

2022 Advising Symposium

Hosted by [the Association of Professional Advisers & Counselors \(APAC\)](#) and [the Adviser Education Program \(AEP\)](#).

Schedule for Friday, September 16th

Please follow the below outline of Zoom Etiquette for the day of the symposium:

- Mute microphone when you are not speaking to minimize background noise
- Follow each speaker's preferences for managing questions in the sessions
- Plan for sessions to be recorded - attendees will find recordings on the AEP website with transcripts and will be sent to all when the recordings are ready

Time	Session	Description
9:00am	Welcome	Overview of the Day <i>Advising Symposium Committee</i>
9:20am	Featured Presenter	Pushing Past Burnout - Putting the Life in the Work/Life Balance <i>Presenter: John Nettles</i>
10:10 am	Raffle #1	
10:10am - 10:20am	Break #1	
10:20am-11:10am	Simultaneous Sessions #1	You Belong Here: Empowering Graduate Students to Express Themselves <i>Presenter: A.J. Balatico</i>
		600 students! Learning to Manage a Large Undergraduate Major and Minor Caseload Amid Other Responsibilities with Your Peace of Mind Intact <i>Presenter: Sandra Maddox</i>
11:10am-11:20am	<i>Break #2</i>	
11:20am-12:10pm	Simultaneous Sessions #2	"Show Me the Money!" Making the (Financial) Case for Academic Advising <i>Presenter: Audrey Cox</i>

		<p>Filling Our Cups: Facilitating Community Building Through Paid Student Leadership Opportunities</p> <p><i>Presenters: Tess Matsukawa, Karen Sanchez, Heran Kidane, and Jillian McBride-Payne</i></p>
		<p>UW Tuition Exemption: Empowering your Education Journey</p> <p><i>Panel Moderated By: Whitney Thomas</i></p>
12:10pm - 1:10pm	Lunch Break	
1:10pm - 2:00pm	Simultaneous Sessions #3	<p>What Do Employers Care About When Hiring College Graduates?</p> <p><i>Presenter: Briana Randall</i></p>
		<p>Success with SharePoint: Leveraging technology to support student success</p> <p><i>Presenters: Marie Angeles and John Compton</i></p>
2:00pm	Reflection	<p>Staying Connected & Upcoming Opportunities</p> <p><i>Advising Symposium Committee</i></p>
2:30pm	Closing	Raffle and Closing Remarks

Session List and Abstracts

Featured Presentation

Pushing Past Burnout- Putting the Life in the Work/Life Balance

Presenter: John Nettles

We are at a point where burnout is its own epidemic. In a [2020 Department of Labor study](#), they found the average tenure for any position was 4.1 years, while in employees 25 to 34 years old, it was only 2.8 years. Media coverage continues to talk about the great resignation and how companies are addressing this, but the conversation focuses on how employees can manage their own burnout and not on how various systematic barriers in society and the workplace contribute to a cultural burnout in the US. It's important to look at burnout as an individual, but it is a mistake if we don't look at it as a collective cultural barrier.

The goal of this session is to actively bring awareness to how systematic barriers of Neo-Liberal Capitalism impact our mental health as individuals in the workplace. We will actively brainstorm ways to create better boundaries for ourselves while working with students, our peers, and campus administration. We will discuss and create action plans for how to advocate for more support with

administration at the university level. This presentation will ask for participants to reflect on their own warning signs of feeling overwhelmed and how to actively communicate their needs in real time. Together we will talk about the concept of work/life balance, if we think it can exist in the current framework of higher education, and how we can actively take control of our lives moving forward.

Simultaneous Sessions #1

You Belong Here: Empowering Graduate Students to Express Themselves

Presenter: A.J. Balatico

Beyond diversity, equity, and inclusion, graduate program advisers must work with students to instill a sense of belonging. Graduate students occupy unique roles at the University of Washington as teaching assistants, instructors, researchers, and staff, while themselves being students. They have a strong emerging desire to be seen, to be heard, and to be taken seriously as emerging experts in their field. However, systems of support are usually activated to catch problems as they arise, rather than being proactive and empowering by design. Using student survey data taken over the past three academic years, we will review what exactly graduate students have been feeling.

In this session, we will review resolutions passed by the Graduate and Professional Student Senate (GPSS) related to accessibility, flexibility, and clarity in job responsibilities. We will provide contexts where administration or faculty senate opinion differed from student opinion, and we will facilitate how to navigate these conversations to empower graduate students. Additionally, we will provide frameworks used in some university departments or programs that consistently and satisfactorily represents students in conflict resolution processes.

Borrowing from self-determination theory, a theory of motivation, we will work towards a goal of fostering graduate students' sense of belonging through relationship building and ways of expressing autonomy and competence. Additionally, we will address concepts in universal design for learning (UDL) and targeted universalism, so that every graduate student in a program can feel like they belong.

600 students! Managing a Large Undergraduate Major and Minor Caseload Amidst Other Responsibilities with Your Peace of Mind Intact

Presenter: Sandra Maddox

Student-to-Advisor caseloads in UW majors vary widely. The challenges of advising a large caseload can be unique, particularly amid executing all the other responsibilities a typical undergraduate advisor has, particularly those of us in Counseling Services Coordinator and other similar roles. Even in a well-managed unit, the operational challenges can be considerable, and the ability to provide quality advising services to all students is always under threat. Exponentially greater challenges exist in a unit that for whatever reason is struggling at the leadership level.

The speaker, after 17 years of student services work at UW Seattle and UW Bothell with a caseload no larger than 150, joined a School in March 2022 that is in the middle of a large staff rebuilding effort as solo undergraduate advisor to 532 majors and 29 minors at last count. Luckily, she loves operational puzzles. Come learn what she has learned and done so far to improve her and her School's situation and learn about the challenges that remain, and join a discussion where we share our experiences, wisdom, and out-of-the-box thinking from our own situations as we puzzle our way through this

substantial operational and professional problem. Take away comradery with your colleagues and a group-generated Google doc with ideas to improve your operations and advising services, no matter how large your caseload happens to be.

Simultaneous Sessions #2

"Show Me the Money!" Making the (Financial) Case for Academic Advising

Presenter: Audrey Cox

It is no secret that higher education institutions are as much market-driven as academically-driven. We can't escape the reality that colleges and universities are businesses that must be financially stable in order to thrive. Sometimes those of us who are more academically-driven, paying more attention to the learning and development of students, express frustration with those in administration who seem more concerned about the dollars, whose focus seems to be on retention for the sake of the institution's financial bottom line.

Market-driven and academically-driven approaches are not in opposition to each other, however. They are two sides of the same coin. Both approaches are needed to promote the success of our students. To gain credibility and justification for their work in advising, advising practitioners would do well to be able to speak the language of the financial bottom line, to understand the other side of the coin.

This presentation will introduce advisers to financial models which can be used to justify their impact on their universities' budgets and to solidify their necessity to the financial life of their institutions.

Filling Our Cups: Facilitating Community Building Through Paid Student Leadership Opportunities

Presenters: Tess Matsukawa, Karen Sanchez, Heran Kidane, and Jillian McBride-Payne

In 2019, the Public Health-Global Health (PH-GH) advising team had ongoing conversations on low capacity to engage in community-building programs, and faced challenges with participation from a team of 15-20 student volunteers. Advisers saw potential in the annually consistent number of committed volunteers and the data gathered from students through exit surveys asking for social justice oriented community building.

We proposed shifting the role and budget of the student volunteers to paid Student Resource Coordinators (SRCs). This role leads student advocacy in community building for students in the major, and 4 SRCs were hired for the 2021-2022 academic year. There are three areas of focus where we wanted additional support from SRCs: prospective peer advising, community building, and social justice learning within the major. In this role, the SRCs have autonomy to create a vision for how they want to cultivate community and equity-focused student programming. Over the 2021-2022 academic year, we increased the number of student programming events while also increased internal community building on our team facilitated by SRCs.

We will present the process of shifting the student volunteer role to the paid student employee role, and the process to secure the budget to pay SRCs. We will include stories of how this has benefitted the wellbeing and capacity of the advising team and student community. We will then hold space for

attendees to discuss how academic programs can collaborate on how to create paid student leadership opportunities to support student advocacy, community building, and advising capacity.

UW Tuition Exemption: Empowering your Education Journey.
Panel Moderated By: Whitney Thomas

Have you been interested in using UW's tuition exemption benefits but did not know where to start? During this session attendees will hear from UW POD (Professional & Organizational Development) on who is eligible to use this benefit. We will then transition to a panel discussion featuring UW advisers who have used these benefits firsthand to take classes and complete degrees. They will offer insight into their experiences and be available to answer your questions. We hope to empower you to start your journey of using this employee benefit!

Simultaneous Sessions #3

What Do Employers Care About When Hiring College Graduates?
Presenter: Briana Randall

The #1 reason students come to college is to get a better job. What many students don't understand, however, is that simply earning a degree is not typically sufficient for career success. Additionally, many rely on outdated information and inaccurate advice from family, friends, social media and the like when making critical decisions about how to spend their time and build their marketability for career positions. In this session we'll share findings from national surveys about what employment recruiters look for when hiring new college graduates. While some of it may be old news to you, some of it may surprise you. Come learn a few key takeaways you can share with your students, and possibly even their parents and faculty.

Success with SharePoint: Leveraging technology to support student success.
Presenters: Marie Angeles, John Compton

Navigating a department's resources alongside the larger UW systems can be challenging for students at all levels. As advisors our role is to guide students through that complexity by advising them through constant emails and appointments. But what if we could empower our students to (almost) advise themselves by leveraging one online tool? This presentation will walk you through the journey of building a SharePoint environment that can replace the reliance on several methods like emails, Canvas, web and the student handbook. Using the example of the Evans School, attendees will hear how a major student issue around accessing and tracking critical information was addressed by leveraging SharePoint and how it grew to support students' overall experience with the program. The Evans School utilizes SharePoint in a variety of ways, including project management for staff, committees and hiring, student organization advising, cross-team collaboration, admissions, student enrollment and database manager, community dashboards, advising for each of our programs and more. Departments interested in exploring the many ways SharePoint can serve your advising needs are encouraged to attend.