



# TEXAAN

TEXAS ACADEMIC ADVISING NETWORK



# TEXAAN

## 2022 Annual Conference

Austin, TX | February 24-26

**Helping Our Students  
"Ease on Down The Road" to Success**



**TEXAAN**  
TEXAS ACADEMIC ADVISING NETWORK

## TABLE OF CONTENTS

**04**

WELCOME FROM THE  
PRESIDENT

**04**

2021-2022 TEXAAN  
EXECUTIVE BOARD

**05**

AUSTIN WELCOME

**07**

ABOUT TEXAAN

**08**

CONFERENCE &  
HOSPITALITY INFORMATION

**09**

CONFERENCE AT-A-GLANCE

**11**

PRECONFERENCE EVENTS

**13-20**

CONCURRENT SESSIONS

**21**

POSTER SESSIONS

**22-24**

2022 TEXAAN CONFERENCE  
PLANNING COMMITTEE

**25**

OUR SPONSORS

**26**

HOTEL MAP

Follow @\_TEXAAN and use #TEXAAN2022

# CONFERENCE ETIQUETTE

## HERE ARE SOME FRIENDLY REMINDERS ABOUT IN-PERSON CONFERENCE ETIQUETTE:

- Silence your mobile device(s) or set to vibrate during sessions.
- Do not have side conversations while the presenter is speaking.
- Do not answer a call while in a session; leave the room if you must.
- Sit in the back of the room if you plan to leave a session early.
- If you enter a session early, move to a seat away from the door to save seats for late arrivals.
- We have a wide variety of engaging presentations. If there is a "session full sign" on the door, please select another presentation to attend.
- Network, network, network. Introduce yourself to new people and enjoy the conference.

## HERE ARE SOME FRIENDLY REMINDERS ABOUT VIRTUAL CONFERENCE ETIQUETTE:

- Mute your microphone to help keep background noise to a minimum. Make sure you are muted when you are not speaking.
- Be mindful of background noise when you are unmuted. Avoid activities that could create additional noise, such as shuffling papers.
- Position your camera properly. If you chose to use a web camera, be sure it is in a stable position and focused at eye-level, if possible.
- Limit distractions. Focus better on the session by turning off notifications, closing or minimizing running apps, and muting your smartphone.
- Avoid multitasking. You will retain the discussion better if you refrain from replying to emails or text messages during the meeting and instead waiting until the session ends.
- Offer input; use the "chat" to communicate with presenter(s) and attendees.
- Again, network, network, network. Introduce yourself to new people and enjoy the conference.



# Welcome From the President

Dear TEXAAN members and supporters,

First, let me acknowledge the fortitude of every member of our higher education network for continuing to serve the needs of our students and communities while managing the reality that has been the COVID-19 pandemic. I feel fortunate to welcome you to our first in-person conference since 2020 and our first ever hybrid conference! I look forward to the interactions that will stem from our time in Austin and Whova.

Over the past two years, TEXAAN has navigated the uncharted territory of fully-remote professional development, and I am proud to affiliate myself with state members who have weathered the ups and downs of the landscape from which we continue to emerge. We are now, not just the largest advising network in the great state of Texas but also one of the most agile and accessible through our virtual outreach.

Many of us have faced great transitions since we last met in South Padre Island. There have been career changes, personal loss and travails, and the uncertainties for a future that no one could ever have fathomed. Through it all, we have rallied together and said that no matter what the future looks like, we will face it together. This year's event pays homage to the fearless actions of our advisors, faculty, administrators, and countless others who have viewed higher education as their vocation. In our sessions, we will have the opportunity to reflect on the insights gleaned from our recent experiences. More so, we will develop strategies to not just cope but create new pathways for success in this new reality of virtual engagement alongside adapted face-to-face relationships.



On behalf of the dedicated members of the Conference Committee and Executive Board, let me extend my gratitude for your commitment to the organization and to this event. I know it took courage, for those of you who committed to joining us in person, and a true sacrifice of time for all now that performance expectations at institutions across the country are higher than they ever have been.

May this be the dawn of a bright new future for us all, and I look forward to getting the chance to meet or break bread with you over the course of our 2022 annual conference.

Fidel Bém

President, TEXAAN (2021-2022)  
Director of Advising, San Antonio College

## TEXAAN EXECUTIVE BOARD 2021-2022

**Fidel Bém**  
San Antonio College  
President

Casey Schumacher  
Texas A&M University  
President Elect

Jason Barkemeyer  
University of Houston  
Past President

Will Massey  
University of Texas-Tyler  
Vice President of Programs

Cynthia Longoria  
Texas A&M University-Kingsville  
Vice President of Membership

Dr. Margaret Hennessey  
Texas A&M University-Kingsville  
Vice President of Publications

Tiffany Kelly  
University of North Texas-Dallas  
Vice President of Technology

Teresa Laughlin-Hopwood  
UT Health- School of Public Health  
Treasurer

Christina Presley  
Texas A&M University  
Secretary

Follow @\_TEXAAN and use #TEXAAN2022



Dear Texas Academic Advising Network attendees,

Welcome to Austin! We are thrilled that TEXAAN chose Austin to host your Annual Conference. On behalf of Visit Austin and the hospitality community, it is my pleasure to invite you to enjoy our city.

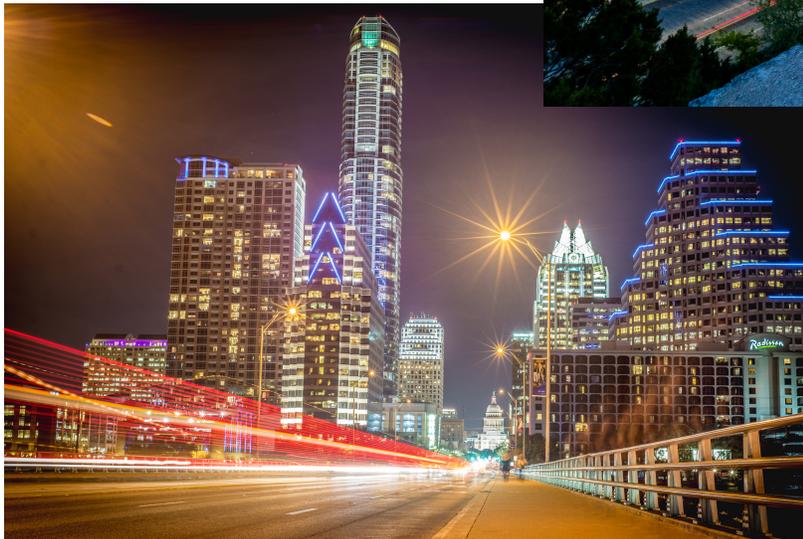
As you may know, Austin is a city built on cultivating big ideas. Willie Nelson came here to reinvent country music. Michael Dell reinvented the assembly line in his dorm room at the University of Texas. And John Mackey with Whole Foods reinvented what grocery stores can be—all right here in Austin, a special city where great ideas come to life. Great ideas are created when people from all walks of life come together, and that’s what I hope will happen at your conference this year.

While you are here, I encourage you to experience all that Austin has to offer. Visit our parks, open air venues, restaurants, Lady Bird Lake hike and bike trail, and the many entertainment districts, including Sixth Street, Rainey Street, Downtown (the home of Austin City Limits), and the Market District. We hope you all have a great time and learn why Austin is a favorite national and international destination.

Thank you again for choosing Austin for your annual conference. We hope you enjoy your stay!

Sincerely,

Tom Noonan  
President & CEO  
Visit Austin



Get *Whova* for TEXAAN Annual Conference 2022

## Official Event App

- Explore the **professional profiles** of event speakers and attendees
- Send **in-app messages** and **exchange contact info**
- **Network and find attendees** with common affiliations, educations, shared networks, and social profiles
- Receive **update notifications** from organizers
- Access the **event agenda**, GPS guidance, maps, and parking directions at your fingertips



Download Whova and take your event mobile.



Get Whova from the App Store or Google Play.

Please sign up for the app with your **social media account** or **email**

The event invitation code is: **TEXAAN2022**

You will be asked for an event invitation code after installing Whova

## Session Survey Link & QR Code

Please fill out the session evaluation using the QR code or link below:



<https://www.surveymonkey.com/r/TEXAAN2022>

Follow @\_TEXAAN and use #TEXAAN2022

# ABOUT TEXAAN

## HISTORY

The Texas Academic Advising Network (TEXAAN) was organized and a constitution was ratified at the National NACADA Conference in Detroit in November 1993. The First Annual TEXAAN Symposium was held in February 1992 at Texas A&M University, College Station. At that time the constitution was reaffirmed and a slate of officers was elected. Robin Miksad from the University of Texas at Austin was President, Gay Ricks of Dallas Community College was President-Elect, Kriss Boyd of Texas A&M University was Vice President of Programs, O.T. Hargrave of Southern Methodist University was Vice President of Membership, Burton Crow of St. Philip's College was Treasurer, Beth Sanders was TEXAAN Editor, and DeNay Phelps was Secretary. In 1998, TEXAAN became officially affiliated with the National Academic Advising Association (NACADA).

## STRATEGIC GOALS

1. Maintain a communication network for advising professionals in higher education.
2. Assist with the implementation of professional standards as defined by NACADA core values of academic advising.
3. Serve as a liaison to Texas professional, governing, and education agencies.
4. Maintain active affiliation with regional and national NACADA.
5. Organize and offer an annual conference for academic advisors, counselors, and other higher education professionals across the state of Texas.

## VISION

TEXAAN views sound academic advising as a critical component in higher education and instrumental to student success. TEXAAN encourages academic advisors to create a supportive environment in which they may challenge students to take responsibility for making appropriate academic and career decisions.

## MISSION

To serve as a professional representation of academic advising in Texas by providing professional development, networking, recognition and information.

## CONFERENCE LEARNING OUTCOMES

- Educate, inspire, and rejuvenate academic advisors to maintain professional engagement.
- Foster academic advisor connections through career development and networking.
- Promote best practices and strategies for academic advisors aligned with the Texas Higher Education Coordinating Board (THECB) guidelines.
- Acknowledge and reward excellence in academic advising in Texas to garner retention and advancement.

# CONFERENCE & HOSPITALITY INFORMATION

## TEXAAN IS PAPERLESS

Please support TEXAAN as we go paperless. We will be providing a PDF copy of the conference program via email. Evaluations will be administered via the WHOVA app.

## CHECK-IN & REGISTRATION

Conference check-in and on-site registration is located in the main hall on Thursday, February 24, 9:45 am - 6:00 pm and Friday, February 25, 7:30 am - 12:00 pm. If you have any questions at any time, please visit the Registration area.

## VOLUNTEER OPPORTUNITIES

If you volunteered in advance to help at this year's conference don't forget to attend our volunteer meeting on Thursday, February 24, 9:00 am, Salon A.

## FIRST TIME ATTENDEE SESSION

If this is your first time to attend a TEXAAN Conference you are invited to join us at the First-Time Attendee Session on Thursday, February 24, 5:00 pm - 6:00 pm, Salon A. This session will provide you with information about TEXAAN, how to get involved, and how to get the most out of the conference.

## TOWN HALL MEETING

This meeting is designed to provide an opportunity for members to give feedback to the organization and for TEXAAN to learn about how we can service our members more effectively. A space will also be provided to sign up and volunteer for next year's Conference Planning Committee: TEXAAN 2023 Annual Conference. Town Hall Meeting will be on Thursday, February 24, 3:30 pm - 4:30 pm, Salon C & D.

## CONFERENCE DINING

Thursday, February 24th	Dinner- Salon A-D
Friday, February 25th	Breakfast- Salon D
Friday, February 25th	Lunch- Salon A-D
Saturday, February 26th	Brunch- Salon A-D

## SPIRIT DAY

Friday, February 25th is Spirit Day at TEXAAN! Show your spirit by wearing a shirt from your institution. Join the fun and see how many different schools are being represented.

## TEXAAN ANNUAL BUSINESS MEETING

The TEXAAN Annual Business Meeting will be on Friday, February 25, 12:45 pm, Salon A-D immediately following lunch.

## REGION MEETINGS

TEXAAN is comprised of six regions who represent institutions in different geographic locations in Texas. Regions consist of Central, East, North, South, Southeast, and West. The regions are designed to foster professional relationships between institutions. They are led by their Region Chairs. You are encouraged to attend your Region Meeting on Friday, February 25, 5:00pm - 6:00pm. See room locations on pg. 10.

## WIFI ACCESS

To access Wi-Fi in meeting rooms, select "MarriottBonVoy\_Conference", open any web browser on your device, you will be prompted to enter your name and email address to get connected.

## LUGGAGE STORAGE

If you need to check-out before you leave the conference, you can store your luggage with the bellhop at the front desk of the hotel.

## TRANSPORTATION

capmetro.org  
UBER  
LYFT

# CONFERENCE AT-A-GLANCE

## Thursday, February 24

9:00 a.m. – 10:00 a.m.	Volunteer Meeting
9:45 a.m. – 6:00 p.m.	Check-in & Registration
10:00 p.m. – 3:00 p.m.	Pre-conference Sessions
3:30 p.m. – 4:30 p.m.	Town Hall Meeting
4:30 p.m. – 5:00 p.m.	Presenters Meeting
5:00 p.m. – 6:00 p.m.	First-Time Attendees Session
6:00 p.m. – 8:00 p.m.	Dinner, Opening Ceremony, Keynote, & Presentation of Awards
8:00 p.m. – 11:30 p.m.	Social Event

## Friday, February 25

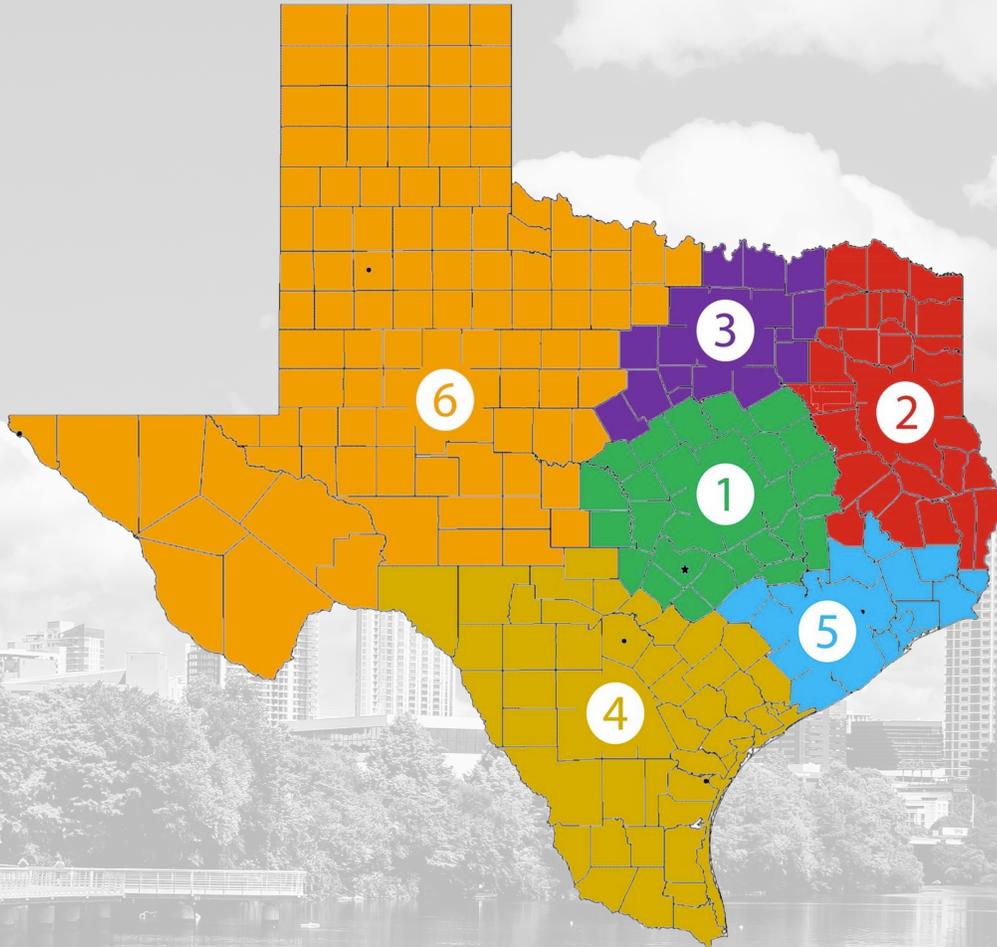
7:30 a.m. – 8:30 a.m.	Continental Breakfast
8:00 a.m. – 4:00 p.m.	Exhibitors Booths
7:30 a.m. – 12:00 p.m.	Check-in & Registration
9:00 a.m. – 10:00 a.m.	Concurrent Session 1
10:15 a.m. – 11:15 a.m.	Concurrent Session 2
11:40 a.m. – 12:40 p.m.	Lunch & Networking
12:45 p.m. – 1:45 p.m.	TEXAAN Annual Business Meeting
2:30 p.m. – 3:30 p.m.	Concurrent Session 3
3:45 p.m. – 4:45 p.m.	Concurrent Session 4
5:00 p.m. – 6:00 p.m.	Region Meetings
After Region Meetings	Dinner (on your own)

## Saturday, February 26

8:00 a.m. - 11:30 a.m.	Poster Sessions
9:00 a.m. – 10:00 a.m.	Concurrent Session 5
10:15 a.m. – 11:15 a.m.	Concurrent Session 6
11:30 a.m. – 12:30 p.m.	Brunch, Closing Ceremony & Presentation of Best in TEXAAN Award

# REGION MEETINGS

Friday, February 25, 5:00 - 6:00 pm



5:00-5:30 pm

**Region 1 (Central)** - Salon A/B

**Region 2 (East)** - Sycamore

**Region 3 (North)** - Bluebonnet

5:30-6:00 pm

**Region 4 (South)** - Salon A

**Region 5 (Southeast)** - Salon C

**Region 6 (West)** - Bluebonnet

Follow @\_TEXAAN and use #TEXAAN2022

# PRE-CONFERENCE EVENTS

Thursday, February 24

## Mid-Level Manager's Institute

10:00 am - 3:00 pm Salon A

Dynamic curriculum focused on identifying the complexities facing higher education and the academic advising profession and providing the resources to affect positive change.

The institute is designed for advising professionals who have been in advising for five (5) or more years.

Sessions dedicated to skill enhancement in the following areas:

- Training a New Advisor: 4 weeks to Confidence: Amanda Scott
- "Ease on Down the Road" - Building the Organizational Structure for Delivering Advising Services: Andrew Armstrong
- Dorothy Didn't Do It Alone: Developing Partners for Student Success: Kathy James, Renee Esparza, Trish Welch
- "Recovery: Preparing for the New Normal": Dr. Patrice Buckner

## New Advisor Institute

10:00 am - 1:00 pm Salon C

Dynamic curriculum focused on developing new advisors to the academic advising profession and providing the resources to affect positive change and growth.

The institute is designed for advising professionals who have been in advising for four (4) years or less.

Sessions dedicated to skill enhancement in the following areas:

- Freshman 15: Crafting Your Questions That Build Rapport With First-Year College Students: Ray Varela, M.Ed.
- "InTACT" Interactions: Utilizing Intentional and Tactical Advising Communication Techniques: Ashley Davenport, Heather Ashton & Yesica Diaz
- Pulling Back the Curtain: Building a Transparency-Driven Advising Toolbox: Jana McCarthy
- Relating, Understanding, Changing: A Model to Enhance the Student-Advisor Relationship: Olivia Elliot

## Volunteer Meeting

9:00 am - 10:00 am Salon A

Volunteers are a big part of our conference! If you have already signed up to be a volunteer, this meeting is for you! If you want to volunteer for the conference but didn't sign up, this meeting is for you! Check out how you can give back and serve during the conference.

## Town Hall Meeting

3:30 pm - 4:30 pm Salon C-D

The Town Hall Meeting will provide an opportunity for members to give feedback to the organization and for TEXAAN to learn about how we can service our members more effectively. A space will also be provided to sign up and volunteer for next year's Conference Planning Committee: TEXAAN 2023 Annual Conference.

## First-Time Attendee Session

5:00 pm - 6:00 pm Salon A

This session is all about new attendees. Come hangout with other new attendees, network, meet the President, and learn more about how you can get involved with TEXAAN both during the conference and beyond.

## Opening Ceremony, Keynote, Awards Presentation & Dinner

6:00 pm - 8:00 pm Salon A-D

It's time to celebrate with TEXAAN! We're going big! Help us celebrate with great food, networking with people in your region, and TEXAAN Awards. There's more in store but you'll need to be there to find out! See you there!

Follow @\_TEXAAN and use #TEXAAN2022

# KEYNOTE SPEAKER

## Dr. Patrice Buckner



Dr. Patrice Buckner Jackson, known in her community as Dr. PBJ, is an educator of over 20 years and an Executive Coach for more than 10 years. She holds a doctoral degree in Education Administration and facilitates leadership training as a faculty member for the Center for Creative Leadership. Dr. Jackson has worked in higher education at the highest levels and is the recipient of several professional awards and accolades.

Dr. Jackson says “I am grateful for my journey, but achieving my professional goals almost cost me everything”.

In August 2019, burnout caused Dr. Jackson to walk away from an executive position that she had worked 20 years to obtain. From that day on, she worked to understand what led her to rock bottom burnout and discovered a path for climbing out of it. Today, she empowers others to live free of burnout, overwhelm, and compassion fatigue.

Dr. Jackson founded EduCare Training and Consulting, LLC to equip and support "heart-workers" who do their work from a place of passion. Working in this way can carry a high price tag. Your mind, body, spirit, and relationships may be in distress as you serve the needs of others. Dr. Jackson leads her community to serve well without paying an ultimate price.

Currently, Dr. Jackson serves as creator and host of the Heart Work with PBJ podcast as well the founder and facilitator of the Heart Work Academy.

Dr. Jackson says, “Passion almost killed me, but purpose set me free! I am here to disrupt burnout so other heart workers can serve in freedom.”

Follow Dr. PBJ on Instagram @drpatricebucknerjackson for #aspoonfulofpbj every Monday to encourage your soul, and subscribe to the podcast for a new episode every Wednesday.

In addition to the keynote address, Dr. Jackson will also lead a session on "3 Steps to Disrupt Burnout" at the Mid-Level Management Institute.

**Follow @\_TEXAAN and use #TEXAAN2022**

# CONCURRENT SESSIONS

Friday, February 25, 9:00 - 10:00 am

Welcome to Advising: Protecting the Heart of the College (Frontline Staff's Significance in Higher Education) (Session 1A)

Central Region – Salon A

Presenters: Chelsea Snow, Jennifer Browning, Erin Barron and Sarah Piechowicz, Austin Community College

Four student affairs professionals at Austin Community College (ACC) explore intricacies associated with supporting academic advising and frontline student engagement. Frontline staff can be defined as those that work in welcome centers, “one-stop” centers, and have firsthand contact with the students. These indispensable workers discussed in the presentation will be represented via Intake staff from ACC who are often deemed the “backbone” of the college. We will shed light on the necessity of the role of an Intake member while participants will gain valuable knowledge of issues that plague these frontline workers and explore ways in which successful practices (i.e. customer service techniques & combating burnout) can be taken back to their campus.

Finding Your Yellow Brick Road: Applying, Interviewing, and Onboarding with Success (Session 1B)

South Region – Salon B

Presenters: Sara Tate and Tamala Boyd, University of Texas at San Antonio

Academic advising, for some, is considered an emerging profession, and can be a lifelong career option when the proper support and professional growth opportunities are provided. The last two years has created some unexpected challenges to the higher education workforce, including a greater number of employees leaving for other pursuits. Supporting the career development and growth of advisors, both new and experienced, can make a difference when employees are considering other options. These opportunities can increase advisors' motivation, productivity, and commitment to their field. This presentation will focus on the best practices, with examples, of the applying, interviewing, and onboarding phases of career growth for advisors. Participants will learn valuable skills to make their applications stronger, interview more confidently, and onboard with purpose.

Where We're Going, We Don't Need Roads: How the Hero's Journey and Back to the Future Can Help Us Better Understand Our Students (Session 1C)

North Region – Salon C

Presenter: Jon Bartlett, University of North Texas

Great Scott! From the advisor who brought you “Freak Out with Your Geek Out” comes another perfectly pop culture-themed session. The phrase “Hero's Journey” may not sound familiar, but your favorite story is probably a prime example of its omnipresence. From Luke Skywalker to Harry Potter, these heroic tales follow a narrative template that has been around for millennia. Join us as we look at a cinematic classic, 1985's Back to the Future, to explore the story structure of the Hero's Journey and reflect on how it can inform our practice as advisors. By understanding how our students fit at the center of their own story, we can begin to decide what role we play in their adventure. Prepare to go back in time—all the way to 1955.

# CONCURRENT SESSIONS

Servant Leadership and Relational Core Competencies for Advising (Session 1D)  
North Region – Bluebonnet (Virtual Presenter)

Presenter: James R. Wicks, EdD., Collin College

Advisors are most effective when they take a student-centered approach. However, this is difficult to do with underdeveloped relational competencies. Servant leadership offers a framework to develop relational competencies and promote student-centered advising styles. This interactive session will provide an overview of NACADA's core competencies, paying special attention to relational competencies, and will introduce the main principles of servant leadership. These principles will then be applied to academic advising such that advisors can develop their own relational competencies and conduct more successful advising interactions. The session will include audience participation as advising scenarios will be presented for critical analysis and discussion.

Friday, February 25, 10:15 - 11:15 am

TEXAAN, We're not in COVID any more!: Student success strategies in the "new normal" (Session 2A)  
Central Region – Salon A (Virtual Presenter)

Presenters: Kelsey Samsel and Roel Martinez, St. Edward's University

A system wide approach, creating a seamless pathway and removing obstacles related to the student experience are critical for student success. In this facilitated discussion, we will discover how the creation of an advising-coaching, faculty collaborative model with intentional coordination and partnership across campus led to an increase in retention in just one year. Holistic in its approach to supporting students, this model focused on transition, individualized onboarding and advising, and career readiness, which created a clearly defined pathway for increased student engagement. Presenters will facilitate discussions regarding: what is critical to the student success process, personalized and individualized support for student success and what it means to attendees' institutions, and share a multi-method approach to increase engagement, retention and graduation rates.

Academic Guidance Training: A Modular Approach to On-Boarding New Student Affairs Staff (Session 2B)  
Central Region – Salon B

Presenters: Hilda Gartzke, Kathy James, Antonia Ceballos-Cruz and Jana McCarthy, Austin Community College

Presenting ACC's Academic Guidance Training, aka: AGT: ACC's Got Talent!

Broken up into 12 modules, new staff learn topics ranging from college readiness to advising mediated technology. Incorporating experiential learning, the modules provide academic guidance staff the detailed knowledge necessary for professional advising and the tools to perform their work. This method allows cross-training within multiple divisions of student services from admissions to transfer, adult education and continuing education, and services for students with disabilities and mental health. Participants are able to contextualize the information as related to their job performance and use the modules as an ongoing advising reference tool. Attendees will learn the design for developing training modules, the rationale behind their organization, and leave with a framework for creating module-based onboarding for their own teams.

**Follow @\_TEXAAN and use #TEXAAN2022**

# CONCURRENT SESSIONS

Guardians of the University: Protecting the Power Stone of Knowledge (Session 2C)  
West Region – Salon C

Presenters: Dottie Westbrook and Gidget Pettibon, Midwestern State University

Advisors are Guardians of the University or the student's galaxy! We help protect the power stone of Knowledge for students. How do we accomplish that? One way is the efficient use of mid-term grades. This proposal will examine the recent implementation of mid-term grades at a small university, focusing on Humanities, Social Sciences, and Fine Arts majors. We will examine the effectiveness of this early alert describing the advisors role and interventions available. We will explain how each of the six infinity stones from the Marvel Universe correlate to student success. As "Guardians", we have an important role in "protecting the power stone of knowledge" through holistic advising and examination of each stones' roles in the student's life. Together, with other resources, we can help the student succeed.

There's no wizard to fix this: Facing seemingly impossible obstacles (Session 2D)  
North Region – Bluebonnet (Virtual Presenter)

Presenter: Philip Aguinaga, University of North Texas

What can advisors do when faced with a problem seemingly bigger than they are? This is the issue faced when one advising office at the University of North Texas has seen decreased enrollment over a multi-year span. Learn how we managed the tasks, attitude, and messaging regarding advising, and hopefully be encouraged that you can also shift priorities when a challenging obstacle approaches. In this presentation, I will review the different strategies we have used, offer an open discussion to hear what other advisors have done to help recruiting/enrollment, and offer a positive outlook on how to address complicated and larger obstacles than advisors can face alone.

Friday, February 25, 2:30 pm - 3:30 pm

Easing Your Way through Transfer & Transition - Alamo On-TRAC Program at UTSA (Session 3A)  
South Region -Salon A

Presenters: Sarah Sanchez, Pamela Jones and Barbara Smith, The University of Texas at San Antonio

The Alamo On-TRAC (Transitioning Roadrunners at Alamo Colleges) program at UTSA focuses on first-time freshman who do not qualify for guaranteed admission into UTSA. Alamo On-TRAC provides students a pathway to UTSA while improving student success. At the end of this presentation, participants will away understand the imperative role of collaborating with the community college, noting UTSA's online transfer resources, and the advising approaches we use when working with these students. This all results in students transitioning with fewer excess hours, persisting and attaining their bachelor's at a similar rate to their peers who started directly at UTSA.

# CONCURRENT SESSIONS

Remember the Human: Sharing the Secrets of a Successful Online Advising Chat Program (Session 3B)  
Central Region - Salon B

Presenter: Jana McCarthy, Austin Community College

“Remember the Human.” Shea (1994) set this as the first rule of netiquette, explaining that we must remember there’s a human behind our devices. 27 years later, it seems like this phrase has been forgotten in our 21st century communication. However, it is an essential component in any text-based work that we do with students. This presentation will discuss the successes and challenges faced in starting Austin Community College’s Online Advising Chat program. Our best practices, tools, and examples of customer satisfaction data will be highlighted to show that students recognize this as a resource for success. Participants will have the opportunity to consider their own chat experiences, see our chat in action, and will walk away with ideas to propose their own chat advising program at their institution.

Balancing the "Role" of Advising while Avoiding a Cookie Cutter Approach to Student Success (Session 3C)  
East Region - Salon C

Presenter: Jennifer Goddard, Stephen F. Austin State University

Advisors make a genuine effort to build positive advisor-advisee relationships with their students. During COVID, Advisors faced challenges of workforce reduction, increased demands, policy changes, etc. while attempting to meet student needs, especially individuals in special populations. Understanding campus climate is an essential part of meeting the needs of student populations and ensuring you are utilizing the resources available to assist students with their diverse needs. Creating an open dialogue that creates a partnership is crucial to maintaining the best style rather than a "one size fits all" approach. Meeting student needs while balancing work-life demands can be challenging. This session will outline research methods and interventions to assist students in navigating a positive advising experience while focusing on maintaining your well-being during demanding times.

How Texas Academic Advisers Adapted to COVID (Session 3D)  
Southeast Region - Bluebonnet (Virtual Presenter)

Presenter: Matthew Fuller, Stacie Haynes, Sam Houston State University

While adapting to COVID-19 has been a challenge for higher education professionals, academic advisers faced several challenges unique to their roles. Maintaining academic records, remote advising, care for students, colleagues, and self, and other areas have been a concern for many. With grant support from the Greater Texas Foundation, the Sam Houston State University Center for Assessment, Research, and Educational Safety (CARES) was able to conduct a mixed-methods study of Texas academic advisers’ perceptions of how their institutions responded to COVID-19, how students and colleagues fared, and adaptations that should be maintained following the pandemic. This interactive presentation will provide an overview of this research, discussions about future studies, and dialogue about the future of academic advising following the pandemic.

# CONCURRENT SESSIONS

Friday, February 25, 3:45 pm - 4:45 pm

Horse of a Different Color: After-thoughts on Becoming an Academic Advisor During the Pandemic (Session 4A)  
South Region - Salon A

Presenters: Breanne Flores-Contreras and Benjamin Hernandez, Del Mar College

The “Horse of a Different Color” is a horse which pulls the carriage in the Emerald City scenes of the film *The Wizard of Oz*. Like the “Horse of a Different Color,” primary role advisors evolve over time. This session tracks our development from “green” new hires at a South Texas community college while adapting to a shifting COVID-19 pandemic landscape and furthering our professional growth to support students who are “green” themselves and changing, too. As a result of attendance at the session, primary role advisors will be able to apply specific strategies to enhance their advising practice, gain confidence in their abilities to effectively advise, deliver effective advising practice while navigating unexpected changes and challenges, and cultivate a daily and lifelong positive attitude toward adaptability and change.

Exploration Station: Helping students remain on track towards their major destination (Session 4B)  
Central Region - Salon B

Presenters: Vanessa Garcia and Michele Crandell, The University of Texas at Austin

Students who have not yet decided a major may face experiences and challenges not shared by the average college student, sometimes leaving them uncertain of their next move in a new environment. The Vick Center for Strategic Advising and other offices in the School of Undergraduate Studies at The University of Texas at Austin were created to provide tools for major and career exploration and support students as they navigate decision making, both at the university and while considering future occupational pathways. This presentation covers theory important to exploratory advising, as well as approaches and tools for helping students in various stages of exploration. Discussion and understanding of this exploration process can be used to help even those students who do not identify as exploratory.

Quietly Getting Through: Helping Introverted First-Generation Students Navigate Their First Year of College (Session 4C)  
South Region - Salon C

Presenters: Shayne Futujma and Tamala Boyd, University of Texas at San Antonio

Navigating through the first year of college is difficult. While some students can rely on help from a parent, or parents that have a collegiate degree, first-generation (first-gen) students do not. Being the first to graduate in their family, first-gen students must seek out others to help them navigate the college experience. First-gen students have a challenging time in general, but imagine being first-gen and having an introverted personality. As academic advisors, we have to opportunity to identify and help our introverted first-gen students navigate their first year. It all starts at the first meeting. Our presentation will share how to identify those students, and how to engage, empower, and equip the student with the skills necessary to navigate their academic journey.

# CONCURRENT SESSIONS

Access is Everyone's Responsibility (Session 4D)  
Central Region - Bluebonnet (Virtual Presenter)

Presenter: Lauren Sebel, Austin Community College

While colleges and universities are obligated to provide access and accommodations to students with disabilities, doing so is not just the responsibility of the disability services office. Learn how you can incorporate access into everything you do with students and start being proactive on ensuring access rather than being reactive when it might be too late.

Saturday, February 26, 9:00 am - 10:00 am

The Power of Nudges - How Action-Oriented, Succinct, and Well-Timed Outreaches can Motivate Students (Session 5A)  
Central Region - Salon A

Presenter: Aaron Petuch, Texas A&M University

According to Thaler and Sustein (2009), well-designed communications aka “nudges” encourage students to make decisions that align with their academic, personal, and professional goals. Also, nudges that are action-oriented instead of mandate-oriented, to the point, and well-timed can trigger both behavioral and cognitive responses in students. Conversely, nudges that lack these essential elements can push students away or even introduce new obstacles. In this presentation, participants will learn the efficacious underpinnings of successful nudges and how to avoid common pitfalls. As a result, attendees will be able to apply research-based strategies to increase instances of desired outcomes when reaching out to students.

Believe in Yourself and You'll Have Heart: Best Practices for Advisor Wellness (Session 5B)  
South Region - Salon B

Presenter: Sara Tate, University of Texas at San Antonio

Mental health and wellbeing affect the workplace in many ways. The COVID-19 pandemic has changed the way we view school, work, and life. As a result, the workforce has seen many unexpected challenges, including a greater number of employees leaving higher education for other pursuits. It is important for us to keep employee retention as a top priority, and one way we can positively affect academic advisor retention is through thoughtful wellbeing initiatives. This presentation will focus on best practices, which include creating a professional development series, and other opportunities for academic advisor wellness. By reenergizing and equipping academic advisors with opportunities and tools that enable them to take time for themselves, they will be better able to provide excellent quality care to their students.

# CONCURRENT SESSIONS

Student Success Measured by Newell's Model of Constraints (Session 5C)

North Region - Salon D

Presenters: Janelle Davis and Kim Taylor, Texas Woman's University

A “Constraint” is something that impedes movement or allows for other opportunities to occur. Although Newell’s Model of constraints was originally designed for success in movement activities like walking, skipping, or playing a sport, we will discuss the implications constraints play in our everyday work as advisors. Our work will look at how we use a constraint to give us opportunities to improve our student’s success in the classroom and beyond. Examples will be provided in all three categories of constraints: individual (structure and function), task, and environment. Our presentation will give concrete examples of how those three constraints can afford growth in the individual and their tasks and environment. While our examples of activities will be from a Health Science major perspective, the ideas shared will allow for transfer to other major areas including first year advisors and general studies work. Our handout will include ways to use the model in your advising and activities to use with your students. Time for personal reflection and small group interaction will be utilized to personalize the information given.

Saturday, February 26, 10:15 am - 11:15 am

There's No Place Like Home: Peer Mentoring to Foster Success (Session 6A)

Central Region - Salon A

Presenters: Jana McCarthy, Sheresa Edgington, Ariel Flores and Kellie Alford, Austin Community College

Colleague peer mentoring can be a rewarding experience and an essential part of a newer employee's toolbox in mastering their work. Mentors for the Austin Community College Coach Certification Program are trained through the ACC Coach Mentor Curriculum, consisting of 5 monthly trainings that coincide with the monthly training their mentees receive. Mentors and mentees meet weekly to review progress and feedback to encourage growth. Much of the success of our program can be attributed to these volunteer mentors who support their colleagues through training. Participants will learn about our mentor curriculum, manual, and overall training strategies. Samples of sessions will be provided and the structure of our system will be reviewed to allow for collaboration and discussion with those interested in implementing a staff mentoring program at their institutions.

Academic Coaching Strategies: Conducting Student Sessions (Session 6B)

Central Region - Salon B

Presenter: Dr. Terrance McClain, Texas State University - San Marcos

Academic Coaching can be characterized as a collaborative relationship between an individual acting as an academic coach and a student who focuses on the student’s personal and professional goals through the development of self-awareness; strength building; academic planning; and definition of the student’s purpose, interest, and values in order to aid in completion of the degree (NACADA, 2017). Coaching provides a process for exploring internal and external barriers that impinge on the student’s academic success in the previous semester. With intentional coaching strategies, advisors and higher education professionals can assist students with increasing their GPA and retention to the institution.

# CONCURRENT SESSIONS

Courage, Heart and Lots of Questions- Becoming an Agent of Change (Session 6C)

Southeast Region - Salon D

Presenter: Kialyn Yendell, University of Houston-Clear Lake

Academic advisors have a connection to nearly every process and policy that happens along the yellow brick road at their institution. Because of our holistic and comprehensive view, academic advisors are in a unique position to be the Wiz (change agents) for the broken parts of the student experience. However, these changes can only come if we use our courage and heart. Have you ever encountered a process, policy, or procedure that makes no sense and just couldn't accept the explanation of "that's how we have always done it", but weren't sure what to do next? Then come join your fellow troublemakers for a presentation and group discussion on practical ways to foster change and drive forward solutions in your own personal Oz.

# POSTER SESSIONS

Saturday, February 26, 8:30 am - 11:30 am

Poster sessions are presented at the same time. Attendees are encouraged to take advantage and discuss posters one-on-one with the presenters from 8:00 am - 9:00 am. All poster sessions will be presented in the Main Hall.

Finding a New Yellow Brick Road: Detouring from Competitive Majors (Session PS1)

Presenters: Jason P. Barkemeyer and Kialyn Yendell, University of Houston and University of Houston-Clear Lake Southeast Region

Advisors never want to assume the role of dreamcrusher when it comes to advising students about realistic outlooks on their academic career. For advisors in selective and structured majors, the mantle of dreamcrusher looms large since not all who want to enter these majors are able to meet the required academic standards and prerequisites. So how do we as advisors move from being a roadblock to helping a student meet their academic dreams? This session will provide suggestions on how advisors can help students move in a new direction while still heading towards their academic and career goals. Attending advisors will be invited to discuss their best practices when dealing with bad news along with examples of the presenters' approaches.

News Crew: Creating a Monthly Electronic Newsletter for Students (Session PS2)

Presenter: Cristina Rodriguez , University of Texas at San Antonio  
South Region

This session will focus on why a monthly newsletter for students can be a great tool for creating student engagement. The UTSA Life & Health Sciences Advising Unit newsletter highlights major specific events, university dates and deadlines, as well as a 'get to know faculty' section. Students are balancing classes, extracurricular activities, and work life and often forget important dates and upcoming events. A monthly newsletter allows students to have instant information and reminders for the upcoming month. Newsletter communications use has also been shown to improve the rate at which students schedule appointments. This session will also provide ways to personalize content for various advising units.

A Phenomenological Study: Understanding the Barriers of Rural Texas Community College Transfer Students (Session PS3)

Presenters: Dr. Kelly L. Coke, Jennifer Perez, Daisy Bates and Shannon Reynolds , Texas A&M University-Texarkana at Northeast Texas Community College and Paris Junior College  
East Region

A phenomenological study was conducted to understand the barriers rural northeast Texas community college students experience in transferring to regional universities. We explore the barriers that community college graduates face in transferring to four-year universities and examine possible solutions to these transfer barriers. The study occurred in rural northeast Texas and consisted of interviewing community college graduates regarding transfer obstacles and needed services and academic advising practices needed to aid in the transfer process.

# 2022 TEXAAN CONFERENCE PLANNING COMMITTEE

Kathy James, Chair, Austin Community College

## Logistics Co-Chairs and Team

Barbara Smith, Co-Chair, The University of Texas at San Antonio

Cynthia Tanner, Co-Chair, Austin Community College

BethAnn Warwick, Austin Community College

Tony Wright, Austin Community College

Trish Welch, Austin Community College

Christina Presley, Texas A&M University

Liz Morris, Austin Community College

## Programs and Institutes Co-Chairs and Team

Jana McCarthy, Co-Chair, Austin Community College

Kaci O'Donnell, Co-Chair, University of Texas at Arlington

Charity Benford, Co-Chair, Austin Community College

Olga Eckert, Austin Community College

Janelle Townsel, Austin Community College

Darrell Merriweather, Austin Community College

Mario Tenorio, Austin Community College

Bonnie Bustos-Rios, Texas A&M University

Ross Nelson, Austin Community College

## Registration Co-Chairs and Team

Patsy Phillips, Co-Chair, Austin Community College

Nick Toliver, Co-Chair, Texas A&M University

Antonia Ceballos, Austin Community College

DeAnna Taylor, University of North Texas

BethAnn Warwick, Austin Community College

Patina Middleton, Austin Community College

Irene Lee, Austin Community College

## Publications Co-Chairs and Team

Veronica Viesca, Co-Chair, The University of Texas at Tyler

Angela Cole-Mota, Co-Chair, Austin Community College

Priscilla Nino, Austin Community College

LaTanya Henry, The University of Texas at San Antonio

Follow @\_TEXAAN and use #TEXAAN2022

### **Speaker's Bureau Chair and Team**

Hilda Gartzke, Co-Chair, Austin Community College  
Diana Hernandez-Quinonez, Austin Community College  
Alicia Cordero, Austin Community College  
Kendra Singletary, Austin Community College  
Tony Wright, Austin Community College  
Karl Meyer, Austin Community College  
David DeRouen, Austin Community College  
Rebecca Zapata, Austin Community College

### **Evaluations Co-Chairs and Team**

Laurin Lewis, Co-Chair, Austin Community College  
Cindy Englehart, Co-Chair, Texas Woman's University  
Amy Koch, Austin Community College  
Bob House, Austin Community College  
Irene Lee, Austin Community College

### **Communication and Marketing Co-Chairs and Team**

Kelsey Sisler, Co-Chair, Austin Community College  
Valerie Wilson, Co-Chair, Texas A&M University  
Laura Garcia, Austin Community College  
Tatiana Randolph, Austin Community College  
Cynthia Cantu, Austin Community College  
Trisha Kahan, Austin Community College  
David DeRouen, Austin Community College  
Beau Montano, Austin Community College

### **Sponsorship, Exhibitors, Local Arrangements and Giveaways Co-Chairs and Team**

Patricia Phea, Co-Chair, Austin Community College  
Thomas Blain, Co-Chair, Austin Community College  
Oddett Garza-Weatherspoon, Austin Community College  
Antonia Hsu, Austin Community College  
Chelsea Snow, Austin Community College  
Priscilla Nino, Austin Community College  
Sidne Campbell, Austin Community College  
Christien Rawlins, Austin Community College



### Hospitality Co-Chairs and Team

Sheresa Edgington, Co-Chair, Austin Community College

Virginia Monk, Co-Chair, Texas A&M University- Commerce- Navarro Partnership

Naira Winbigler, Austin Community College

Courtney Graham, University of North Texas- Frisco

Leticia Botello, Austin Community College

Janelle Townsel, Austin Community College

### Technology Team

Beau Montano, Austin Community College

David DeRouen, Austin Community College

ACC Audio Visual Technology Department

### Whova Chair and Team

Sara Tate, Chair, The University of Texas at San Antonio

Naira Winbigler, Austin Community College

Jennifer Browning, Austin Community College

TEXAAN would like to recognize our 2022 Conference Sponsors and Exhibitors



University of Houston-Downtown.

Data Analytics



HARDIN-SIMMONS

UNIVERSITY

KELLEY COLLEGE OF BUSINESS AND PROFESSIONAL STUDIES



TONY C'S  
PIZZA & BEER GARDEN

THANK YOU

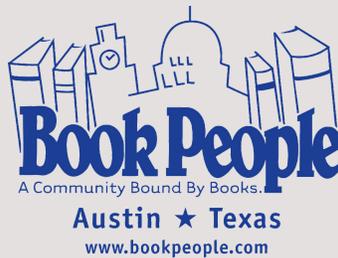
SPONSORS



EXHIBITORS



THE LEAGUE  
KITCHEN & TAVERN



Messina Hof

WINERY  
JOIN THE FAMILY  
EST. 1977



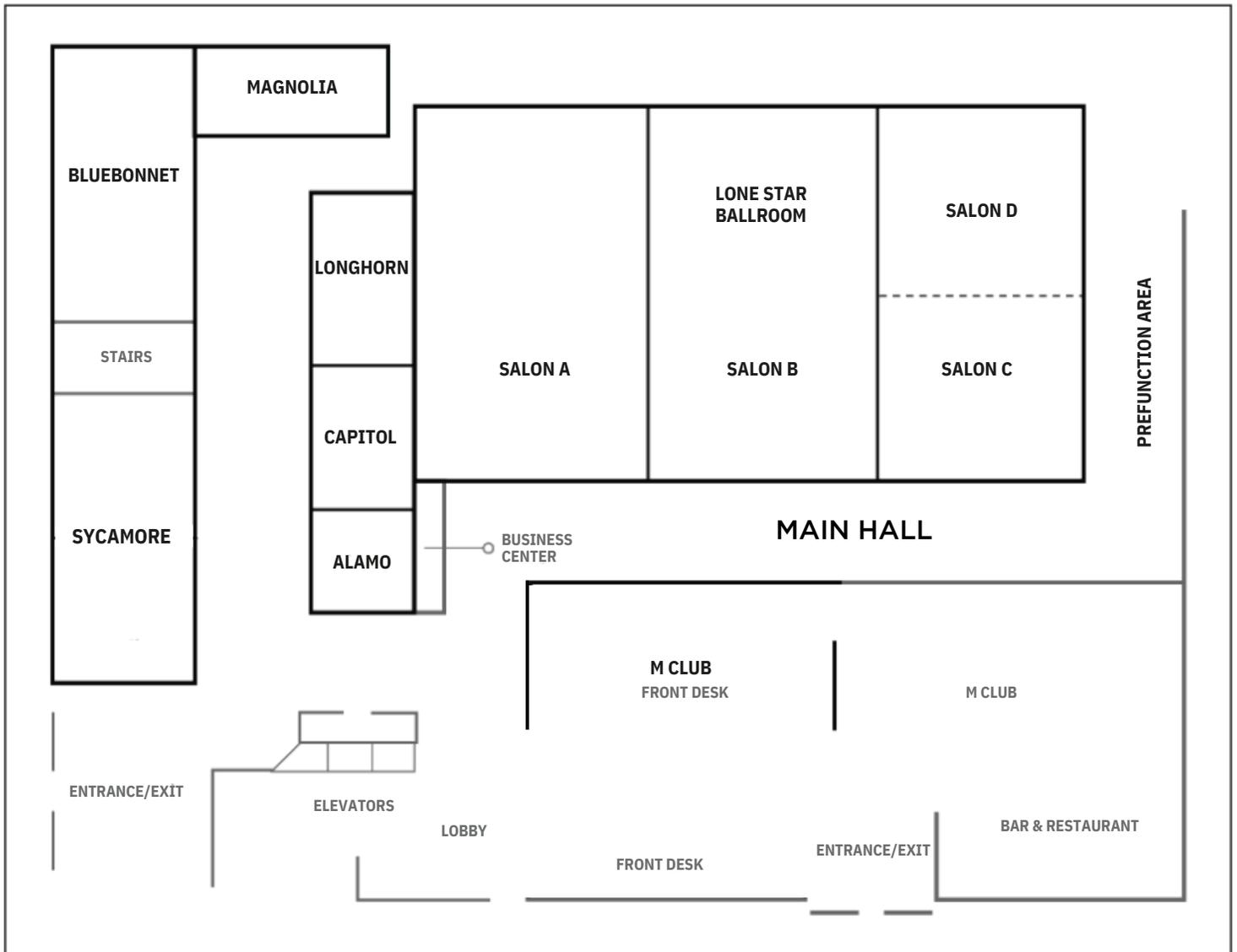
Follow @\_TEXAAN and use #TEXAAN2022

## Hotel Information



**MARRIOTT**  
**AUSTIN SOUTH**

4415 SOUTH IH 35, AUSTIN, TX 78744 | HOTEL: 512.441.7900 | [www.marriott.com/ausap](http://www.marriott.com/ausap)





[facebook.com/texaan](https://facebook.com/texaan)



[twitter.com/\\_TEXAAN](https://twitter.com/_TEXAAN)



[instagram.com/\\_texaan](https://instagram.com/_texaan)

Use #TEXAAN2022 in all your social media posts!

We look forward to seeing you in...





