Welcome to the Fall Issue!

We recently established an awards program for staff members in the Center for Student Success to recognize the contributions and hard work that happens in our unit every day. One of these awards is a lapel pin with an artistic representation of a globe and the words “Making a World of Difference” surrounding it. Walden students are a big part of this award, as our goal in the center is to help students be successful in their programs so that they can change the world. Award winners Sarah and Beth taught students the writing skills they needed, so they could get their degrees and move forward to be that change. That’s the kind of work that goes on in our center at every level. Whether it’s Career Services, the Writing Center, the Academic Skills Center, or the Library, we know that the support we give to students results in a world of difference. In this issue, you’ll see that our staff also use their talents in the volunteer work they do in their communities, making a difference to at-risk youth, families in crisis, the hungry, and the homeless. I’d like to take this opportunity to publicly thank all the members of the Center for Student Success. They make a difference every day to the lives of our students and to their communities. If you have a few minutes, please reach out to your CSS staff member and say thanks for all they do!

Susanna L. Davidsen  
Executive Director  
Center for Student Success
Staff Spotlight: Nicolle Skalski, Career Services

Please describe your primary role at Walden.

As a Senior Career Services Advisor, I provide comprehensive career management resources and advice via one-on-one phone advising appointments, website resources, and webinars. I also attend academic residencies where I deliver career management and LinkedIn workshops and provide one-on-one advising. As the Career Services webinar coordinator, I collaborate frequently with faculty from different programs to develop webinars on hot career-related topics. As the OptimalResume system manager, I work with faculty to incorporate customized resumes and e-portfolios in the classroom.

What is your favorite part about your job?

I enjoy hearing the heartwarming career success stories from students who have utilized our career advice and resources to make a difference in their professional lives.

What do you do when you’re not working?

In my free time, I enjoy Zumba, walking around Lake Harriet with my dog, Lia, and traveling just about anywhere.

If you could offer one helpful tip to Walden faculty, what would it be?

View our Faculty Resources Page on the Career Services website.

How Can You Use Your Field In Service?
The Writing Center and Academic Skills Center

Karen Milheim, Academic Skills Center:

My early career in the human resources field has been an immense influence on my role in the Academic Skills Center and related service work in the community. I’m always interested in helping others achieve success in their academic programs and professional careers. This interest has extended to my work with a local women’s shelter, where I organized an upstairs loft space into a mini job center that houses computers, career-related books, and office supplies. The space gives residents a quiet, designated space to go to while they look for work, enabling them to transition to their own homes once they’ve found viable employment.

Beth Nastachowski, Writing Center:

When we talk about social change, we often talk about it in terms of things that we do: volunteer at a food pantry, for instance, or enact policy changes. Actions are, of course, an important part of social change (we want to actually accomplish something!), but another component of social change is articulating your vision for social change and convincing others of that vision. In this sense, writing becomes a powerful tool for articulating your vision of social change to an audience. The act of writing itself will help you explore and generate ideas. Additionally, sharing your writing with others through newsletters, op-eds, blogs, or published articles will help you spread your vision for social change to a wider audience, allowing others to join your pursuit and vision of social change. Interested in learning more about how writing can help you develop and articulate your vision for social change? Attend the Writing Center’s webinar Writing for Social Change: Exploring Perspectives in October.
Career Services Launches Its Faculty Page and Faculty Answers

Did you know that the Career Services Center offers a vast array of resources for career transition, promotion, and advancement? We recently launched a new Career Services Faculty page to help you maximize our offerings in supporting learners’ evolving career needs.

What can you find on the Career Services Faculty page? We feature top 10 career resources for faculty, classroom announcements to share with your students, and the Career Services Newsflash to help you stay informed on our webinars and other updates.

How else can you access Career Services at your fingertips? Career Services joined Faculty Answers! The Faculty Answers search box is accessible through the Center of Faculty Excellence’s Faculty Resources page. Simply type in career-related keywords such as job search, resume, Doctoral Webinar Series, or career management and the system will generate answers for you.

External Review Team Ranks Walden University Career Services Center “In Top 1% of Career Services Operations of its Size and Type”

Did you know that the Career Services Center reached more than 112,000 touch points with students and alumni in 2014?

The past 3 years, we have been conducting a co-curricular review to study our metrics and find new ways to reach more students and alumni. This project culminated in our writing a 75-page report and a visit to Minneapolis by two external reviewers from the East Coast, experts in career development in higher education.

The reviewers read our co-curricular review report and conducted extensive interviews, which included Walden faculty, staff, students, and alumni. They were impressed with our expansive reach with students and alumni, given our staff of five. To quote their report, “The reviewers were very impressed with Walden University’s Career Services operation and in our opinion, think it ranks in the top 1% of career services operations of its size and type.”

Congratulations Nicolle!

Nicolle Skalski has been promoted to Senior Career Services Advisor for her terrific work on our career webinars and managing our OptimalResume system. See her staff profile in this issue to learn more about her impressive work!

How Can You Use Your Field In Service?

The Library

Walden’s librarians use their gifts in a variety of ways. Michelle Hajder has been caring for animals in the mammal and avian nurseries at the Wildlife Rehabilitation Center of Minnesota. During the spring, Lynn VanLeer volunteered twice a week with Reading Partners at a local elementary school. Erin Gabrielson says, "I volunteer at a local branch of the Multnomah County Public Library in their computer lab. It's great to offer my experience in giving friendly service to patrons with computer questions for public library users of all ages!"
Note from Our Director

As many of you have heard by now, the Writing Center is indeed growing. In fact, as I write this, we’re onboarding six new staff members and actively searching for 14 (!) more. Many thanks to President Kaplan and our vice presidents for their continued support of our center and the students and faculty we serve.

So what does this mean for you? Between now and December, perhaps not much. We’ll be training staff during this time, ensuring that the support they offer aligns with our own internal best practices. The availability of our primary services—paper reviews and the form and style review—may not change immediately.

Ringing in the new year, however, should be exciting. With most incoming staff fully trained, our paper review service should be far more accessible to students. In fact, it’s my hope that we’ll have tripled its availability by January. We’ll also be able to work more regularly with students, which should foster and encourage iterative and revision-focused writing practices. Additionally, form and style reviews should no longer be processed beyond our initial 14-day turnaround time. As some committees and chairs have seen over the last few months, we’ve had to delay reviews when at capacity.

We will continue to update you all as we head into this new and exciting year, when our center will be more accessible than ever.

New Hires

In September, we welcomed 7 new dissertation editors and 2 new writing instructors, the first wave of several cohorts we will be hiring throughout the fall. Get to know our new staff (and those of us who’ve been around a while!) on our Meet Our Staff page.

Library

Library News

The Walden Library is starting off autumn in the northern hemisphere with some big changes. Sue Davidsen, the former Library Director, has been named University Librarian. Michelle Hajder will be serving as the Associate Director for Collections, Technology, and Innovation, while Kerry Sullivan will be Associate Director for Reference, Instruction, and Outreach. A new structure has been put in place to improve our workflow, and we’ve reset our priorities to make improvements to our support for you and your students. Faculty will start seeing outreach from our subject specialists within the next few months. As always, you can reach the library through our role account at library@waldenu.edu or use the Ask a Librarian form at our website.

New Reference Manager

Meet our new Reference Manager, Kristina Green. Kristina joined the Walden Library last month and has already made an impact on our reference service. Kristina has been involved in libraries over the last 13 years and recently joined Walden as a remote librarian from another online university, where she spent 11 years. Her new role with the Walden Library primarily involves administering policies and procedures for the reference staff, collaborating with staff on various reference statistics, and ensuring best practices in implementing instruction into the reference service. In her free time, she enjoys attempting to cook while simultaneously trying not to set her kitchen on fire, hiking and camping in the great outdoors, vigorously following college basketball, and listening to satirical podcasts.
New Service: Microsoft Office Software Support

The Academic Skills Center (ASC) at Walden is pleased to announce an expansion to our Microsoft Office software support. The ASC now offers Walden students instructional resources and live, synchronous tutoring support in MS Word and PowerPoint software.

Tutors can assist students in areas such as
- Formatting course papers and dissertation/doctoral study drafts in MS Word;
- Learning shortcuts to use MS Word software more efficiently;
- Understanding basic features and functions in MS Word and PowerPoint;
- Creating professional, clean presentations for academic coursework; and
- Locating instructional resources and tutorials on the ASC’s website.

To access tutors and resources, students can:

- E-mail the ASC team at WordSupport@Waldenu.edu. A tutor should respond within 24 hours.
- Set up a free, one-on-one tutoring session with any of our tutors for individualized, synchronous help (see our tutoring schedule for details). Setting up an appointment only takes a few minutes; students may set up an appointment up to 10 days in advance.
- Do your students prefer self-paced tutorials? Check out our newly designed and updated MS Word Resources pages with tutorials on the most frequently asked questions about using MS Word.

We are eager to help your students, so please share details about this new service with them. For more information, e-mail the Academic Skills Center at ASCTutoring@Waldenu.edu.

Staff Additions and Changes

The Academic Skills Center welcomes two new Graduate Assistants to our team: Christine Dorley, a new graduate assistant tutor in statistics and math support, holds a bachelor’s degree in Medical Technology from Western Kentucky University and a master’s degree in Public Service Management from Cumberland University. She currently works for a public health laboratory in Tennessee. LaDonna Cottrell, a graduate assistant tutor and instructional designer in Microsoft Office software support, works with high school students creating curriculum for elective courses. As an instructional designer, she has created training material for all services of the armed forces and takes pleasure in being creative while helping others learn. As she transitions into the field of social work, she hopes to carry on the spirit of helping others who need assistance, preferably among elderly populations.

Congratulations to Kim Palermo-Kielb, who was recently promoted to a full-time position in the Academic Skills Center. In her new role as Coordinator of Instructional Support, Kim will continue to work closely with the graduate assistant tutoring staff in areas related to training, reporting, and daily operations. Also, Kim will expand her role and become more involved with quality and process improvement and program design. Kim is based in Long Island, New York and is currently a doctoral student in the research psychology PhD program.
Quick Answers Offers New Look, Enhanced Features, and Expanded Content!

Walden has implemented several upgrades to the Quick Answers website in order to improve the student learning experience. We are encouraging students to use this resource as their first stop for answers to hundreds of common questions. New features include:

- An updated look and feel
- A more intuitive user interface, including a new drop-down menu
- Rich, relevant new content covering topics ranging from financial aid to peer reviews

Students will find the Quick Answers icon on the “Student Life” tab of their myWalden student portal whenever they need information quickly.

Quick Answers topics are curated by each department to make sure students are receiving accurate information. Although this resource does not replace our Student Support Team, it provides another layer of help that is available day or night. Please take a moment to visit the Quick Answers website and see what’s new at academicanswers.waldenu.edu. We also encourage you to share the link with your students.

Upcoming Webinars

**Academic Skills Center**

Non-Parametric Tests
Thursday, November 12, from 8 to 9 p.m. Eastern
Saturday, November 14, from 10 to 11 a.m. Eastern

**Career Services**

Career Services Overview
Monday, October 19, from 4–4:30 p.m. Eastern
Influencing Others without Formal Authority
Tuesday, October 20, from 7–8 p.m. Eastern
Branding with LinkedIn
Thursday, October 22, from 6–7 p.m. Eastern
Career Services Overview
Wednesday, October 28, from 6–6:30 p.m. Eastern

**Library**

Library Tips for the Literature Review
Tuesday, October 27, 9 to 10 p.m. Eastern
Tests & Measures
Thursday, November 19, 9 to 10 p.m. Eastern

**Writing Center**

October
Writing for Social Change: Exploring Perspectives
Wednesday, October 14, from 5 to 6 p.m. Eastern
Practical Skills: Writing Strong Thesis Statements
Thursday, October 22, from 12 to 1 p.m. Eastern

November
Practical Skills: Paraphrasing Source Information
Thursday, November 5, from 4 to 5 p.m. Eastern
APA Citations Part 2: Nontraditional Sources
Wednesday, November 11, from 6 to 7 p.m. Eastern
Revising, Proofing, and Reflecting on Your Writing
Thursday, November 19, from 12 to 1 p.m. Eastern

How Can You Use Your Field In Service?

Career Services

How does the Career Services Center team use their expertise to promote social change through local and professional communities? In August, Career Services team members volunteered at Cookie Cart, a nonprofit organization that teaches work-related skills to urban youth. We coached “interviewees” on interviewing skills and professionalism through a face-to-face mock interview process. Similar to our Walden students, the youth gained confidence and skills to shine during their next interview.