

Session	Title	Description	Presenters
Keynote	Managing in Times of Change: The Technology of Student Services	Post-secondary institutions are grappling with shrinking budgets, increased demands for accountability, and pressures to occupy unique market niches. Within this turbulence, enrollment and student services personnel face unique challenges and increasing threats to their very existence. Thriving in such times demands a balancing act between organizational dynamics and personal perceptual dynamics.	Dr. Kris Magnusson, Simon Fraser University
Session 1: 10:30-11:30			
1	The Challenge of Accountability in Student Affairs: Evidence-Based, Outcome-Focused Practice	Student affairs departments face increasing pressure to "document their worth" or face radical cuts to services and/or budgets. There are 5 common traps - ways of thinking for the most part - that are an almost sure recipe for avoiding student affairs success. Citing examples from actual case studies, I will provide strategies for avoiding those traps through the 5 core survival skills for evidence-based, outcome-focused practice.	Dr. Kris Magnusson, Simon Fraser University
1	Beyond The Wheelchair Symbol: The Changing Identities of Students with Disabilities at Western Washington University	disAbility Resources for Students currently partners with over 550 students with disabilities at WWU. This presentation will examine changing trends in our population of students with disabilities, including the exponential increase in representation of "invisible disabilities" across campus and how that impacts both accommodation design as well as disability management counseling. This presentation will address the paradigm shift underway in DRS from service delivery to educational partnership and showcase new learning outcomes developed to support this new model. Identity development theory will also be introduced to illustrate and understand the complex individuality of students with disabilities.	Anna Talvi-Blick, disAbility Resources for Students
1	Creativity: The Intersection Between Change and Challenge	The session will provide participants the opportunity to reflect and explore personal attitudes towards change, and to find creative strategies working with change through a panel discussion with colleagues in various departments on campus. The panel will provide opportunities for dialogue (how they work with change and how change provides space for creativity at work) and information about the stages of change model.	Hui-Ling Chan, University Residences; Martin Reed, University Residences; Diana Sundermeyer, Campus Recreation Services; Casey Hayden, Viking Union; Sara Nichols, Western Foundation; and Amy Appleton, Academic Advising
1	We Don't All See Change the Same Way	Change is happening all the time in our work lives. New introductions of technology, changing staff, a new entering class of freshmen and transfers each year, and new priorities in difficult budget times are just a few examples. Our ability to remain flexible and optimistic in this constant state of change is a measure of our resiliency. In this session, participants will examine their own resiliency and share strategies with one another for enhancing one's skills and embracing these times we are in.	Sara Wilson, Enrollment and Student Services

1	Changing Faces, Changing Spaces	This program will discuss the growing and changing faces of the incoming college student population, their social identities, and how we as staff members can create safe spaces within our offices to adapt to this change. Additionally, the presenters will introduce the concept of allyship and discuss ways each of us can be the voice and advocates for students and help them adjust to their transition to WWU. The presenters will introduce several avenues of professional development that staff members can engage in as well as initiatives the Residence Life Office are implementing to embrace this change.	Stephanie Zee and Derek Murakami, University Residences
1	A Taste of Appreciative Inquiry	Appreciative Inquiry is a form of action research that draws upon the best aspects of participants' past experiences in order to creatively envision and strategize ways to achieve desired outcomes. In this workshop, I will briefly introduce the principles and steps of AI and then involve you in "a taste of AI" as you identify some of the elements of superlative experiences in your past work with students. Building on themes developed from those high points, you can begin envisioning ways to create engaging, successful opportunities to learn from and about students in addressing their needs and aspirations.	Dr. Joyce Hammond, WWU Anthropology Dept.
Mini Breakouts and Energy Boosts: 11:30-12:15			
Mini	Imagination Training: Awaken the Spontaneity Within	Life lessons emerge as we laugh, play, make up stories, flounder, fall, pick ourselves up and help others. In today's world, where everything is fast or computerized, positive social interaction leading to positive skill-building is becoming harder all the time. And yet, creative social interaction is crucial to sustaining ourselves at both personal and professional levels – helping us tap into our imaginations and foster teamwork and communication. Studies have shown that humor and laughter can improve both our physical and mental health. Improv promotes a playful discovery of the humor that is around us everyday. This workshop explores creativity, active listening, risk-taking, team building and other fun stuff in a safe, non-judgmental environment. Laughter and positive vibes guaranteed. No prerequisite except willingness for silliness.	Sheila Goldsmith, Improv Playworks
Mini	A Taste of Appreciative Inquiry	Stress is a normal reaction in changing times but how we manage it is critical for both our psychological and physical well-being. In this session, participants will explore their response to stress and ways to manage it using the STORC method. We will conclude the session with a brief relaxation exercise.	Sara Wilson, Enrollment and Student Services
Mini	AS Edge Program	The Associated Student's E.D.G.E. program is a way for for teams, clus, groups of students, University offices/agencies and faculty affinity groups to work on important topics such as: goal setting, leadership, effective communication, problem solving, trust, consensus building, group roles, personal confidence and other valuable group and individual skills. Join AS EDGE presenters as they work through a variety of fun and enlightening exercises.	Anna Hashman and Charlie Hagen, AS EDGE
Mini	Walk Around WCC Campus	Attendees will have a chance to network and meet other colleagues as they take a leisurely stroll around the Whatcom Community College campus.	Peg Godwin, AS Bookstore
Mini	Standing Yoga and Relaxation Techniques	Take the time to learn some new techniques to help you relax and re-energize during your work day.	Instructors from WWU Wellness Program

Mini	Zumba	A fusion of international and Latin music creates a dynamic, exciting, and effective fitness program. Dance your way to a healthy body. The most popular form of group exercise in the world!	Alexandra Hirsch, Campus Recreation Services
Session 2: 1:15-2:15			
2	Fostering Student Success Through Programmatic and Our Individual Efforts	Research finds that highly successful students share 3 traits (Creativity, Hope and Zest), and that at-risk students who succeed have at least one meaningful relationship with a faculty or staff member. After a quick review of this literature we will facilitate small group discussions on: What makes a relationship with a student “meaningful” and how can we develop more of those with all students? How can we use those relationships and our programs to help students increase their creativity, hope and zest (and our own)? Whatever your job title, you can foster student success! Let’s talk about how!	Dr. John Purdie and Hui-Ling Chan, University Residences
2	Change, Resilience and Mindful Organizations	In this session, through lecture and experiential learning, we will explore the connection between effective organizational responses to change and (a) resilience-building experiences, (b) mindfulness skills, and (c) some key practices within mindful organizations. After key definitions, we will then learn about "mindful organizations", particularly as determined from research on high reliability organizations (HROs). Experiential activities will include (1) a structured experience telling the story of our resilience, and (2) a sequential mindfulness practice that supports capacities to adapt to unexpected changes. We will be devising plans to take the information to students and colleagues. Come eager to learn and participate!	Dr. Joanne DeMark, WLA LEADS
2	Igniting Your Passion and Creativity through the Art of Possibility	This interactive and engaging workshop is designed to leave you feeling inspired and motivated to create the positive changes you would like to make in your department and even in your life. Re-ignite your passion and create new possibilities using innovative tools and strategies that can inspire you to your full potential. Come see how creating possibilities can inspire action that produces real results!	Marli Williams, Student Outreach Services
2	From Cyberspace to Real-space: Exploring How Viking Village Affects Students’ Experiences	Viking Village, Western Washington University’s online forum, was founded in 2008 with the intent of increasing dialogue and community on campus. Since its founding, the forum has attracted a large number of student participants. An online, quantitative survey was posted to Viking Village to learn more about their participation on the forum. This presentation will report the results of the survey, outlining some of the ways students are using the forum and how it contributes to their integration, involvement, and learning and development. Furthermore, ideas will be presented for ways that Viking Village may be used in professional practice.	Jake Swanke, disAbility Resources for Students
2	Going Paperless	Thinking of going paperless? It is a major change; however, the benefits gained in the Financial Aid Department are tremendous. Join us for a discussion of how we implemented document imaging, electronic award letters, and workflow processing. We will address a variety of topics, including project preparation, equipment needs, systems analysis and programming, staff training, and student feedback.	Jim DeWilde, Financial Aid Office and Caryn Regimbal, Student Employment Center

2	Gender Inclusive Housing - Change at Western	Gender-inclusive housing is designed as an intentional living community affirming the cultural experiences of a diverse residential population. This program is ideal for students whose gender identity and/or gender expression varies from the binary paradigm; lesbian, gay, bisexual, transgender, intersex, queer, and questioning residents as well as their allies, and for students who believe that their gender should not factor into the decision of with whom to live. GIH provides an opportunity for returning students to have more choice regarding your decision on with whom to live, and is open to all returning students.	Karen Walker, University Residences; Ronna Biggs, New Student Services/Family Outreach, and Derek Murakami, University Residences
Session 3: 2:30-3:30			
3	Laughter as Medicine & Food for the Soul	This session will look at what research says about the therapeutic benefits of laughter and humor. Laughter can exercise more muscles than most workouts, it literally can make one's blood healthier and is advantageous in reducing stress regardless of what type.	Dr. Bob Keiper