



Student Services

NEWS

Volume 6, Number 1

February 2002

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Letter from the Chair

Happy New Year!

2002, a small footstep into the new millennium, a year for new beginnings, or to bring closure to those items that were on our plates in the 1990s. It seems so far removed from 2000 or 2001. 2001 is a year few of us will ever forget, because atrocities marked our history with indelible tragedy. Atrocities that caused us to do what we naturally resent doing, changing the way we do or view ordinary things in our lives—travel, shopping, friendship, neighbors, work.

As has been said on many occasions, we cannot allow anyone or anything to rob us of our inalienable rights in the pursuit of happiness and security. Perhaps change was inevitable for us because we had become too lax in our daily lives, as if the world revolved around us. We had become too dependent on our ability to control our lives, leaving out the power source at the foundation of our country. Change is good in that it has given Americans strength like intertwined chains that anchor a barge.

Letter from the Chair, continued

And so it is in Student Services: change is a constant movement, a daily routine of whose e-mail to return first, which student's issues take priority, and whose can wait until.... Problems in Student Services viewed in the wake of last year's events appear minute at best.

However, there is a strange phenomenon occurring in our graduate program—study team challenges are accelerating to a weekly conflict. Is there a misunderstanding of what is required of individuals in a team? The word team without further explanation says that there is mutual effort required on the part of all participants. When the usual conflict resolution methods are exhausted, what are our options when the students still do not comply with our study team policies?

How firm are we in implementing institutional policies and procedures? Alan Loy McGinnis, author of *Bringing Out the Best in People*, said, "What it does require is that you be firm—firm in your dedication to excellence, even if it makes you temporarily unpopular" (p. 62)¹. Dedication to excellence for our institutions should not be a change, but firm implementation. In the situations of study team conflict, where other resolutions have failed, it may result in the need to use firm authority to make tough decisions.

If you are experiencing graduate-level study team challenges that are resistant to change, where you have had to use firm authority, please e-mail me with your suggestions or solutions. I would like to create a forum to share our experiences. My e-mail address is natkins@averett.edu.

"Winning the Race..." is the theme for our upcoming Annual IPD/CAAHE Student Services Conference. We are excited that the CAAHE Student Services Commission is in the process of planning its conference, hosted by Thomas More College in Covington, Kentucky. We thank Peg Asher, Student Services Director, and Cora Hils, Administrative Assistant, for their invitation and their untiring efforts in coordinating the conference.

We are diligently engaged in preparations that will spark your imagination and provide you with tools to assist you in your commitment to bring about positive academic change in your students' futures. The conference is April 18–19, 2002. Please mark your calendars and join us at the beautiful Radisson Hotel Cincinnati Riverfront in Covington, Kentucky.

If you have a Student Services subject or issues that you would like to see addressed at the Conference in April, please send your ideas to Deanna Boe, IPD Student Services Director, at deanna.boe@apollogrp.edu.

See you at our Annual IPD/CAAHE Student Services Conference in April. All the best for a happy and safe New Year.

Nancy P. Atkins
Averett University
Chair of the CAAHE Student Services Commission

¹ McGinnis, A. L. (1985). *Bringing out the best in people, how to enjoy helping others excel*. Minnesota: Augsburg Publishing House.

Annual IPD/CAAHE Student Services Conference— “Winning the Race...”



The Annual IPD/CAAHE Student Services Conference will be held in Covington, Kentucky, on April 18–19, 2002. The conference will be hosted by Thomas More College with on-site conference coordination activities handled by Peg Asher, Director of Student Services, and Cora Hils, Administrative Assistant, for The Accelerated Program (TAP).

In addition to Peg and Cora, conference planning committee members are Nancy Atkins, Chair of the CAAHE Student Services Commission and Student Services Coordinator, Averett College; Rosette DuBois, Secretary of the CAAHE Student Services Commission and Stamford Site Coordinator, Albertus Magnus College; Susan Kottke, Volunteer Secretary for the CAAHE Student Services Commission and Academic Advisor, Medaille College; Deanna Boe, IPD Director of Student Services; and Judy Johnson, IPD Academic Services Coordinator.

The conference planning committee invites all interested Student Services personnel to mark their calendars and plan to attend. As always, IPD will provide lodging and most meals. Each IPD Partner Institution will be responsible for its attendees' airfare.

At no additional cost to Student Services participants, a preconference workshop with Dr. Deborah Hamilton on Grant Writing has been scheduled for April 17. Keynote speakers for the conference are Dr. Kathie Nunley, an educational psychologist and secondary school teacher in Salt Lake City, Utah, who is the author of several books and articles on inclusion and the brain, and Dr. Suzanne Metzger of Corporate Masters, Inc., who will wrap up the conference with her wisdom and wit. On Thursday evening, participants will get a taste of the local culture while enjoying dinner and entertainment at the Aquarium. Both days will be filled with stimulating, job-related, interactive workshops.

Student Services personnel and others interested in presenting at the conference can contact Deanna Boe, IPD Director of Student Services, at deanna.boe@apollogrp.edu or (480) 557-1088 for information on proposal submissions. Presentations from faculty who are successfully managing learning teams, evaluating students' prior learning, teaching the portfolio development course, teaching the first course or group dynamics, or working with other related topics are encouraged to submit also.

Annual CAAHE Conference— “Racing Toward Excellence!”

The Annual CAAHE Conference will be hosted by Indiana Wesleyan University and held in Indianapolis, Indiana, on June 5–7, 2002. The conference planning committee has selected the theme “Racing Toward Excellence!”. The focus of the conference is on assessment of all adult program processes and continuous improvement based upon assessment.



Dr. Trudy Banta, Vice Chancellor for Planning and Institutional Improvement and Professor of Higher Education at Indiana University-Purdue University Indianapolis, has been confirmed as a keynote speaker. Dr. Banta has authored or edited seven publications on assessment, including two recent books, *Assessment in Practice* (1996) and *Assessment Essentials* (1999). She is the founding editor of *Assessment Update* and is a noted authority on assessing quality in higher education.

Dr. Thomas Angelo, renowned international education researcher from The School of New Learning at De Paul University, Chicago, has also been confirmed as a keynote speaker. Dr. Angelo has written several books, including *Classroom Assessment Techniques* (with K. Patricia Cross, 1994) and *Classroom Assessment and Research: An Update on Uses, Approaches, and Research Findings* (1998).

All CAAHE Member Institutional staff are invited to attend this timely and valuable conference. Information can be obtained from Dr. Mark Smith of Indiana Wesleyan University. Registration packets will be distributed in the near future.

Annual IPD Financial Aid Conference

The Annual IPD Financial Aid Conference will be held in conjunction with the Annual CAAHE Conference again this year in Indianapolis at the Marriott Conference Center on June 5–7, 2002. The agenda is full of interesting and hot topics, including the following:

- H.R. 1992
- Financial Aid Process Improvement
- Policies and Procedures
- Electronic Signatures
- Professional Judgment
- Consumer Information
- Reauthorization
- Various Facilitated Roundtables

Annual IPD/CAAHE Academic Services Conference

The Annual IPD/CAAHE Academic Services Conference will be held on October 24–25, 2002, in Phoenix, Arizona. Agendas will be developed and more detailed information sent in the future.

Fed. Up Issues Chart Released

The Committee on Education and the Workforce has issued a draft chart of the issues that were submitted as part of the Fed. Up project. The chart is available in both PDF and HTML format at <http://edworkforce.house.gov/issues/107th/education/fedup>.

All issues submitted to the Committee are being reviewed, and the chart will be updated periodically. The chart is organized by topic and lists the regulation, statutory authority, suggested amendment and/or regulation, and the rationale. The Department of Education has indicated that its negotiated rulemaking committees will address many of the issues submitted in response to the Fed. Up initiative.

The Fed. Up initiative was started in May by Representative Howard “Buck” McKeon, the California Republican who heads the House subcommittee that handles higher education issues. He invited members of the higher education community to identify the most “painful” student financial aid regulations.

Some of the biggest issues being tackled include incentive compensation to recruiters, disabled borrowers, the 12-Hour Rule and the 50% Rule, and Return of Title IV Funds provisions. College officials are also asking lawmakers to drop the provisions that require student aid applicants to indicate whether they have ever been convicted of buying or selling drugs and whether or not they have registered with Selective Service. The cumbersome reporting requirements for campus crime are also under attack.



Mr. McKeon has said that he does not expect to support every proposal. He plans to introduce legislation this year to make changes that he thinks everyone can agree on. For some of the more contentious proposals, he says that he will hold hearings to support action in two years, when the Higher Education Act comes up for renewal.

The Department of Education has said that it will work closely with Mr. McKeon on the project, especially on those changes that are regulatory issues instead of legislative ones.

Mr. McKeon has been quoted as saying, “If we can ease the regulatory burden of the people on the firing lines, then students can move forward in their education, and that benefits the whole country.”

Student Services Global Distribution List

Effective immediately, the global distribution list e-mail address for the Student Services Commission has been changed. Please update your records to reflect the new address of ipdssc@apollogrp.edu. If you have any questions regarding this change, please contact Judy Johnson, IPD Academic Affairs Coordinator, at judy.johnson@apollogrp.edu.

Staying Strong in the Midst of Adversity

Few things are constant in this world. Nevertheless, we can all count on one thing—sooner or later, adversity will touch us. As Admissions Representatives, we cope with low leads, students bailing at the eleventh hour, and corporate clients with other priorities on their full plates. William Penn University has recently had a few moments of adversity, including the following.

- We built an on-site cohort with a major company of international stature and were at the point of kicking it off. Our dean had approved the cohort size, and everything was set to go. Then the recession hit; the company had to severely cut back its workforce. The cohort was canned.
- We fostered a great relationship with one of our premier banks here in Iowa. It loved our leadership focus, which dovetailed perfectly with its future corporate leadership plans. It was just as excited as we at the prospect of a partnership and even considering on-site classes. A few weeks later, the bank sold out and closed its doors forever.
- We have strong enthusiasm and potential for on-site cohorts at our Army Reserve base here in Des Moines. We are close to having finalized a Memorandum of Understanding. We are hopeful, yet given the current situation in our nation, it is uncertain as to when this will develop further because of security issues.



Wars, mergers, recessions—how do we continue to do what we do in the face of such adversity? It isn't easy. The key is to go back and contemplate why we do what we do. Just as we encourage our wavering potential students to recall why they called us in the first place, we too must revisit why we originally chose this profession.

Most of us simply love helping individuals change their lives through education. Our reasons for choosing our profession have less to do with immediate concrete rewards and more to do with future abstract rewards. This sets us apart from traditional salespeople, who may be more geared towards immediate gratification. This is the factor that enables us to look at the big picture rather than the short-term setbacks. It enables us to look at individuals rather than mere numbers.

As long as we can make a difference in one person's life, isn't the adversity we suffer well worth it? Isn't helping that one person who went from flipping burgers to managing his or her own company worth the effort?

We forge on because we know that somewhere out there is that one person not living up to his or her potential and we may be the only ones to encourage him or her. Perhaps it is the bus driver who has been told that she is incompetent to do anything else. We may be the only ones to say, "You have great potential and you can become successful." Perhaps it is the discouraged middle-aged man who has been continually passed up for promotions because he never got that "piece of paper." You or I may be the only person to tell him, "You are not too old to go back to school; the wisdom you will bring to the classroom will be a tremendous asset."

Our company is blessed with talented, compassionate Admissions Representatives who genuinely care about people. When adversity visits us and threatens to overtake us, let us stay strong by remembering who we are and why we are here.

*Amy Thomsen
William Penn University
Admissions Counselor*

Attitude/Behavior Is Everything

Being successful is based on more than just your hard work. A large part is due to attitude and behavior. We've all heard the saying "Is the glass half empty, or half full?" We all know what it means, but how does it fit into our everyday work environment and productivity? Easy—it's based on how you see things—either you are an optimist or a pessimist. Here is a list of phrases you can use to project that "can do" attitude.



The Old Way

We don't have the resources
It will never work
There's not enough time
We already tried it
There's no way it will work
It's a waste of time
We can't compete
It's good enough
We don't have enough room
It will never fly
It's not going to be any better
It can't be done
No one communicates
I don't have any idea
It's too radical a change

The New Way

Let's look from a different angle
Necessity is the mother of invention
We'll give it a try
We'll reevaluate some priorities
We learned from the experience
We can make it work
Let's network with those who do
We'll get a jump on the competition
We're a lean, mean machine
We'll never know unless we try
We'll try one more time
It'll be a challenge
Let's open the channels
I'll come up with some alternatives
Let's take a chance

IPD Welcomes New Partner Institution: Hope International University

In November, IPD signed a contract with Hope International University to help better serve the adult learners in the greater Los Angeles/Orange County area. Hope International University is located on 15 acres in Fullerton, California, and serves a diverse student body from 27 states and 45 countries. The University's 112 faculty members provide instruction to over 1,000 students in an atmosphere of intellectual, social, physical, and spiritual development.

New Position for D'Lanna Mason

D'Lanna Mason, who served as the first Director of Student Services for Aquinas College's PRIMETIME program, has moved into a new position as Assistant Director of Career Planning and Admissions on the Aquinas campus. D'Lanna will be assisting with the creation, implementation, and evaluation of an annual recruitment program in accordance with the mission of Aquinas. D'Lanna has also begun working on her Doctorate in Higher Education Administration at Vanderbilt University. We will miss D'Lanna, and wish her lots of success with her doctoral program and new position at Aquinas. *Congratulations, D'Lanna!*

Victoria Serrano Takes Job at San Diego State

Victoria Serrano, Director of Student Services at Cardinal Stritch University's Madison campus, resigned at the end of November and accepted a position at San Diego State University within the College of Business Administration. Vikki served as Secretary for the CAAHE Student Services Commission during the 2000–2001 year and as cochair from June to November 2001. We will miss Vikki and her enthusiasm, and wish her well in her new career move. If you'd like to stay in touch with Vikki, her e-mail address is serranovictoria@hotmail.com.

Alison Bishop Receives Fourth Annual Dean's Award at Shorter College

Alison Bishop, Student Services Assistant in the Shorter College School of Professional Programs, was recently recognized as the recipient of the Dean's Award for 2001. At the faculty/staff Christmas luncheon in December, Dr. Merrill Douglass, Dean, recognized Alison's commitment to stability in the midst of transition in Student Services for the 2001 year.



“Every year brings its own set of challenges, and this one was no exception. The beginning of the year was marked by turbulence, as we again experienced the loss of some key staff people... And, in the midst of all the confusion, I particularly notice the work of one person. No matter what we have asked her to do, Alison has done it well. She has moved from task to task, often not knowing from day to day what she would be doing next. She has brought order to the chaos, filling a number of vacancies to make sure the work was done... She has probably done every job in Student Services at one time or another... Without doubt, she has certainly played a key role in our progress this year. Not only has Alison performed well, she has done everything cheerfully. She has displayed a willing spirit without complaining... Her attitude, her willingness to do more than her fair share, her pleasant disposition, and her cooperative nature all mark Alison as an exceptional individual.”

Alison has been employed with the Shorter College School of Professional Programs since January 1999. She currently resides in Morrow, Georgia, and is the mother of two children, Luke and Michele. She is also currently enrolled as a student in the School of Professional Programs, attending classes at Shorter's Riverdale campus. *Congratulations, Alison!*

Welcome, New Student Services Colleagues!

We continue to see new names and faces in Student Services at IPD Partner Institutions due to geographic expansion, enrollment growth, and staff turnover. We would like to welcome each of you to our CAAHE network. Please let us know how we can be of assistance to you in your new role. If you have specific training needs, contact Deanna Boe, IPD Director of Student Services, at deanna.boe@apollogrp.edu or at (480) 557-1088.

New Staff at Shorter College

Charlotte Watts joins Shorter as Site Coordinator for the Riverdale, Georgia, campus. Charlotte comes from Embry-Riddle Aeronautical University, where she was an Assistant Center Director for the Mobile, Alabama, campus. She is currently pursuing a Master in Education and Counseling degree from Troy State University.

Renee Tarlton, formerly an Academic Advisor, has been promoted to the newly created position of Admission Specialist. In this new capacity, Renee will be working as a liaison between Enrollment Services and Student Services in the admission process. An expected outcome of this position is more effective transitions for Shorter's students through admission and orientation as they enter programs.

Mike Jones began as an Academic Advisor at Shorter's Marietta campus in January 2002. He replaces Renee Tarlton. Mike previously worked for Shorter in Student Affairs in a variety of positions. He also has a background in journalism and public relations, and will be coordinating the monthly newsletter for Shorter's School of Professional Programs in addition to his advising responsibilities.

Student Services Profiles

In each issue of the *Student Services Newsletter*, we will profile several CAAHE Student Services Commission members. This feature will give Commission members the opportunity to get to know each other better on both a personal and professional basis and establish networking areas of expertise.

Philip Hawkins

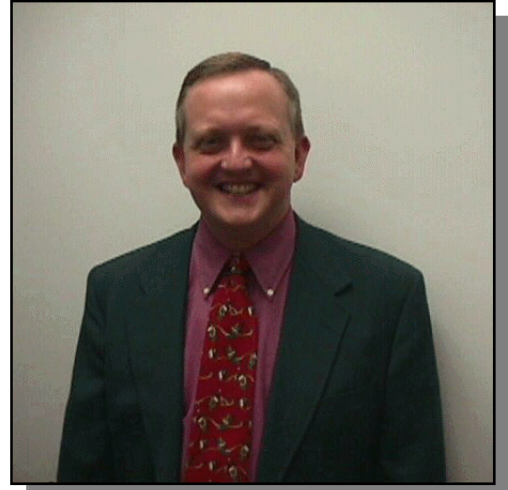
Philip Hawkins is the Director of Student Services for Shorter College's School of Professional Programs. He coordinates admission (not recruitment), advisement, and academic records functions for the program. He supervises a staff of ten.

He has worked for Shorter for ten years, and came to the adult program one year ago. His previous experience with Shorter was in Student Affairs, where he was Director of Educational Support for seven years. This position worked primarily with student success functions—orientation, freshman advising, tutoring programs, counseling, career services, and disability services. Prior to that, he was Director of Housing for two years.

Student Services Profiles, continued

Philip holds a Bachelor of Science in Mathematics Education (May 1990) and a Master of Education in Guidance and Counseling (December 1993), and is currently earning a Doctor of Philosophy in Educational Policy Studies with emphases in Higher Education and Educational Psychology. He hopes to complete the PhD by next summer.

Asked about his greatest achievement in his current position, he responds, "I am still trying to figure that one out! Based on comments received from my staff, we seem to have made substantial progress in bringing order to the chaos, but I personally feel that we still have a long way to go. So, I assume bringing a sense of calm for my staff has been a pretty major accomplishment." One of his professional goals for the future is to explore the possibility of establishing a career placement program for Shorter students, especially the ones enrolled in the adult program.



Philip takes great pride in his family, especially his wife and children. Most of his time outside of work (that is not spent writing his dissertation) is devoted to his family and their extracurricular activities. He also loves music, especially playing the piano and the organ. He has been involved in various capacities of church music for 25 years.

His strength is in the area of academic advising, especially as it relates to assisting students in the process of career exploration (not necessarily placement, but exploring what they want to be and do "when they grow up"). He can be reached at Shorter College at phawkins@shorter.edu or (800) 475-0982, extension 5672.

Thomas Szymanski

Thomas Szymanski serves as the Academic Student Services Manager: Chief Advisor for Student Services for all cohort accelerated students in Benedictine University's University College. He has been with Benedictine for three years and with the adult program for one year. His prior position was Transfer Admissions Counselor. He holds a Bachelor of Arts in Art and Psychology from North Central College (1993) and a Master of Business Administration from Benedictine University (2001).

His greatest achievement in his current position is getting his attendance tracking computerized in a spreadsheet format and cleaning up inconsistencies with registration. His goals for the future include working to make Benedictine's attendance follow-up better and more consistent and to grow their program enrollments. He would also like to continue with his education, and is contemplating a second master's degree before embarking on a terminal degree.

He feels that his greatest skill is his ability to assist students through their many anxious moments in their educational process. He can be reached at Benedictine University at (630) 829-6302.

We Need Your Input!

Thank you to everyone who contributed articles and information for this issue. We encourage anyone who wishes to submit articles for the May issue to do so by April 15, 2002. Please e-mail your contributions to Deanna Boe at deanna.boe@apollogrp.edu or Norman Larson at norman.larson@apollogrp.edu.

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The *Student Services Newsletter* is produced and distributed by the Institute for Professional Development (IPD), a higher education development and management corporation that assists private colleges and universities in developing unique adult-oriented degree programs. IPD is a member of the Consortium for the Advancement of Adult Higher Education (CAAHESM).