



CONFERENCE

DEVELOPING A ONE-STOP CENTER FOR ADVISING, RETENTION, AND CAREER SERVICES

October 15 - 17, 2018
Orlando, FL



ai ACADEMIC
IMPRESSIONS



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Take a strategic look at how you can integrate student services on your campus.
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OVERVIEW

Learn how you can take an integrated one-stop approach to providing unified and coordinated services in advising, retention, and career services to support student success. Throughout the event, you will build a working plan to coordinate the student success effort on your campus and take an in-depth look at:

- Building buy-in for adopting a one-stop approach
- Assessing and improving your current services
- Technologies and tools that can help you make the shift
- Space and staffing considerations you should keep in mind
- Common challenges and how to overcome them

You will leave with action steps to help you develop a one-stop center for advising, career services, and retention.

PRE-CONFERENCE WORKSHOP: LEADING A ONE-STOP CENTER

Leading a one-stop center can present challenges as you combine overall goals, workflow, personnel, and mission. In this workshop you will learn how to lead a one-stop center so that each department operates as an integral part of the center.

TWO RETENTION PROGRAMS, ONE LOCATION

[*Developing a Comprehensive Retention Plan*](#) will be held after to this event in the same meeting space. Your institution can receive a \$500 discount when you sign up for both events. If you are interested in doing so, please reach out to Elizabeth Hubbell at elizabeth@academicimpressions.com or 720-988-1218.

[VISIT EVENT PAGE](#)

www.academicimpressions.com/developing-a-one-stop-center-for-advising-retention-and-career-services/



WHO SHOULD ATTEND

This program is ideal for institutional teams from private, public, and community colleges who are in the process of developing a student success center for on-campus students that encompasses advising, retention, and career services. This may include leadership from:

- Academic Support
- Student Success and Retention Centers
- Academic Advising
- Career Services

When you register two people from your institution, a third can attend for 50% off!

LEARNING OUTCOME

After participating in this conference, you will be able to take initial steps for developing or improving a one-stop success center for advising, retention, and career services.



AGENDA

DAY 1: MONDAY, OCTOBER 15, 2018

Pre-Conference Session: Leading a One-Stop Center

8:00 - 8:30 a.m.

Continental Breakfast (included in workshop registration fee)

8:30 - 11:30 a.m.

Leading a One-Stop Center

Leading a one-stop center can present challenges as you combine overall goals, workflow, personnel, and mission. In this post-conference session, you will learn how to lead a one-stop center so that each department operates as an integral part of the center. We will discuss:

- Overview of Appreciative Education
- Using the Appreciative Education model to shape the culture of your center from a management perspective
- Using a human resource assessment tool for staffing, budgeting, and resourcing a one-stop shop

You will have a time to plan based on what you have learned and will leave with a working plan for leading your one-stop center for advising, career services, and retention.

11:30 a.m. - 12:30 p.m.

Lunch for Pre-Conference Attendees (included in workshop registration fee)

12:00 - 12:30 p.m.

Conference Registration

12:30 - 1:30 p.m.

Opening Remarks and Introductory Activity

1:30 - 2:30 p.m.

Retention Simulation

In this interactive simulation, you will have an opportunity to understand how it feels to navigate through student support services. The activity will allow you to explore the challenges and successes a student may experience in seeking out on-campus help.

2:30 - 2:45 p.m.

Afternoon Break

2:45 - 3:45 p.m.

Identifying Best Practices in Supporting Student Success

Building on the last session, you will identify what students need to make the best use of on-campus support services, programs, and networks. We will also explore and discuss research on best practices in providing student support systems. How do you leverage and coordinate various campus programs to best meet students' needs?

3:45 - 4:15 p.m.

Working Session: Assessing Current Services

You will take a close look at your current services, assess gaps, and opportunities for improvement, and then identify potential partnerships. You will have a workbook to help with your discussion and to focus on critical questions you should be asking.



AGENDA

DAY 1: MONDAY, OCTOBER 15, 2018 (CONTINUED)

4:15 - 4:45 p.m.

Wrap-Up

4:45 - 5:45 p.m.

Networking Reception (included in registration fee)

DAY 2: TUESDAY, OCTOBER 16, 2018

8:30 - 9:00 a.m.

Continental Breakfast (included in registration fee)

9:00 - 10:30 a.m.

Building Partnerships

We will begin by looking at what it takes to start the conversation, bring the right people to the table, and facilitate tough conversations associated with changing to a one-stop model.

10:30 - 10:45 a.m.

Morning Break

10:45 a.m. - 12:00 p.m.

Setting Goals for Your One-Stop

In this session, the faculty will address models for building a collaborative leadership community and preliminary goal-setting.

12:00 - 1:00 p.m.

Lunch (included in registration fee)

1:00 - 1:45 p.m.

Working Session: Building Partnerships and Setting Goals

Drawing on the information covered thus far, you will begin identifying critical partnerships on your campus and setting overall goals for your one-stop center. You will have a workbook to scaffold your discussions.

1:45 - 3:00 p.m.

Breakout Session: Models for One-Stop Student Success

This breakout session will allow you to choose from learning about three different models of one-stop centers: a large public university, a smaller private university, and a 2-year institution. The faculty will present models and provide institutional examples of “gold-standard” one-stop student success centers. Learn about award-winning programs in various types of institutions and services and why they work. We will show you what the best programs in the country are offering and how.

3:00 - 3:15 p.m.

Afternoon Break

3:15 - 3:45 p.m.

Working Session

In this half hour, you will have a chance to consider the various models that you can adopt or adapt to, as well as logistics that will ensure the one-stop success.



AGENDA

DAY 2: TUESDAY, OCTOBER 16, 2018 (CONTINUED)

3:45 - 4:45 p.m.

Systems and Logistics

The faculty will highlight systems for helping students navigate through their services. They will help you think through the coordination and logistics involved in efficiently getting students through the door and to the services they need.

DAY 3: WEDNESDAY, OCTOBER 17, 2018

8:00 - 8:30 a.m.

Continental Breakfast (included in registration fee)

8:30 - 9:30 a.m.

Space Considerations

In this space-focused session, the faculty will walk the group through the considerations you need to give to the physical location of services, including taking advantage of current space, lobbying for better space, and engaging students beyond the center.

9:30 - 10:30 a.m.

Leadership Structures and Staffing Considerations

In this hour, the faculty will go through various models of leadership structures for one-stop student success approaches. Every school will need to design a structure that is unique to its needs, but this session will provide typical structures that your institution can use as models to help develop the right structure for your campus. We will also discuss the difficult subject of staffing. One-stop student success efforts often involve restructuring current staffing and organization structures. How do you build on the strengths and passions of your current programs, staff, and individuals during change?

10:30 - 10:45 a.m.

Morning Break

10:45 - 11:45 a.m.

Working Session: Final Working Time

Drawing on the information gathered throughout the program, you will have an opportunity to work on space and staffing considerations. You will have a chance to share our key first steps that you plan to take as you return to your institutions.

11:45 a.m. - 12:00 p.m.

Conference Wrap-Up



INSTRUCTORS

Amjad Ayoubi, Ph.D., Senior Associate Dean, Tulane University

Amjad Ayoubi oversees academic and career advising, success coaching, academic support services such as tutoring and supplemental instruction and academic services for student athletes. Amjad joined Tulane University after Hurricane Katrina; helped rebuild Career Services operations; and later helped reorganize, expand, and enhance academic advising. In 2012 Amjad and his staff initiated a new success coaching department modeled after a life coaching model. Amjad supports a team of dedicated staff who helped increase the retention rate at Tulane from 87% to 92% and the graduation rate from 78% to 83% in the past six years.

Amjad believes that integrating academic and career advising is critical to the overall success of students and the university. He also believes that building an ecosystem that contains integrated academic and career advising will help students connect their education to their future career goals and will help the university deliver services in a more coherent and intentional manner.

Joe Murray, MSHR, Assistant Dean, Undergraduate Studies, University Advising Services, Florida Atlantic University

Joe has worked to guide students toward academic success for over 24 years. Prior to joining the FAU team, Joe spent 22 years as the Director for Academic Advising and Retention Services at Miami (OH) University's Hamilton Campus. He worked to develop and refine the Appreciative Advising Inventory and has been part of a national task force aimed at advancing the concept of Appreciative Advising for both professional and faculty advisors. Joe has facilitated multiple training workshops and retreats to teach the Appreciative model from a customer service and employee management perspective.

Joe specializes in supporting and encouraging cultural change within higher education institutions. He is a certified Appreciative Advisor and served on the faculty for the 2011- 2015 Appreciative Advising Institute. Joe works tirelessly to help traditionally underrepresented students in higher education. He was a driving force behind Ohio Reach, a state and national effort to increase access and retention to higher education for Ohio's Lower Income/Disadvantaged Youth and Foster Care Alumni. He recently resigned from the Ohio Reach governing board to relocate to Florida in order to begin work supporting foster youth in that state. He is now a co-founder for Florida Reach. He has served as the Co-Chair of the First-Generation College Student Interest Group for the National Academic Advising Association (NACADA) from 2007 until 2012.

Anne Valentine, Vice President, Student Experience and Customer Service, Ivy Tech Community College

Anne Penny Valentine joined Ivy Tech Community College in 2013 to launch 14 one stop enrollment services centers throughout the statewide system. This included implementing consistent statewide processes and procedures, transitioning staff into new roles, assisting with facility redesign, and establishing service level agreements and key performance indicators. In 2014, she was named vice president for student experience and customer service, adding admissions, student records, student life and career services to her management team. Additional projects in Anne's portfolio include an early student intervention effort (Project Early Success), evaluating and setting minimum standards for the college's wrap around services, and serving as interim director of government affairs. Prior to joining Ivy Tech, Anne served as Legislative Director, Policy Director and Intergovernmental Affairs Director for Indiana Governor Mitch Daniels where she managed legislative relations between Governor Daniels and the Indiana General Assembly while also directing legislative liaisons for all state agencies.

Ivy Tech's approach to student services focuses on removing barriers to enrollment by centering efforts on the student experience, aiming to make smooth transitions from application to assessment to advising to registration.



OTHERS	VS	ACADEMIC IMPRESSIONS
Typically large annual event		Intimate, workshop-style event with personalized attention
Many concurrent sessions; forcing choice		One focused learning track
Uneven sessions and less outcome-focused, driven by an open call for proposals		Needs-driven and meticulously planned with practical outcomes <ul style="list-style-type: none"> Action plans and next steps to use upon returning to campus Carefully-vetted expert instructors that are also practitioners in the field
Lecture-based		Learner-centric and designed for interaction and collaboration
Large networking events with vendors		Small-scale opportunity to truly connect with colleagues in the same position at other institutions
Some slide presentations posted online after the event		200+ page workbooks with references, worksheets, articles, templates, exercises, and planning documents

96%
of past attendees would recommend an AI conference to a colleague

250+
and growing of AI member institutions (AI Pro)

15,000+
higher ed professionals served

AI Conference Experiences

Academic Impressions provides valuable exploration of timely and pragmatic challenges to higher education institutions. The combination of impassioned subject matter experts as presenters and means of engaging conference attendees was potent.

- C. Tennent, Associate VP of Facilities Management, University of Saskatchewan

This conference was the complete package: relevant topics, philosophical and practical applications, fantastic speakers, fantastic location. One of the BEST conferences I've ever attended. It is what a conference should be! Full of collaboration, networking and solutions.

- M. Lowe, Associate Professor and General Reference Librarian University of Louisiana at Monroe



LOCATION

October 15 - 17, 2018 :: Orlando, FL

HOTEL:

Wyndham Orlando International Drive
8001 International Drive
Orlando, FL 32819
407-351-2420

Room Rate: \$149 +tax

Room Block Dates: Nights of October 14, 15 and 16 , 2018

Rate Available Until: September 28, 2018.

Reserve Your Room: Please call 407-351-2420 and indicate that you are with the Academic Impressions group to receive the group rate.

Please book early - rooms are limited and subject to availability.