

**2014**

**USC COUNCIL OF ACADEMIC ADVISORS  
CONFERENCE**



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**WEDNESDAY, MAY 28, 2014**

**8:30AM TO 3:00PM**

**UNIVERSITY PARK CAMPUS**

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# WELCOME

Welcome to the 2014 CAA Conference! On behalf of the Office of the Provost, I'd like to thank you for all the things you do each day to ensure the academic and personal success of our undergraduate and graduate students.

The 2014 conference theme is *Fight On for Outstanding Advising*, and today's sessions will explore the challenges and opportunities that arise in extending advisement beyond routine transactions to the development of the student as a whole person. USC students come from across the nation and around the world, and their cultural and educational backgrounds are strikingly diverse. Their career and personal goals also span a myriad of possibilities. Our task is to help them maximize their potential during their time with us, so they are well prepared to bring their dreams, whatever they may be, to fruition.

I hope you enjoy today's conference and take away a range of new ideas and inspirations for the year ahead.

**Gene Bickers**  
Vice Provost for Undergraduate Programs

# CONFERENCE SCHEDULE

8:30-9:00am | Breakfast/Check-In  
*Founders Park*

9:00-10:15am | Welcome  
& Keynote Address  
featuring Dr. Jennifer Joslin  
*Montgomery Ross Fisher Building  
Auditorium (MRF 340)*

10:15-10:30am | Break

10:30-11:15am | Session I  
*Taper Hall (THH) 114, 116, 208,  
210, 212*

11:15-11:30am | Break

11:30am-12:15pm | Session II  
*THH 114, 116, 208, 210, 212*

12:15-1:30pm | Lunch  
*Founders Park*

1:30-2:15pm | Session III  
*THH 114, 116, 208, 210, 212*

2:15-3:00pm | Closing Remarks &  
Presentation of Outstanding  
Academic Advisor Awards  
*MRF 340*

3:00pm | Optional Social  
*The Lab*

# CONFERENCE MAP



# KEYNOTE SPEAKER

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## Dr. Jennifer Joslin

*NACADA: The Global Community for Academic Advising*



Dr. Jennifer Joslin is the Associate Director for Content Development at NACADA: The Global Community for Academic Advising. Previously, Dr. Joslin served as the Director of the Office of Academic Advising at the University of Oregon and as the Senior Associate Director for Training and Development at the University of Iowa. She is a Past President (2011-2012), former Board of Directors member (2010-2013), former Chair for the LGBTQA Advising and Advocacy Commission (2007-2008) of NACADA.

Dr. Joslin is coauthoring the forthcoming book *The New Academic Advisor Guidebook: Creating a Foundation for Success* (2015) with Pat Folsom and Frank Yoder and coauthored *Academic Advising Administration: Essential Knowledge and Skills for the 21st Century* (2011) with Dr. Nancy Markee. She has presented at regional and national advising conferences, consulted in the United States and Australia, and hosted three national webinars for NACADA on the topics of social media, LGBTQA issues, and advising administration. Dr. Joslin also has written for the NACADA Journal and several NACADA monographs, including *Advisor Training* (NACADA Monograph #9), *The New Advisor Guidebook* (#16), *Advising Special Populations* (#17), and *Comprehensive Advisor Training and Development* (#21). In addition, she has served on the content review boards for the *Academic Advising Handbook* (2nd edition), *Academic Advising Today*, *Special Populations Monograph*, and *Foundations of Academic Advising CD 3: Understanding Cultural Identity and Worldview Development*.

A native Californian, Dr. Joslin received her Ph.D. from the University of Iowa in 2002. She also is a member of the Jane Austen Society of North America.

# SESSION I 10:30-11:15AM

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## **Policy & Retention: Outstanding Advising in the Academic Review & Retention Office**

Presenters: Erica Krumeich, Mercedes Butler, Nicholas Blake & Stephanie Herron-Hillman | Office of Academic Records & Registrar

Location: Taper Hall (THH) 114

*The presentation describes how to identify At-Risk students and how Academic Review Counselor and Retention plans to implement Appreciative Advising.*

## **Transition Practices and Collaborative Learning**

Presenter: Wayne Combs | Dornsife College of Letters, Arts and Sciences

Location: THH 116

*We will explore how transition theory and collaborative learning practices can be applied by student affairs and academic affairs professionals to maximize student development and learning.*

## **Student Veteran Services @ USC**

Presenter: Eduardo Tinoco | USC Libraries

Location: THH 208

*As the U.S. continues to wind down combat operations in Afghanistan and military separations increase, those members of the Armed Forces who leave the military become Veterans and become eligible for a variety of benefits that include education.*

## **Helping Students Excel at Interviews, Internships & Jobs: Imparting Professionalism as a Standard Operating Procedure**

Presenters: Laura Sturza, Dr. Eunjoo Pacifici & Randa Issa | Regulatory Science at School of Pharmacy

Location: THH 210

*Advisors can prepare students to serve as USC's ambassadors of professionalism and help ensure career success by guiding them in developing professional skills.*

## **Stress Management 101: Balancing Your Life**

Presenter: Carlin Daley | Division of Occupational Science and Occupational Therapy

Location: THH 212

*In this interactive workshop, participants will learn strategies to manage stress effectively in everyday life and improve overall lifestyle balance.*

## SESSION II 11:30AM-12:15PM

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### **De-Mystifying the Asian Pacific American Model Minority Stereotype**

Presenters: Mary Ho & Jonathan Wang | Student Affairs

Location: Taper Hall (THH) 114

*Asian Pacific Americans (APA) are a diverse racial population in ethnicity, language, cultural background, socioeconomic status and generation status. The social, emotional and academic needs of APA students are varied. Join us for a presentation and discussion on dispelling the model minority myth and how you can better advise the Asian Pacific American community at USC.*

### **Incorporating New Technologies in Advising Services**

Presenters: Janet Vera, Christina Garcia & Lauren Schlessinger | Marshall School of Business

Location: THH 116

*Many departments welcome the opportunity to incorporate technology into their services, but student/academic affairs budgets don't always lend themselves to adding new technologies. Learn about how USC Marshall advisors found creative ways to make processes more efficient using existing technologies.*

### **Middle Student Syndrome: Supporting Students with 2.0-2.99 GPAs**

Presenter: Carolyn Ruiz | Dornsife College of Letters, Arts and Sciences

Location: THH 208

*This session will begin the discussion on how to support middle students by identifying who they are, what the University does to support this population, and exploring how advisors advocate for the students.*

### **Meeting Students Where They Are: Breaking Down the Door to Career Services**

Presenter: Denise Johnson, Jennifer O'Connor, Lauren Opgenorth & Brianne Wada | Career Center

Location: THH 210

*This session is designed to help advisors explore various career center services available to their students.*

### **Utilizing Social Cognitive Career Theory to Understand the Experiences of Underrepresented Populations in Engineering**

Presenter: Jenny Vazquez-Akim | Viterbi School of Engineering

Location: THH 212

*This presentation will provide attendees with an overview of research conducted on the college experiences of gender and racial minority populations in the engineering discipline.*

# SESSION III 1:30-2:15PM

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## **Mindfulness & Advising**

Presenter: Katie Calvert | Office of Academic and International Fellowships

Location: Taper Hall (THH) 114

*This session introduces mindfulness and highlights the breath, body, emotions and thinking. It will include a brief guided meditation and considers how mindfulness can help our work as advisors.*

## **Fighting On to Help Each Other: Peer Learning Support Resources at USC**

Presenters: Christine D'Arcy | Viterbi School of Engineering & Janet Vera | Marshall School of Business

Location: THH 116

*Peer learning support comes in many forms at USC. This session will outline the resources available to USC students and strategies advisors can use when referring students.*

## **Engaging Graduate Students in Co-Curricular Workshops**

Presenters: Deise Benitez & Anna Olivarez | Rossier School of Education

Location: THH 208

*Considering the high stress levels of graduate students brought upon by increased writing expectations, intense research and group projects, and the demands of meeting internship requirements, supplemental support outside of the classroom is vital for their success and well-being. This session will provide effective, unique and popular co-curricular programming ideas within the Rossier Master's Programs Office.*

## **Advising 401(k): Developing Best Practices in an Era of Hire Education**

Presenter: Octavio Avila | Dornsife College of Letters, Arts and Sciences

Location: THH 210

*Career exploration in the Letters, Arts and Sciences can provide an exceptional challenge for both students and academic advisors. This session provides a conceptual framework academic advisors can utilize to help Letters, Arts and Science students explore and narrow career paths.*

## **Supporting Female Students in Science, Technology, Engineering, and Math (STEM) Majors**

Presenters: Armineh Dereghishian & Leslie Ann Picazo | Dornsife College of Letters, Arts and Sciences

Location: THH 212

*Lack of female faculty as role models, difficulty connecting with course materials, and lack of peer support are just a few hurdles that the female population faces uniquely within STEM majors. This presentation will address what we can do as advisors to support female students pursuing STEM majors.*

# USC COUNCIL OF ACADEMIC ADVISORS

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**Frankie Sandoval**, *Co-Chair Advising Database Committee* • Marshall School of Business

# 2014 OUTSTANDING ACADEMIC ADVISOR AWARDS

*Presented by Gene Bickers, Vice Provost for Undergraduate Programs*

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The annual USC Outstanding Academic Advisor Awards recognize the critical role played by academic advisors in the areas of retention and graduation, and in furthering the University's mission. Nominations were reviewed and winners selected by a panel of USC faculty and staff. Two recipients will be announced during the 2014 CAA Conference Closing Remarks; each will receive an award of \$1,500!

### **Congratulations to the eight finalists for 2014:**

**Lillian Coye**, Dornsife College of Letters, Arts and Sciences

**Lizl De Leon**, Computer Science | Viterbi School of Engineering

**Samantha Graves**, Aerospace & Mechanical Engineering | Viterbi School of Engineering

**Markisha Lea**, Dornsife College of Letters, Arts and Sciences

**Lisa Mataczynski**, Information Technology Program | Viterbi School of Engineering

**Katrina Miranda**, International Relations | Dornsife College of Letters, Arts and Sciences

**Laura Romero**, Rossier School of Education

**Nam Ung**, Sol Price School of Public Policy



## THANK YOU!

We would like to recognize the following conference partners for their commitment to academic excellence through quality advising.

**USC Davis**

School of Gerontology

**USC Rossier**

School of Education

**USC Dornsife**

Dana and David Dornsife  
College of Letters, Arts and Sciences

**USC School  
of Architecture**

**USC Graduate School**

**USC School  
of Cinematic Arts**

**USC Leventhal**

School of Accounting

**USC School  
of Social Work**

**USC Marshall**

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Sol Price School of Public Policy

**USC Viterbi**

School of Engineering

USC Office of Academic Records and Registrar

USC Trojan Athletics



*A special thank you to Jennifer Matsumoto of Matsumoto Studio for designing our conference logo!*