Welcome to the Fall Issue!

Susanna Davidsen | Executive Director

“I’m writing a book. I’ve got the page numbers done.”

-- Steven Wright

If you look at the work of the Center for Student Success (CSS), you probably think we work with words—and we do. We help students write words, hear words, find descriptive action words, and search for words. Many of us are active writers, deliberate readers, students, and reviewers. But we’re not just about words; we’re about numbers, too. Here are some of our more interesting numbers:

- Over 13,000 students a month contact us for help
- We average more than 300,000 website hits/month
- Our Career Services Linked in group has 1,500+ students in the community
- Students download an average of half a million items from the library each month

This past September, as part of our CSS Kickstart month, we launched SPSS Statistics Labs to help students download and install the SPSS statistical software package. (If you missed those labs, see our website for the archives: http://css.waldenu.edu/1330.htm). CSS, through the Academic Skills Center, has peer mentors in many statistics courses to provide one on one and group tutoring. Visit us on the web to see all the ways we can help you with words and numbers: http://css.waldenu.edu

I also want to take this opportunity to welcome Disability Services to CSS! Senior Director Carolyn Roney, Manager Carl Schlessner, and Coordinator Amy Zafinandro are the team that serves our Walden students in this area. Though small in size, this team supports important student needs across the university. We’re proud to have them as part of our Center.

Susanna L. Davidsen

Executive Director
Center for Student Success
Staff Spotlight
Christy Fraenza | Senior Peer Mentor, Academic Skills Center

Please describe your primary role at Walden.

I am the Senior Peer Mentor within the Academic Skills Center. In this role, I ensure that our peer mentors have course access and the resources they need to help students in their assigned courses.

How do you support students at Walden?

I support our students by helping to train new peer mentors and provide them with the support they need to assist students. I also answer students’ questions regarding the peer mentor program and direct them to resources at Walden.

What is your favorite part about your job?

I really like the variety of activities in my position. I really enjoy teaching, so I love any opportunity to help our peer mentors or a student develop their skills. I also really enjoy assisting with research and developing best practices related to peer mentoring.

What do you do when you’re not working?

When I’m not working, I’m spending time with my four children and my husband. We love to go on family hikes with our two Siberian huskies on the many trails in our area.

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

I would encourage faculty members to direct students to all of the wonderful resources at the Center for Student Success.

Academic Skills Center

Welcome, Emily Dahlen!

The Academic Skills Center welcomes our new Associate Director for Student Learning, Emily Dahlen. Emily has worked as an academic advisor at the University of Minnesota and Capella University. She also chaired and was an active member of several institutional committees on student success initiatives, including academic advising, career counseling, orientation, and first-year experience. She successfully led the development of a job shadowing and mentoring program for new academic advisors and career counselors. Emily also comes with curriculum development and teaching experience from the University of California, Santa Barbara, where she completed her course work in the Ph.D. program in organizational communication. She plans to complete her dissertation by June 2014. In her role at Walden, Emily’s projects include the Student Readiness Orientation (SRO), the e-Guide (a supplement to the SRO), and the WCSS (student success) courses.
Did you know?

U.S. students can use a financial aid refund to pay for CSS academic support courses!

For more information, see a list of courses and financial aid help.

Career Services

Lisa Cook | Director of Career Services

Now Offering Skills Cafés

The Career Services Center is launching a new offering called Skills Cafés. Skills Cafés are monthly 30-minute webinars during which we offer a brief overview of content in a specific skill area and then focus on answering your specific questions. We started in August with Resume Café, which was very well received. We look forward to expanding to other skill areas including networking and branding, interviewing, and researching jobs and employers. Information on dates and times for our Skills Cafés will be posted on our website and sent to students via monthly Student Communications.

CareerBoost

The Career Services Center is developing brief recorded sessions on self-assessment, networking, researching jobs, and other topics. This series of tutorials, called CareerBoost, was developed with our MBA students in mind. However, many of these skills and strategies are general in nature and may be used by students in all programs. To view our first tutorial on self-assessment, please visit this link.

Did you know?

Our Walden University LinkedIn Group has more than 1,500 members, and OptimalResume has more than 4,000 registered users!
Disability Services

Carolyn Roney | Director of Disability Services

AHEAD Conference

All three members of the Disability Services team attended this year’s annual AHEAD conference. AHEAD is the Association of Higher Education and Disability, a professional organization for individuals involved in the development of policy and provision of quality services to meet the needs of persons with disabilities in higher education.

The conference offered newer staff members opportunities to learn about quality standards for disability service programs and about how those standards came to be. It offered sessions for more experienced staff members on recent court cases and changes in national legislation that will impact policy decisions in coming years. It challenged all members to continue efforts to make accessibility the responsibility of the entire university community because, in that ideal environment, disability services aren’t necessary. When everyone takes responsibility for a barrier-free environment, there is no need to accommodate disability.

As is always the case at AHEAD conferences, the most valuable outcome was networking with colleagues across the nation, who can relate to the challenges and benefits of supporting students with disabilities through their academic journeys. Walden’s Disability Services staff came back to the university with renewed enthusiasm for implementing social change by creating the best environment possible for our students with disabilities.

Lastly, just a note to Education faculty: AHEAD publishes the Journal of Postsecondary Education and Disability.

Did you know?

Did you know that free software can read aloud text and may help reduce eye fatigue? Google search “free text to speech software” or contact Disability Services for suggestions.

Library

Group Advising at the Library

The success of the Writing Center’s “Tutor Talk” sessions convinced the library to try a new advising model we’d been interested in for a long while: The Library is piloting group advising for DBA students working on the literature review. It is a chance for DBA students to get help planning research strategies, while getting personalized advice on a research topic.
Once students register for the group advising webinar, they receive a confirmation e-mail with more details about how to submit questions in advance to the CMT liaison librarian, Susan Stekel. In the live webinar, Susan demonstrates a useful research tip or technique, and then spends the rest of the session responding to student questions, which may address specific searches or search terms, or more general advice on the challenges of researching business and management topics. The group setting helps students learn from each other through the questions and issues shared by the group, while still receiving personalized responses to their own questions.

For more information about this session or to register for the webinar, see the Group Advising page on our Business & Management research page. For more information, contact the Library director, Jennie, at jennie.versteeg@waldenu.edu.

Did you know?
Did you know the library has a YouTube channel? Follow us here: http://www.youtube.com/user/WaldenULibrary

Writing Center

Welcome, Amy Lindquist!

Walden students now have the opportunity to work with the Writing Center’s newest writing instructor, Amy Lindquist. Amy has a bachelor’s degree in Spanish and business and a master’s degree in teaching English as a second language. Amy spent time studying and teaching in Chile and worked as a Fulbright English Teaching Assistant in Bulgaria. The Writing Center is thrilled to welcome her to the team!

Writing Center Coordinator Team

Several members of the Writing Center have moved into new positions overseeing specific writing support initiatives. In these roles, they will manage and provide vision for our services, from supporting undergraduate writers to coordinating our instruction at academic residencies, in addition to their existing instructional or editing roles. Meet our Coordinator team!
Did you know?
The Writing Center has an entire webpage dedicated to teaching how to write a strong paragraph: http://writingcenter.waldenu.edu/900.htm

Presentations

Cook, A., & Timmerman, B. (2013, August). *A spectrum of support: Using Walden’s Writing Center to encourage stronger student writing.* Presented at the Walden University National Faculty Meeting, Minneapolis, MN.

Downs, L., Shaffer, T., & Grammer, R. (2013, August). *Grade A tools: Prioritizing instruction and minimizing ranting.* Presented at the Walden University National Faculty Meeting, Minneapolis, MN.

Roney, C. (2013, August). *Serving students with psychiatric disabilities.* Presented at the Walden University National Faculty Meeting, Minneapolis, MN.

Shriram, D., & Cook, A. (2013, August). *Best practices for effective student writing development* [Round table discussion]. Presented at the Walden University National Faculty Meeting, Minneapolis, MN.

Librarians Michelle Hajder and Lisa Raymond will present a session entitled “Assessment case study: Two approaches to measuring the quality of library instruction” at the Minnesota Library Association 2013 Annual Conference in October.
Webinars

Library

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

Career Services

Targeting Temporary, Contract, and Virtual Opportunities
- Thursday, October 17, from 5 to 6 p.m. Eastern time

Strategic Volunteering for Career Success
- Wednesday, October 23, from 2 to 3 p.m. Eastern time

See this page for archives of past Career Services webinars!

Writing Center

Student webinars

Cohesion and Flow: Bringing Your Paper Together
- Tuesday, October 15, from 5 to 6 p.m. Eastern time

Form and Style Q&A with the Dissertation Editors
- Monday, October 28, from 1 to 2 p.m. Eastern time

TutorTalk: Group Advising for Undergraduates
- Sunday, October 13, from 6 to 7:30 p.m. Eastern time
- Sunday, October 27, from 6 to 7:30 p.m. Eastern time

See this page for additional live and archived Writing Center sessions!

Faculty webinars

Writing Center Resources for Undergraduate Students and Faculty
- Thursday, October 24 from Noon to 1 p.m. Eastern time

A Spectrum of Support: Using Walden’s Writing Center to Encourage Stronger Student Writing
- Thursday, November 7, from 7 to 8 p.m. Eastern time

Student Webinars and Course-Embedded Support
- Tuesday, November 19, from Noon to 1 p.m. Eastern time

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