowledge to help you succeed.

### Niagara University Graduate Degree Programs

#### **Education**

- Elementary Education
- Secondary Education
- Literacy
- TESOL
- Early Childhood and Special Education

#### **Education Online**

- Special Education
- Educational Leadership
- Developmental Disabilities

#### **Clinical/Counseling**

- School Psychology
- Clinical Mental Health Counseling
- School Counseling

#### **Ontario Programs**

- Teachers' College
- Educational Leadership
- AQ Courses (online)

#### **MBA**

- Accounting
- Finance
- Strategic Wealth Management
- Human Resource Management
- Strategic Marketing Management
- International Management
- Financial Planning
- Strategic Management
- Healthcare Administration
- General Management

#### **M.S. Criminal Justice Administration**

#### **M.S. Finance**

#### **Master of Healthcare Administration**

#### **M.A. Interdisciplinary Studies**

#### **M.S. Sport Management**

#### **Ph.D. in Leadership and Policy**

With graduate classes starting year-round, now is the perfect time to learn more about a graduate degree from Niagara University. Call 716.286.8327 to make an appointment or visit the Niagara University campus.

**[www.niagara.edu/graduate](http://www.niagara.edu/graduate) • 800.462.2111**

# Keynote 9:00-10:00 a.m.

## Tracy P. Johnson, Ph.D.

*Be patient with all that is unresolved within your heart,  
and try to love the question.*

*-Rainer Maria Rilke*



Dr. Tracy P. Johnson is the Assistant Vice Provost for Undergraduate Education, Cora P. Maloney College and Interim Director of the Arthur O. Eve Educational Opportunity Program at the University at Buffalo. She has over 15 years' experience in mental health, theophostics and pastoral counseling. She started her career with Adult Protection and Mental Health Systems as a caseworker and Hopevale Union Free School as Night Administration and Counselor. Her passion is serving humanity and being an inspiration to them. She lives by the core values of engendering hope, striving for excellence, being innovative, acting with integrity in all that she does, taking action when something needs to be done, and always treating the clients with dignity and respect.

Dr. Johnson is a native of Buffalo, New York who has a PhD in Educational Social Foundations from the University at Buffalo; Masters in Theological Studies from Roberts/Northeastern Seminary (RWC/NES); Masters in Human Resource Management from Buffalo State; and a bachelor in Social Work from the Rochester Institute of Technology. At Buffalo State she served as a Senior Academic Advisor, an Adjunct Instructor for the School of Education and the Program Liaison for the College and Community Connections Department, University at Buffalo Educational Opportunity Center. Prior to Buffalo State, she served as the Director of Admissions, Retention and Marketing at RWC/NES in Rochester, NY; Acting Assistant Administrator and Founding Director of Social Service at Grace Manor Nursing Home, Inc; Social Service/Health Supervisor at Bethel Head Start; and Start-Up Child Care Supervisor at Second Chance Home.

Dr. Johnson is a proven administrator with over 20 years of experience in management who has led major expansion initiative that doubled staff, student body and grew revenues in challenging markets. She also has an extensive history and experience with start-ups and restructuring organizations. Her skill set includes, but not limited to, Leadership Team Building, Operational Direction & Strategic Planning, Change Management, Organizational Needs Analysis, Contract Negotiation, Training & Development, and Budget Management.

Dr. Johnson is passionate about working with academically and culturally "at-risk" students, and is committed to providing professional and courteous student, staff and faculty services. She has spent the past nine years teaching and working with diverse populations in educational settings, ranging from non-traditional to unprepared traditional college students. Dr. Tracy P. Johnson is engaged in research that explores academic achievement in students who are labeled "at-risk", the intersections of race, academic achievement, gender, spirituality, the achievement gap, and identity formation in black males as it relates to education. She explores these interdependent areas of research through the theoretical lens of critical race theory, free spaces, and Foucault's notion of power/knowledge.

# Session 1: 10:15-11:30 a.m.

## Ellicott Room (1st Floor)

### **Advisement for the Masses: Small Office Strategies for Working with Large Student Populations**

**Sara Robinson**, *Academic Advisor/Assistant Director of Admissions & Advisement, University at Buffalo, School of Pharmacy & Pharmaceutical Sciences*

**Kelli Hickey**, *Senior Academic Advisor, University at Buffalo, School of Medicine & Biomedical Sciences*

Advisors face many challenges, most of which center around lack of time and resources. How do you manage the limitations of a small office staff while advising a caseload numbering well above the NACADA recommendations? Hear two perspectives on developing strategies for working with large student advisement populations.

## Buffalo Room (1st Floor)

### **Skills Gaps: A National Crisis With Global Implications**

**Steven J. Harvey**, *Ph.D., Executive Director, WNY Consortium of Higher Education*

This presentation will address the brutal facts of college and career readiness, how WNY educational systems are responding at unprecedented levels, what role educators including college advisers play in ameliorating the disconnect between educational sectors and the world of work, and what the next steps are for our 21 colleges and universities. The brutal facts for education are startling with over half of all college students dropping out, most taking six years to earn a 4-year degree, students accumulating approximately \$35,000 of collective debt, and most ill - prepared for their careers. This national crisis requires collaboration at unprecedented levels, across entire regions, and with multiple community stakeholders. WNY leads the way through unprecedented cross-sector collaborations like its new College 2 Career initiative. This presentation will provide concrete steps for action.

# Session 1: 10:15-11:30 a.m.

## University B/C (2nd Floor)

### **How to Prepare Yourself for an Emergency on Campus and Steps You Can Take to Stay Safe During a Critical Incident**

**Stephen Palmer**, Senior Advisor, College CERT Team Leader, Monroe Community College

**Richard Schill**, Coordinator, Public Safety, Monroe Community College

This session is designed to provide a plan of action for the faculty or staff member who first discovers or is notified of a critical incident. The intent is to activate the emergency system, notify key people and take initial actions to protect students, faculty, staff and property. Information on how to form a College CERT program will be discussed as well as a short video on what to do in case of a lockdown. We will also discuss what full scale exercises have taken place on our campus over the past year to help prepare our faculty and staff.

## University D/E (2nd Floor)

### **Mapping Opportunities for Moms: A Case Management Approach to Serving Low-Income Single Mothers in College**

**Jared Schickling**, Career Coach, Niagara County Community College

**Kelly Boswell**, Achievement Coach, Niagara County Community College

The “Mapping Opportunities for Moms” (MOMs) Program at Niagara County Community College attempts to bridge the gaps between academic programs, student success, and career services by providing enrolled and graduated low-income single moms with an Achievement Coach and a Career Coach. The MOMs Program prepares and helps students launch successful careers in their desired fields by providing case management and supports that address the most persistent barriers to student and graduate achievement, as well as those that are specific to the cohort. MOMs Program representatives seek to present on this holistic case management approach to serving an underserved population of low-income single moms seeking career development through higher education. This includes presenting on program history and rationale, services offered, and the successes and challenges of this unique initiative.

# Lunch 11:30-12:45 p.m.

Ballroom (2nd Floor)

*Optional Breakout Session 11:50-12:30 p.m.*

We are pleased to bring you two options for lunch this year.

**Initial access to the buffet will be prioritized for the first 15 minutes, to assure that those who wish to attend the optional breakout session have time to eat their lunch.**

## 1) Regular Lunch & Networking in the Ballroom

- This is the same luncheon that you have come to expect from our past conferences. You can relax, enjoy your meal, and mingle freely with your colleagues from different institutions.

## 2) Optional Breakout Session

- Drop into the breakout discussion anytime between 11:50-12:30 p.m.
- Bring any questions or ideas you might wish to discuss.

## University B/C (2nd Floor)

### **What is Stress? And How to Prevent it?**

***Paula A. Madrigal, MSW, Wellness & Prevention Coordinator, SUNY Buffalo State***

Learning how to identify and manage stress before it becomes unmanageable is critical in our everyday lives. Working in a role that is to best advise students who many be struggling equally as hard may make it difficult to understand and advice the student(s). This workshop will teach attendees what stress is, how to recognize it in themselves and others and how to manage it effectively.

# WNY Advising

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## WNY Advising

WNY Advising is designed to foster collaboration and networking among advisors and higher education professionals in the greater Western New York (WNY) area. We encourage you to engage with us and connect with other advising professionals.

### Engage with Us:

- Submit Blogs
- Submit Resources
- Submit Presentations
- Submit Archive Info
- Submit a Job
- Host a Conference

### Become a Contributor:

- Get recognized as a contributor by submitting blogs, resources, or presentations.

### Conference Information:

- Updates
- Committee
- Archives
- Conference Survey
- Other Conferences

### Resources:

- Social Media
- Organizations
- Professional Development
- Careers
- Jobs

## Conference Back-Channels & Social Media Accounts

Connect with other attendees via social media, chat about the conference sessions, get updates...



**Twitter:** Follow [@WNYAdvising](https://twitter.com/WNYAdvising)

- Tag [@WNYAdvising](https://twitter.com/WNYAdvising) or
- Use [#WNYAdvising](https://twitter.com/WNYAdvising) in posts



**Facebook:** Like [WNY Advising](https://www.facebook.com/WNYAdvising)

- Use [#WNYAdvising](https://www.facebook.com/WNYAdvising) in posts



You may also find us on  
[LinkedIn](https://www.linkedin.com/company/wnyadvising) and [Pinterest](https://www.pinterest.com/wnyadvising)

**Save the Date:**

June 17, 2015

**Rochester Area  
Advising  
Conference**

8:30 a.m.—1:30 p.m.

Monroe Community College

[racadvising.wordpress.com](http://racadvising.wordpress.com)

# Session 2: 12:45-2:00 p.m.

## Ellicott Room (1st Floor)

### **Why Ask Questions?**

*Eric Streeter, Senior Academic Advisor, University at Buffalo*

There is plenty of research available across disciplines demonstrating the power of asking questions. However, it is far too easy to fall into the trap of doing too much telling and not enough asking in our roles as educators. How can you build a rapport with your students? How can you better understand and meet their needs? How can you promote problem solving and learning in your students? Through this interactive presentation we will look at how we can use specific types of questions to accomplish these goals. Synthesizing knowledge from a variety of research and theories, we will explore how we can implement the practice of good questioning to maximize the impact of our advising interactions.

## Buffalo Room (1st Floor)

### **Enhancing Advising Through Faculty Collaborative Competence**

*John Sauter, Ph.D., Assistant Dean for Academic Affairs, Niagara University*

Advising professionals can greatly benefit from collaborative relationships with faculty. However, traditional preparation and training in higher education and student affairs may not adequately prepare advisors to work effectively with faculty. This presentation will explore faculty culture and collaborative approaches to working with faculty using a modified tripartite model, often associated with multicultural competence:

- 1) Awareness of faculty issues
- 2) Knowledge of faculty culture, barriers, roles, responsibilities, and promotion/tenure
- 3) Skills to work more effectively with faculty

The presenter will draw upon more than 17 years of experience working with faculty and insights from research on faculty diversity to highlight elements of the model. An interactive discussion will examine best practices for collaborating with faculty as well as how advisors may apply the model in practice.

# Session 2: 12:45-2:00 p.m.

## University B/C (2nd Floor)

### **No Budget... No Problem! Budget-less Technology Fixes to Improve Advisement Services!**

*Bonnie Dery, Senior Advisor, Monroe Community College*

*Jennifer Kinslow, Health Related Advisement Specialist, Monroe Community College*

*Stephen Palmer, Senior Advisor, Monroe Community College*

*Elizabeth West, Academic Advisement Specialist- Undeclared Program, Monroe Community College*

In today's culture of "Do More with Less", Monroe Community College's Advisement and Graduation Services has met the demand with creative, resource saving strategies and we want to share what we've done! This session will introduce four separate initiatives that utilize technology to improve efficiency while reducing strain on professional resources. (YEP- that means life made a little easier for the Advisors!!) We will share an ACCESS database program for student check in and data management; the creation of an electronic, automated major change system; utilizing eAdvisor to increase advisement accessibility; and technologies that can be used to create advisement training for faculty and staff.

## University D/E (2nd Floor)

### **Self-Care: A "Nice" Textbook Quote - or Survival 101?**

*E. Christine Moll, Ph.D., LMHC, Chairperson: Counseling & Human Services, Canisius College*

We know those pre-flight instructions "Should the cabin experience sudden pressure loss, Oxygen masks will drop down from above your seat. Place the mask over your mouth and nose, like this. If you are traveling with children, make sure that your own mask is on first before helping your children. Without oxygen, life concludes". It is THAT simple.

Yet, many of us limp through our days barely breathing because we are out-of-breath, overwhelmed, over-booked etc. giving to our students, colleagues, families and friends without a thought about replenishing our mental, spiritual or physical oxygen.

This workshop will review "self-care": why it is ethical imperative and creative ways to address it for ourselves, before assisting others (students, colleagues, family members and friends), because it is impossible to give what does not exist!

# Session 3: 2:15-3:30 p.m.

## Ellicott Room (1st Floor)

### **Seminar in Self Defense: Confidence Not Fear**

*Ann R. Emo, Associate Professor, Buffalo State College*

*Andrew Chong, Head Master, Master Chong's World Class Tae Kwon Do*

The health and wellness of students, faculty and advisors can be greatly influenced by their sense of security. The Seminar in Self Defense aims to raise awareness of potentially risky situations and behaviors, discuss the concept of physical and emotional boundaries, and empower people with the self-confidence to have control of situations. Proficiency in physical self-defense takes years of training. This seminar will teach participants basic defensive techniques and tools for personal safety in an environment of mutual respect.

## Buffalo Room (1st Floor)

### **Partnerships in Pluralism: Bringing Diversity Together to Share, Learn and Inspire**

*Anne Walton, Senior Academic Advisor, Rochester Institute of Technology*

*Jonathan Ntheketha, Assistant Director of First Year Initiatives and Summer Bridge Multicultural Center for Academic Success, Rochester Institute of Technology*

*Michael D'Arcangelo, Ph. D., Director of Diversity Education, Rochester Institute of Technology*

*Sandra W. Whitmore, Senior Director of Operations; Deputy Title IX Coordinator; Office for Diversity & Inclusion, Rochester Institute of Technology*

Partnerships in Pluralism is a diversity education program at RIT that has been part of RIT's culture since 2004. Its goal is to facilitate a more interconnected and welcoming environment by encouraging diverse interpersonal relationships.

Participants are paired with another RIT community member of a different race or ethnicity. Pairs meet at their convenience biweekly over the course of the academic school year. Additionally, pairs belong to "cluster" groups which meet less frequently and are led by cluster facilitators. The program kicks off with a welcoming lunch and concludes with a year-end picnic/graduation.

The goal of this presentation is to share the nuances of this uniquely successful program with the hope of inspiring others to create a similarly enriching diversity program at their respective universities.

# Session 3: 2:15-3:30 p.m.

## University B/C (2nd Floor)

### **Advising for Success: Strategies for Working with Students with Learning Differences**

*Christine Ryan, Ph.D., Director, College Internship Program*

*Jennifer Kupiec, MS, Social Skills Coordinator, College Internship Program*

*Vicki Glynn, MS, Academic Coordinator, College Internship Program*

*Jenel Meier, MS, CRC, Head Student Advisor, College Internship Program*

This presentation will discuss the many challenges college students with learning differences (LD) and autism spectrum disorders (ASD) confront daily in a higher education setting and identify some basic strategies academic advisors can utilize to support their academic success. We will describe the various executive functioning and social skills difficulties students with LD and ASD commonly experience and provide recommendations to advisors on how to best recognize and address these challenges, including testimonials from current students on how to best meet their individual needs. The importance of student self-advocacy will be highlighted, along with how advisors can assist students in goal setting and creating person centered plans. Participants will also have the opportunity to learn more about their own executive functioning skills and how they impact their everyday lives.

## University D/E (2nd Floor)

### **The Efficient Advisor: Tips & Tricks to Manage a Large Caseload while Maintaining a Personal Touch**

*Jillian Reading, Senior Academic Advisor, University at Buffalo*

Is your advisor to student ratio seemingly always increasing? Are you trying to maintain personal contact with students, but getting overwhelmed by seemingly endless emails? Attendees of this session will learn how several time optimization techniques to ensure that all students get the answers they need while avoiding advisor burnout. Specifically, email optimization, email/excel merges, and a time-on-task technique will be introduced. All techniques can be utilized with any email client, but Microsoft Outlook and Excel will be specifically discussed. Participants will be able to take these methods back to their office and implement them immediately!

# Photos, Raffle, & Networking

3:30-4:30 p.m. Ballroom (2nd Floor)

## Professional Photographer:

Free head shots for Social Media and Professional Use

- First come, first served order
- Please sign-up in the rear of the ballroom
- Photos will be distributed via email

3:45-4:00 p.m. Ballroom (2nd Floor)

## Raffle for Donated Prizes

Turn in your name badge in the ballroom to be entered in the raffle

- You must be present to win

Wherever you are, we'll save you a seat.

Enhance your knowledge and ability to work effectively with college students with an **online master's degree** or **graduate certificate** in academic advising from Kansas State University.



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**Please  
recycle  
your  
name badges**



**Help keep conference costs down!**

# Conference Committee

## Conference Chair:

- Amie Pistrin-Faust, M.S. - Erie Community College

## Conference Committee:

- Dalene M. Aylward - University at Buffalo (2016 Chair-Elect)
- Julia Braun - University at Buffalo
- Shannon Brown - University at Buffalo
- Samantha Calabrese - University at Buffalo
- Carly Duszynski - Buffalo State College
- Sabrina Fennell - Daemen College
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- Sara Robinson - University at Buffalo
- Amanda Sauter - University at Buffalo
- John Sauter - Niagara University
- Michelle Semski - Trocaire College
- Angela Taibi - Niagara County Community College
- Janeen Wilder - University at Buffalo
- Adriane Williams - Daemen College

***A special THANKS to  
everyone who  
volunteered  
and assisted during  
the conference.***

## Post Conference Survey:

[wnyadvising.weebly.com/wnysurvey.html](http://wnyadvising.weebly.com/wnysurvey.html)

## Archive of Presentations & Handouts (will be updated after the conference):

[wnyadvising.weebly.com/presentations.html](http://wnyadvising.weebly.com/presentations.html)

## Join the 2016 Conference Committee:

[wnyadvising.weebly.com/committee.html](http://wnyadvising.weebly.com/committee.html)



# School of Management

**University at Buffalo** *The State University of New York*

By the Numbers...



**39th**

**Bloomberg  
Businessweek  
Ranking**

Moved up  
18 places in the  
past year, more  
than any other  
full time MBA in  
this ranking.



**78%**

**Job-seeking  
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Employed within  
three months of  
graduation with a  
\$63,000 average  
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**34,000**

**UB School of  
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Alumni Members**

Active, engaging,  
and proud to  
support fellow  
students and  
alumni.



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**MS Finance**  
**MS Management Information Systems**  
**MS Supply Chains and Operations Management**

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