Welcome to the Spring Issue!

“You don't drown by falling in the water; you drown by staying there.”

― Edwin Louis Cole

Many of us, when we feel overwhelmed in life, use the metaphor of drowning. “I'm drowning in a sea of paperwork!” “I have so much work, I feel like I'm drowning.” “I'm drowning in an ocean of data.” As you watch the students who work and go to school, you can see when they start to struggle. Add in a family, civic responsibility, and personal challenges and you have one overwhelmed human being. It's only natural.

The Center for Student Success can be a hand that pulls them out of the water; we don't want them staying there! Whether it's one of our live or archived webinars, our classes, or the tutorials and help pages on our websites, we can help you get them back onto dry land. Check out our great lifesaving tips in this newsletter.

Susanna L. Davidsen

Executive Director
Center for Student Success
Staff Spotlight

Please describe your primary role at Walden.

My primary role is to teach information literacy and research skills to students.

How do you support students at Walden?

I create instructional materials, from course pages to interactive tutorials, so that students can find what they need to do their coursework. I also answer reference questions from students via the Ask a Librarian service, which includes phone calls and e-mails.

What is your favorite part about your job?

I love teaching and working front line with students. Developing instructional materials is a creative outlet, which is also something I love having at work. My job at Walden is a great combination of these.

What do you do when you’re not working?

I belong to several knitting groups, I volunteer, and I travel as much as possible. Right now, I’m in a MOOC called “Archeology’s Dirty Little Secrets.” My children are grown, so it’s been fun trying new things since I find myself with free time for the first time in decades.

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

Don’t be afraid to ask questions. There are legions of people at Walden who are here to help. Also, send your students to the library, especially if you’re tired of seeing questionable citations in student work.

Academic Skills Center

The Center for Student Success wants to help students improve their writing and APA skills. For a limited time we are offering a special, reduced rate on select WCSS courses.

For the April 14, 2014 mid-spring quarter start, students can take the following course for $150:

Note: This course is for quarter-based Master’s and doctoral level students.

- A Practical Course in APA Style (WCSS 3200, quarter-based, 4 weeks, 1.5 credits)
For the **May 5, 2014** summer semester start, students can take the following courses for $150:

**Note:** These courses are for semester-based Master’s and doctoral level students.

- Grad Writing I: Evaluative composition skills (WCSS 6010, semester-based, 8 weeks, 1 credit)
- Grad Writing II: Persuasive composition skills (WCSS 6011, semester-based, 8 weeks, 1 credit)
- A Practical Course in APA Style (WCSS 3201, semester-based, 4 weeks, 1 credit)

Please note: There is limited availability for these courses. Space is available on a first-come, first-served basis. Students must send an [e-mail to their academic advisor](mailto:wcsscourses@waldenu.edu) to register.

All non-registration-related student, faculty, and staff questions regarding these courses should be directed to wcsscourses@waldenu.edu.

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**Career Services**

**Career Services Announces Doctoral Webinar Series**

Are your doctoral students looking for ways to take their career to the next level? The Walden Career Services Center, drawing on the knowledge and experience of Walden faculty experts, has developed a series of webinars that will arm doctoral students with the career knowledge, tips, and strategies to assist them with creating a solid CV, building their academic reputation, seeking a position in higher education, and getting published. Send them [here](mailto:) to get started!

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**LIFESAVER**

From the Career Services Center:

Use **OptimalResume** to create, enhance, and house your career marketing materials.
Disability Services

A tool used by a growing number of Walden students and faculty is voice recognition software (you talk, it types). Users of this software sometimes have documented disabilities, but many others use it to reduce muscle strain caused by extensive typing.

Many word processing packages used in newer computers have built-in speech to text capability. Check your software by searching “accessibility” in the “help” menu. Most students who report using voice recognition software use Dragon Naturally Speaking, which can be purchased online or in almost any store that sells office software. The more you use the software, the more efficient the process becomes as the software learns to recognize your speech patterns and accent.

Most of our students who purchase voice recognition software use it to “dump text,” meaning that they open a blank Microsoft Word document and “talk” in their material. Then, later, they use their hands to clean up the text, format it, and cut and paste it into the online discussion page or assignment dropbox. People with quadriplegia can use the same software to do everything from turning the computer on and off to complicated library searches and internet surfing, as well as navigating through the online class.

If voice recognition software does not fit into your budget, try exploring these do-it-yourself (DIY) alternatives.

Library

The Library is pleased to announce the addition of two new librarians: Heather Westerlund and Audrey Butlett!

Heather is our new IT Manager, and she is responsible for making sure the library doesn’t come crashing down around us. She received her MLIS from St. Catherine University in 2013, and she previously worked as the Database Manager and Business Analyst at the Ordway Center for the Performing Arts.

Audrey has joined the ranks of our elite reference librarians, and she is already hard at work improving the lives of our students. Audrey received her MLIS from St. Catherine University in 2012, and she previously worked as a librarian at North Hennepin Community College. Join us in welcoming Heather and Audrey to the CSS team!
May Junto

In May, the Center for Faculty Excellence (CFE) will be offering a Junto: *Information Literacy by Stealth*. In this Junto, Jennie Ver Steeg, Director of Library Services, will facilitate a discussion on one of Walden’s graduation outcomes: that our graduates will demonstrate information literacy; know when there is a need for information; and be able to identify, locate, evaluate, and effectively use that information for the issue or problem at hand. The Walden Junto is a short-term, small, facilitated discussion group delivered in a hybrid approach, and this session will begin on May 12.

In this group, participants will examine the relationship between assignment outcome, course outcome, program outcome, and graduation outcome. The group will also identify ways that instructors in all roles can contribute to our graduates’ information literacy. In the information age, those lacking these skills cannot possibly effect social change—an issue important to Walden’s mission. Given this, the following questions will be addressed: Do we buy that information literacy is a valid concept? Who “owns” information literacy? How can faculty contribute to students’ development of information literacy, in any course or program? Finally, the group will brainstorm ways to assess it and know it when we see it. For registration or for other information, e-mail facultyquality@waldenu.edu.

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**Writing Center**

New Scheduling System

The Walden University Writing Center is excited to announce the May 2014 launching of myPASS, a brand-new paper review scheduling system that will significantly improve student experience in searching for and reserving appointments.
Based on the valuable input we have received from Walden students and faculty, the new system will allow students to

- search for open paper review appointments through a more organized, user-friendly interface;
- join a waiting list for open appointments;
- access the schedule via most mobile devices;
- attach their paper and provide review preferences within a single system; and
- view bios of each writing instructor to gauge their specialties and interests.

myPASS is designed to make the paper review registration process as streamlined as possible. If you have any questions regarding this new system, please contact us at writingsupport@waldenu.edu. We welcome your feedback and suggestions!

Welcome AWAs!

The Writing Center recently hired six graduate students as Administrative Writing Assistants (AWA) to respond to student queries and assist with various projects. We are so pleased to have the following students on staff:

**Al Muftua Adeite**, pursuing an M.A. in Healthcare Administration

**Alexis Stinson**, pursuing an M.S. in Higher Education

**Olawunmi Obisesan**, pursuing a Ph.D. in Public Health-Epidemiology

**Ryan Henson**, pursuing an Ed.S. in College Teaching and Learning

**Ashley Hill**, pursuing a Ph.D. Public Health-Epidemiology

**Vicki Ann Guerra-Vasquez**, pursuing a Ph.D. in Public Health-Epidemiology

To learn more about them, please visit the Meet the Administrative Writing Assistants page on our website and the Meet the AWAs! blog post.

Welcome, Basil Considine and Dayna Herrington!

The Writing Center editor team welcomes two new editors, Basil Considine, Ph.D., and Dayna Herrington, M.A. Both have already made great contributions to the team with their breadth of expertise and wealth of experience.

Basil joined the team in December, trading the tropical paradise of the island of Mauritius for not-so-balmy Minneapolis. A scholar, composer, and playwright, he holds a Ph.D. in Music and Drama from Boston University (BU), an M.T.S. in Sacred Music from BU, and a B.A. in Music and Theatre from the University of San Diego. He has worked in distance education since 2002 and has taught courses in music, research methods, and writing at Boston University.
He was also a Senior Graduate Writing Tutor and ESL Specialist at BU’s College of Arts & Sciences Writing Center. As a Walden editor, Basil conducts form and style reviews, works with students through the editors’ developmental editing service, participates in webinar presentation and facilitation, and offers his less-than-tech-savvy colleagues valuable expertise and fixes that would otherwise elude us. He will be staffing residencies and capstone intensive retreats later this year. Outside of Walden, Basil is an active music and theater professional.

Dayna joined the team in early March. She earned a B.A. in English (emphasis in Creative Writing) and French from St. Cloud State University, MN. She also has an M.A. in French and an M.A. in English (with an emphasis in TESOL), both from Bowling Green State University, OH. She has over 10 years of full-time experience teaching writing, spoken language, and pedagogy courses to both undergraduate and graduate students. Dayna has also taught English abroad in Brussels, Belgium and Wuhan, China and has studied abroad in France and in Burkina Faso, West Africa. As our very newest editor, she conducts form and style reviews and works with students in the developmental editing service. In her free time, she enjoys camping, traveling, competitive swimming, and keeping up with her two children. She lives in Afton, MN.

**LIFESAVER**

From the Writing Center:

Our students have really loved learning keyboard shortcuts to help them conform to APA style layout. For instance, CRTL+T will automatically create a hanging indent for reference entries. [This link](#) has a few more to get them started.

**Webinars**

**Center for Student Success**

View [this page](#) for the latest upcoming CSS webinars for Walden faculty, as well as the webinar archive found at the [Walden Faculty Toolbox](#). Student-oriented webinars are listed on the [CSS homepage](#) under the heading, “CSS Webinar Schedule.”
Library

Students can stay tuned to this page for upcoming Library webinars and archives!

Career Services

Students can visit the Career Services Center’s homepage (in the left-middle) for current webinar listings. Also, students may see the Career Webinars page to view archived webinars on a variety of topics.

Writing Center

Students can stay tuned to this page for live and archived Writing Center sessions, and faculty sessions are listed here.

Conferences/Publications

Two Writing Center staff members have recently published! Writing Instructor Nathan Sacks's young adult novel, The Big Fix (Bareknuckle) came out on January 1st. Writing Instructor and Coordinator for WCSS Courses Shawn Picht contributed a chapter titled “Normalizing Islam: Representations of the Good and Bad Muslim in Khaled Hosseini’s Novel, The Kite Runner” to the book Muslims and American Popular Culture.

In February, Librarian Emily Adams attended the PubMed® for Trainers course put on by the National Network of Libraries of Medicine (NN/LM). Emily learned a lot about PubMed® during the training, and she also picked up some good tips on how to be a more effective presenter. Go, Emily!

Carolyn Roney, Director of Disability Services, copresented with Gina Dyson, Director of Student Affairs and Academic Integrity at the annual conference of the International Center for Academic Integrity (ICIA) in Jacksonville, Florida. Their March presentation was titled, “Disabilities as a Defense for Online Academic Integrity and Conduct Violations” and enjoyed positive reviews.