Welcome to the Winter Issue!

We’ve all had them: small moments of triumph. Some of us more profoundly than others, perhaps, but we all overcame something in our lives and made it to Walden University! Sometimes life takes a detour and our plans don’t work out the way we thought they would. Family, friends, and our own resolve step in to help. While these detours can discourage us and make us question whether we want to stay on that plan, we often find ourselves stronger and wiser in the end. And our hearts are more open to others who later need our help to get back on track or work through a difficult time.

This issue of our newsletter is full of examples of students who experienced moments of success by getting help from the experts in our center. We have experienced, dedicated staff who make helping your students be successful their priority, whether it be in writing and math instruction, researching, planning a career, and, now, through our newest department, services to our students who are challenged by disabilities.

Encourage your students to take advantage of our help, whether it’s a writing course, online math help, library resources, a career webinar, or contact with our Disability Services office. We can help them have a moment of success that might just lead to a lifetime of helping others find theirs.

Susanna L. Davidsen
Executive Director
Center for Student Success
Staff Spotlight

Please describe your primary role at Walden.

My primary role at Walden University is to help serve students who have disabilities and ensure they have the opportunity to succeed here. I also work with students on-site at residencies, meetings, and commencements to help them have an overall great experience. Our department also works closely with the academic advising team, faculty, and the bursar’s office to address petitions in reviewing medical documentation for various reasons.

How do you support students at Walden?

I support students in a variety of ways, including arranging accommodations for them online and on-site, working with faculty, providing alternate resources for books, and providing any other accommodations necessary to help students with disabilities earn the degree they are working toward.

What is your favorite part about your job?

My favorite part of my job is to see students succeed in a great educational environment, no matter what their limitations are. I enjoy traveling to residencies and working with students in person. I also attend every commencement, and seeing students graduate speaks volumes to the work we all do at Walden.

What do you do when you’re not working?

When I’m not working, I enjoy having dinner parties or enjoying a good concert with friends and family. I am a very active person, so I enjoy fitness in a variety of ways, including biking, swimming, boxing, yoga, and anything new I can find. I am also finishing my doctorate at this time.

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

Our faculty members do a great job of working with students, especially when students have outside difficulties impacting their courses. My advice for faculty would be to stay in touch with students and communicate as much as possible with them to ensure they can be successful.
Academic Skills Center

Upgraded Student Readiness Orientation

The upgraded graduate Student Readiness Orientation (SRO) rolled out for new students on 12/3/13 for the 1/7/14 term start. There are six modules in the new SRO:

1. Getting started
2. The online classroom
3. Technology
4. Support resources
5. Finances
6. Information for international students

Each of these modules is comprised of an introduction, self-check (pre-assessment), resources section, optional learn more section, and a readiness check (post-assessment). If you would like to see more, please watch our brief tutorial on the new grad SRO: http://www.screencast.com/t/orPfHZMdVF.

There will also be a new module for international students added to the existing undergraduate SRO. This will roll out on 1/4/14 for the 3/3/14 term start. This module will look much like the international students module in the new graduate SRO.

Finally, an e-Guide companion to the SRO launched on 12/3. The e-Guide provides students access to the information in the SRO throughout their career at Walden. The e-Guide contains not only the information found in the new SRO, but also additional information. Please watch our brief tutorial on the new e-Guide: http://screencast.com/t/4oZT9Hxp7.

If you have any questions about the new graduate SRO, the new module for the undergrad SRO, or the e-Guide, please e-mail us at sro@waldenu.edu.

Career Services

Making 2014 a Year for Meaningful Connections

In career advising, we encourage students to “get connected.” Personal connections are still the most effective way to advance one’s career and land a job. Job hunters frequently say, “I’ve sent my resume to numerous employers. Why aren’t I getting any calls?” As you faculty are well aware, although we live in an age of online applications, meaningful face-to-face connections are still vital in changing jobs and careers.

Therefore, we are asking students to think hard about how they will forge meaningful connections in 2014. In particular, we invite them to take our Career Services challenge, by scheduling a face-to-face or a telephone
conversation with someone new for each month this year. A student might reach out to someone from a professional association, someone on LinkedIn, or even someone in a Meetup group. In any case, students should ask good questions to learn about their interests and passions, both inside and beyond their work. We think students will be pleasantly surprised by where their efforts lead them. We hope 2014 is a year filled with meaningful connections!

Paying It Forward in Our Community

In the spirit of the holidays, the Career Services Center team and Carolyn Roney, Director of Disability Services, volunteered in early December to serve lunch at the Harbor Light Center located in downtown Minneapolis. The Harbor Light Center, operated by the Salvation Army, is the largest shelter serving homeless adults in the state of Minnesota.

When signing up to volunteer, we were informed the center was in dire need of winter weather gear. We sent out an e-mail inviting Walden staff to donate winter clothing, and the response was overwhelming! We delivered two car trunks full of winter wear to the center that day. The shelter staff was very pleased with the remarkable size of our donation. It was great to “pay it forward” in the spirit of the holiday season and support Walden’s mission of service and positive social change.

MOMENT OF SUCCESS

From Career Services: A recent Mental Health counseling graduate worked with Career Services advisor Dina Bergren through a series of individualized career advising appointments over a 5-month period. During that time, Dina helped her to strengthen her resume, review interviewing etiquette, and practice salary negotiation. Armed with the right attitude and a diverse tool kit of skills gained through her work with Career Services, the graduate landed a full-time master’s-level position as a mental health counselor with an outpatient clinic. Congratulations!

Library

New Staff Member: Welcome Anne Rojas!

We in the library are pleased to welcome our new liaison librarian Anne Rojas. It’s her first day as I’m writing this! Anne holds a MLIS from Dominican University and a B.A. in International Relations and Spanish Literature from the University of Minnesota. Anne previously worked as a
Campus and a Distance Librarian for National American University. We were very impressed with her presentation during her interview; we look forward to her use of humor in instruction! Anne is also a 2014 candidate for a member-at-large position on the board of the Minnesota Library Association Academic and Research Libraries Division (ARLD). We're rooting for her and look forward to her being our “ears” in the ARLD. Welcome, Anne!

**Moment of Success**

From the Library: Last year we assisted a student who was having trouble finding recently published articles and was generally frustrated with the library databases. After a couple conversations, the student learned a set of skills to use when looking for recent articles and was much more successful at research.

**Writing Center**

**Welcome, Shawn!**

Shawn Picht recently joined the Writing Center Instructor team in a hybrid position with the Academic Skills Center. Shawn comes to us with a B.A. in marketing from Minnesota State University-Mankato and an M.A. in English from the University of St. Thomas. He has a great deal of experience teaching, tutoring, and creating curriculum, and he is excited to be working with Walden students, staff, and faculty. Shawn likes to travel (ask him about the 5 months he spent living and working in an Italian hostel), jump rope, and spend time with his daughter. Please help us in welcoming Shawn to the team!

**Technology and Education Conference**

Following a presentation at the Sloan C International Conference on Online Learning in November, Writing Center Writing Instructors Anne Shiell, Brittany Kallman Arneson, and Nikolas Nadeau are busy preparing new episodes for the return of the WriteCast: A Casual Conversation for Serious Writers podcast on academic writing in January. Direct your students to stream or download new and old episodes from the podcast page on the Walden Writing Center blog, or to search for “WriteCast” in iTunes. Our next episode, on critical reading, will be available on January 15. Mid-February, we’ll feature an interview with Amy Kubista, Ed.D. student and manager of writing instructional services in the Writing Center.
Adobe Connect

In an effort to increase engagement and the functionality of our synchronous student services, like webinars and group tutoring, the Library, Writing Center, and Career Services Center will begin using Adobe Connect in February. Adobe Connect is a robust web conferencing software that allows increased interaction between staff and students during synchronous events.

With Adobe Connect, students will now be able to

- chat with other students during webinars and group tutoring,
- access PowerPoint slides, handouts, and links directly from the webinar, and
- take notes during the webinar without leaving the webinar screen.

The recordings of webinars will also be enhanced, as students will now be able to

- see all student comments along with the presenter’s screen,
- access PowerPoint slides, handouts, and links directly from the recorded webinar, and
- participate in all poll and quiz questions.

Students who prefer to use their mobile devices (including iOS and Android) can download Adobe Connect’s free app in their tablet or smartphone store.

All of these advantages of Connect will also be available to you as faculty when you attend Center for Student Success events. If you have any questions about the switch to Adobe Connect for students, please contact the Writing Center’s Webinar Coordinator at Beth.Oyler@waldenu.edu; if you have questions about this switch for faculty, contact the Writing Center’s Manager of Program Outreach and Faculty Support at Amber.Cook@waldenu.edu.

We are excited to offer this enhanced student and faculty experience in 2014, and look forward to working with you and your students in the future!

**MOMENT OF SUCCESS**

From the Writing Center: We met a 2010 Ph.D. student, now a university professor, at the Sloan C International Consortium on Online Learning and enjoyed hearing how valuable she found the Writing Center’s services during her time at Walden.
Publications


Conferences

Lisa Raymond and Erin Brothen will be panelists at a Rapid Fire session titled “Rapid fire: Wow! Your library created that?” at the annual *Computers in Libraries* conference in April. They will be discussing Walden’s Quick Answers service.

Several CSS staff members presented at the January 2014 National Faculty Meeting in Orlando:

- **Tobias Ball and Kelly Chermack**, *Developmental editing: Knowing when it’s time to cooperate with the Walden editors*

- **Rachel Grammer**, with Lyda Downs (CFE) and Tammy Shaffer (faculty), *Ready, set, grade! And (mis)understanding plagiarism: Definitions in the gray area*

- **Amber Cook**, with Heather Miller, Loriann Stretch, and Karae Carey (faculty), *Building community and creating excellence: Perspectives to help foster positive faculty relationships*

- **Brian Timmerman and Amber Cook**, *My academic support wish list* (a breakfast roundtable discussion)

- **Jennie Ver Steeg**, “*If information literacy falls in the forest...*” (a breakfast roundtable discussion)
Webinars

CSS

Introduction to the Center for Student Success
- Thursday, February 13 from Noon to 1:00 p.m. Eastern (faculty version)
- Monday, February 24 from 1 to 2 p.m. Eastern (student version)

Library

Stay tuned to this page for upcoming Library webinars and archives!

Career Services

Strategies for Getting a Job Teaching in Higher Education
- Thursday, January 23 from 12 to 1 p.m. Eastern

Writing Center

Life Cycle of a Paper
- Tuesday, January 21, from 1:00 to 2:00 p.m. Eastern

Stay tuned to this page for additional live and archived Writing Center sessions, and contact wcwebinars@waldenu.edu to be added to a weekly digest of student webinar opportunities.

Stay tuned to this page for additional live and archived Writing Center sessions for faculty!