



ADVISING NOTES: BY ADVISORS FOR ADVISORS

Fall 2019

New Feature - Trends in Advising Professional Development

Universal Design for Learning (UDL): Essential for Some, Beneficial for All

by Margaret MacKeverican, CLAS

The roots of Universal Design for Learning (UDL) lie in the principles of Universal Design, a movement in architecture and product development that aims to make places and things more accessible to individuals with disabilities. A major tenet of Universal Design is the idea that adaptations designed for people with disabilities tend to also benefit a variety of other users. For example, closed captions that are essential for the deaf and hard of hearing can also be used to support listening comprehension by viewers learning the language. This concept that everyone benefits when designs incorporate the needs of every user has become known as Universal Design. UDL extends this concept to education.

The UDL framework is grounded in three principles and calls for more varied and flexible ways to educate, including:

- Multiple means of representation – using a variety of methods to present information (the "what" of learning)
- Multiple means of action and expression – providing learners with alternative ways to act skillfully and demonstrate what they know (the "how" of learning)
- Multiple means of engagement – tapping into learners' interests by offering choices of content and tools; motivating learners by offering adjustable levels of challenge (the "why" of learning)

UDL offers a set of principles for designing curriculum that provides all individuals with equal opportunities to learn regardless of ability, disability, age, gender, culture, dependent-status, and linguistic background. In short, UDL is an approach to learning that addresses one of the primary barriers to learning: inflexible, one-size-fits-all

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curricula that builds unintentional barriers. As a result, a universally designed curriculum is proactively shaped to meet the needs of the greatest number of users first, which renders costly, time-consuming, and reactive changes to the curriculum unnecessary.

Anwar Thomas and Daniel Nyhof from Grand Rapids Community College argued the value of applying UDL to Academic Advising during their presentation “**Universal Design for Advising: Using Design Principles to Rethink Traditional Advising Services and Meet Diverse Needs**” at the 2019 International NACADA conference in Belgium. They stated that since colleges and universities serve an increasingly diverse population, effective advisors and advising programs must move beyond mere inclusion toward intentional practices that account for the needs of all students. They also suggest that, as advisors, we need to take practical steps to develop policy, procedures, and resources that address variability. As part of their presentation, Thomas and Nyhof provided a ***Universal Design for Advising Checklist***, adapted from Burgstahler, for ease of application. The checklist includes categories for practice and policy, staff, event planning, physical environments and products, and information resources and technology. The complete checklist can be found as an attachment to this newsletter, however a few examples of checklist items are:

- Do you offer flexible options to access advising services (i.e. virtual, phone, scheduled in-person appointments, drop-in advising)?
- Are advising office hours extended beyond the traditional work day?
- Do you use a variety of tools and strategies to teach students to monitor and track their progress independently?
- Do you use a variety of techniques to introduce new information, check for understanding, and help students synthesize information?
- Are workshops offered in a variety of times/locations/modalities?
- Are advising materials and resources accessible online?
- Are alternative formats available for printed materials (electronic, large print, braille, translations)?
- Are there private areas to discuss disability related or confidential issues?
- Is your waiting area child friendly?
- Do your waiting area and offices include a variety of seating options?

To learn more about UDL, please check out these additional resources:

Burgstahler, S. (n.d.). Equal Access: Universal Design of Advising. Retrieved June 1, 2019, from <https://www.washington.edu/doit/equal-access-universal-design-advising>. Bracken, S., & Novak, K. (2019). Transforming higher education through Universal Design for Learning: An international perspective. London: Routledge, Taylor & Francis Group

Burgstahler, S. (2013). Introduction to Universal Design in higher education. In Burgstahler, S. (Ed.). Universal Design in Higher Education: Promising practices. Seattle: DO-IT, University of Washington. Retrieved June 1, 2-19 from www.uw.edu/doit/UDHEpromisingpractices/part1.html

Higbee, J.L. and Goff, E. (Eds.) (2008). Pedagogy and Student Services for Institutional Transportation: Implementing Universal Design in Higher Education. Minneapolis, MN: University of Minnesota Printing Services. Retrieved from <https://files.eric.ed.gov/ED503835.pdg>

Thurmond, K., and Nutt, C. (2007). Academic advising syllabus: Advising as Teaching in action. Manhattan, KS: National Academic Advising Association

Advisor Spotlight

by Stacie Moser, CLAS

Many of you know Ranae Hamama as one of the driving forces behind Public Health, the third largest (and one of the fastest growing) major in the College of Liberal Arts and Sciences. With her kind disposition and sharp attention to detail, she has proved to be a vital asset in a program that has attracted more than 800 students. Tasked with student advising, updating transfer plans, and assisting with the program's practicum, Ranae is a continual advocate for her students.

As with many WSU advisors, Ranae began her career in education as an elementary school teacher, teaching fourth grade at Universal Learning Academy in Westland. She graduated from Madonna University with a Bachelor of Arts degree in Elementary Education and also holds a Master of Science degree in Educational Leadership. After a few years in teaching, Ranae returned to Madonna University to join the



admissions team. This was the beginning of her career in higher education, and after working directly with students for a few years, she knew academic advising would be an ideal career choice. In June 2015, she joined the Department of Economics at Wayne State University and eventually transitioned to the Department of Public Health in 2017.

Ranae's current activities include serving as communications chair for Wayne Women Lead, and as a council representative for the AAUP-AFT. Ranae has also presented at numerous advising conferences and recently attended the Michigan ACE conference in Lansing.

On a personal note, Ranae lives in West Bloomfield with her husband and sons: Dominic (5) and Roman (2). She enjoys photography and has excellent graphic design skills. On the weekends, you will probably find her at Costco sipping a cup of her favorite coffee!

Pre-Law Advising Services in the UAC

This fall, the University Advising Center is re-launching its pre-law advising services, complete with a new webpage (wayne.edu/advising/center/pre-law), appointment pathway on AdvisingWorks, and workshop offerings for students.

Similar to pre-med and other competitive graduate-level professional programs, the preparation for applying to law school requires support in numerous areas. This supplemental advising has always been a service within the University Advising Center, but will now have a stronger presence and broader outreach efforts. The UAC's main pre-law advisor, Arnelle Douglas, plans to offer two sequential workshops on writing the law application personal statement:

Workshop I (Purpose, Planning, and Outline) - Oct. 15, 2019, 3 PM, ASC Commons

Workshop II (Review and Refine) - Nov. 5, 2019, 3 PM, ASC Commons

Workshop RSVP: aa4633@wayne.edu

Arnelle also plans to work closely with the WSU Pre-law Student Association to promote his services and will also work with department advisors and Wayne Law administration to support students in both the current pre-law minor (CLAS) as well as the three new pre-law minors that will be offered beginning in 2020 through Wayne Law in partnership with CLAS, MISB, and the School of Social Work.

To schedule a pre-law advising appointment with Arnelle, students can go to advisingworks.wayne.edu and:

1. Select "advising" for appointment type
2. Choose #4 Supplemental Advising
3. Select "Pre-law"

Prospective students can contact the UAC at **577-2680** and request an appointment with Arnelle Douglas for pre-law advising.

Student Services Insider by Emily Reetz, College of Engineering WSU Student Service Center (SSC)

Latonia Garrett, Director of the Student Service Center (SSC) since February 2019, wants the campus community to know that the Student Service Center is “where solutions start for students.” The SSC specialists can resolve about 80% of student questions and are cross-trained across areas of records and registration, admissions and financial aid. The SSC is there to handle student comments, answer their questions and help them address hurdles.

The SSC is making a shift in mindset from being transactional to being relational. One way they are going to change that approach is the new furniture being installed on the first floor of the Welcome Center. Instead of looking like a waiting room, there will be tables where students can work while they wait and it will have a more modern look. As the Welcome Center exists not just to work with current students, but prospective students as well, the goal is to have more Wayne State spirit on the first floor of the building so that anyone who walks in knows where they are and that the building is full of proud Warriors.

Latonia would like advisors to encourage the students we work with to think of stopping by the SSC like they meet with us to discuss course selection. As we are sending

messages of student support, they are working to do the same. As a student might regularly look at their checking account, they should be regularly checking their financial aid status. You may consider reminding students when they meet with you each semester to stop by the SSC to make sure they are ready to register.

Advisors can help students be prepared to talk with an SSC specialist if we encourage them to investigate their issues first to the best of their ability so they can share what they have already done and the roadblocks they are encountering. Students should bring in as much information as they can and they are encouraged to ask questions if they don't understand something. There is no expectation that students understand everything before they walk into the Welcome Center. To help students

with their next steps after leaving the SSC as a last part of the conversation, specialists are asking students to fill out a “Top 5” sheet with their next five steps to get their issue(s) resolved.

If you are interested in staying up to date with the SSC, they have instituted a liaison

program which provides a monthly update with important dates (financial aid disbursement, add/drop deadlines, etc.). Contact Latonia Garrett (latonia.garrett@wayne.edu) directly and ask to be added to the list.



Have you heard about....



Dear Wayne State is a podcast hosted and created by Francesca (Frankee) Fernandes from the Academic Success Center and Kristin London from the Office of Multicultural Student Engagement. Both are

staff members at Wayne State, and feel strongly about connecting with the campus community. In their roles, Kristin and Frankee have the opportunity to work with many passionate students and staff members. The podcast was created in an effort to share amazing and important people with everyone on campus. The podcast interviews WSU students and staff to highlight the diversity, talents, skills, and drive that make Wayne State an exciting place to be. So far, aspiring doctors, Study Skills Specialists, administrators, coordinators, entrepreneurs, and artists have been featured. *Dear Wayne State* is for everyone, staff and students alike. Episodes average 30 min and can be listened to on any podcast app including Apple Podcasts and Spotify. New episodes are released every week. Let us know what you think! Email dearwaynestate@gmail.com.

WSU Parenthood Chronicles is an on-campus parenthood support group open to all WSU faculty and staff. Basically, this is a group that gets together to chat about questions you have, or advice you are seeking, in a safe space. It is open to parents of children of all ages or parents-to-be, or hopeful parents-to-be. The group meets on the first Wednesday of the month from 12—1 PM in 1600 UGL (the ASC Commons). In the past, the group had a topic of the month, but also left time for other questions or concerns. Meetings for this year are going to be:

Sept. 11, Oct. 2, Nov. 6, Dec. 4, Jan. 8, Feb. 5, March 4, April 1, May 6

Questions about the group can be sent to Rebecca Russell (eg4079@wayne.edu), Amanda Horwitz (fg8638@wayne.edu), or Cherise Frost (am4242@wayne.edu). No RSVP required.



Introductions by Margaret MacKeverican, CLAS

Daniel Lewis is one of the newest Academic Services Officers in the College of Education. He joined the WSU advising community in September 2018 and is coming up on his first year work anniversary.

Daniel grew up in Flint and graduated from Oakland University (OU) with a bachelor of science in health science in 2016. While pursuing his degree, he served as a peer mentor for OU's Pre-College Programs. Upon graduation, Daniel honed his skills and worked as a College Advisor at Ferndale High School. While working full-time, Daniel continued his education and earned a Master's of Education in Higher Education Leadership from OU in 2018.

Daniel serves as a success coach and works primarily with at-risk students to create interventions to aid in their success. He assists students in developing more effective study habits and time management skills, how to cope with stress and anxiety, as well as providing opportunities for career exploration. He is also in charge of the MTTC testing resources. Daniel does a lot of work with COE's Education Scholars Alliance (ESA), which is the learning community that provides underrepresented students with additional resources and knowledge about the process of becoming a teacher.

Outside of WSU, Daniel enjoys traveling, running, as well as watching and playing sports. His favorite teams include the Los Angeles Lakers, Detroit Lions, and Detroit Tigers. Daniel is also an avid Marvel Comics fan.

AAC Updates by Amanda Horwitz, AAC President

The new AAC board is up and running for the 2019-20 academic year! I'd like to welcome President-Elect Greg Sikora-Mowers and Erin Wiseman, member-at-large. I'd also like to re-welcome Dawn Neidermiller, treasurer and Robert Hellar, member-at-large. We met for the first time on August 1 and had a full agenda. Our work for the fall semesters includes the following:

- We are beginning to dive into the Advisor Satisfaction Survey results. We will move forward with focus groups with the assistance of Dr. Monica Brockmeyer, Associate Provost for Student Success. We have also formed an Advisor Innovation Ad Hoc Committee to evaluate the results. The committee is made up of one advising member from each college or department on campus and a member of the AAC. Each will be formally recognized at the summit. Plans still include reporting out the results and recommendations at a town hall.
- The AAC has been working very closely with the Student Senate to develop a survey that will allow our students to assess their advising experiences. This survey will be administered in the late fall semester and will focus more on collective experiences that students have with advisors across campus. The Student Senate will 'own' these results but will share with the AAC.
- To continue our collaborative efforts with Student Senate, the AAC also moved forward with adding a Student Senate Liaison to the group. The liaison will attend meetings as needed and provide updates on the activities and decisions of Student Senate.
- We still plan to offer the monthly **Advisor Cafe** and **Monthly Meet-Ups!** We are working hard to collaborate with academic groups across campus so we can schedule events on days that a majority of people can attend.
- There will be an **Advisor Promotion and ESS Workshop** on **Sept. 24, 2019** in the Engineering Building. RSVP information will be coming soon.
- Lastly, we are very excited to bring you the **2019 Advising Summit, "Advising Re-Energized: Exploring Professional Engagement"** will be held **Thursday, Sept. 19** and **Friday, Sept. 20**. The planning committee has two great days in store for us including keynote speakers Dr. Melinda Anderson from the University of North Carolina Wilmington and Dr. Annmarie Cano from Wayne State University, 12 awesome breakout sessions and a service project and afternoon activities. We hope to see you there!



ATA Mini Grant Awarded

The first **ATA Mini Grant** of \$1000 was awarded for the Fall 19 term to College of Education Success Coach, Daniel Lewis for his proposal to the launch **WSU College of Education Peer Mentoring Program**. The program is a new initiative in the COE that will assist incoming, underrepresented students persist, engage personally and professionally, and achieve academically. Congratulations, Daniel, on your excellent submission!

The ATA Mini Grant program was created and launched this year as a way to encourage and support innovative advising initiatives by WSU advisors or advising teams. Funding is available for either one-time programming expenses or as a way to stimulate additional funding from other sources for longer-term initiatives. Grant proposals will be reviewed twice a year and awarded for Fall and Winter terms. The Winter 2020 grant proposal submission process will be announced shortly and will be due at the end of November. For more information on the criteria, the selection committee, and the selection process, visit the webpage at advisortraining.wayne.edu/awards-grants/mini-grants.

ATA Advising Awards Announced!

This summer marked the first award cycle of the **ATA's Advising Awards** and the Awards committee is excited to announce the 2019 award recipients:

Outstanding Academic Advisor
Outstanding New Academic Advisor
Outstanding Academic Advising Team
Advising Spirit Award

Amanda Horwitz, Pre-med & Health Science Center
Erin Wiseman, CFPCA
Biological Sciences Advising Team
Laura Hetzler, Pre-med & Health Science Center

Congratulations to all awardees for these well-deserved honors!

The four ATA Advising Awards were initiated to recognize exceptional performance and innovation in academic advising at WSU and will be conferred annually. Recipients will be formally recognized at the ATA's annual Advising Certification & Awards Tea in December. More information on the awards and their criteria can be found on the ATA website advisortraining.wayne.edu.



Laura Hetzler



Amanda Horwitz



Erin Wiseman



Biology Dept. Advising Team:
Rebecca Russell, Kim Hunter
Antoinette Cunningham, Nora Alhussainy

ATA Updates by Kate Bernas, Advisor Training Academy

The ATA has launched several new initiatives throughout the spring and summer months. Some, such as the Mini Grant and Advising Awards, have been a bit higher profile in nature, whereas others have been somewhat on the quieter side. Overall, they should all be seen as supporting, recognizing and celebrating the work we do for and with our WSU students—a main feature and goal of the Advisor Training Academy since the beginning.

Here are a few things to highlight:

ATA Mini Grant program

ATA Advising Awards

Thank-an-Advisor program

ATA Resource Library (see webpage under “Advisor Resources”)

Personal Philosophy of Advising webpage (under “Advising Resources”)

Look for a more formal description of some of the new website features coming out in an email soon. Also, look for a communication announcing our new training series for the fall (think transfer students) and also our fall lineup of Lunch and Learns and webinars.

Finally, the Advising Notes team needs new members! If you are interested in being on the editorial team, please reach out to Kate Bernas (ab9599) asap!

Contact Us

If you have comments or feedback regarding this edition of Advising Notes, or to contribute to a future issue, please email Kate Bernas, ab9599.

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