

# AACUSS/ASECUA

## 2004-2005

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# AACUSS TALKS

Fall 2004

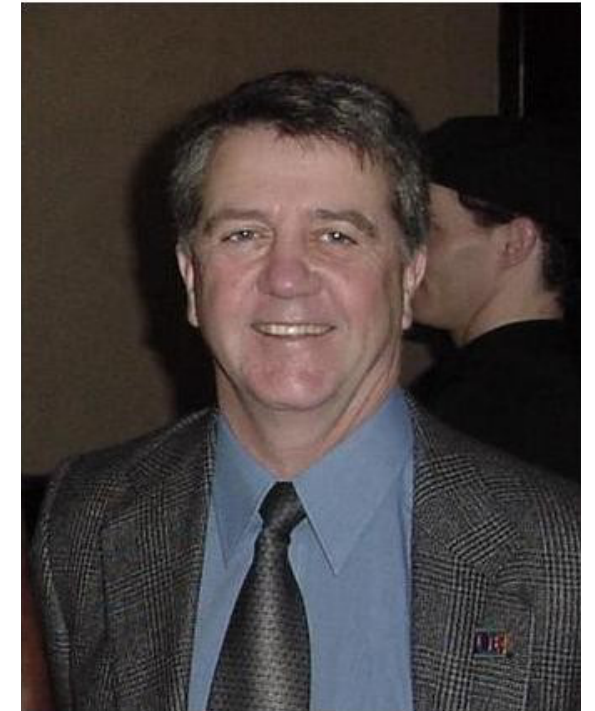
## GREETINGS FROM OUR NEW PRESIDENT

### GREETINGS FROM THE PRESIDENT

It is with great pleasure that I extend greetings to fellow members of AACUSS and to thank the membership for this opportunity to serve as President for 2004-05. As I look back at the list of those who have filled this post in years gone by, I am humbled to be included in such fine company.

With a dynamic executive team in place, I look forward to working with them on your behalf and addressing the challenges in the year ahead. A special welcome goes out to the new Disabilities Division, and my thanks for all who have agreed to contribute to the organization in one capacity or another.

We will have a full agenda for the coming year. Membership is at an all time high as a result of recent recruitment efforts, and thanks to the outstanding conference hosted by Oonagh Holmes and her crew at Acadia, we go forward as a strong and energized organization.



In particular, it is an honour to be in a position to contribute to the upcoming gathering at Dalhousie when AACUSS will celebrate 30 years of excellence! This will mark a special milestone for AACUSS and I encourage you to pass along your comments as to how we may best salute this occasion. Mark your calendars now and plan to be in Halifax June 2005!

My best wishes to all for the coming year and warmest regards,

Bob Gibson



## EDITOR'S NOTE

Hello everyone and welcome to another academic year and another year of AACUSS TALKS. Thank you to all of you for nominating, electing and supporting me in my new position on the executive as AACUSS TALKS EDITOR. It is hard to believe that the summer is over and we are holding on to our hats for the fast paced, high energy year ahead. I look forward to providing you with a year of inclusive, insightful, and helpful newsletters. I am always open to comments, suggestions, improvements, and, of course, submissions, so please keep in close contact. I hope you have a successful year.

Cheers.

Oonagh Holmes, Editor, AACUSS TALKS

**PLEASE NOTE THAT THIS ISSUE IS AVAILABLE ONLINE ONLY; I WELCOME YOUR COMMENTS ON WHETHER OR NOT YOU WOULD LIKE TO SEE A PAPER COPY IN THE FUTRURE, OR IF YOU ARE HAPPY WITH THE PDF VERSION.**

### A Word from Our Special Guest

I was honoured and deeply touched to be an invited special guest to AACUSS '04. It was a tremendous gathering, a renewal of old friendships, and hopefully a beginning of some news ones. This organization is unique to Canada and the envy of other similar professional organizations across the country. It exists to share and care about its membership, so make sure when the need arises you dig out that directory, and contact some one. They won't let you down. Hats off to Oonagh and gang for a hell of a time, and thanks again for the honour you bestowed on me. It meant a lot.

Sincerely,  
Marion Morrison



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**AACUSSASECUA Spring Conference 2005**  
Join us at Dalhousie University in Halifax for AACUSS 2005 and Celebrate our 30th Anniversary!  
**June 5-8, 2005**  
More details will be available on the conference website in November!



## AACUSS Awards and Recognition

Traditionally, your association creates and supports various financial award and recognitions in support of professional development and services rendered. This year at Acadia we once again celebrated achievement of our membership in several ways.

Financial incentives are meant to show support for unique and effective research and program developments throughout Atlantic Canada. The wards are meant to recognize contributions of our members in the varied facets, which make up successful student services within the region. This year our winners and honorees again well deserved.

### AACUSS Travel Grant:

**Anne Forrestell** on behalf of University of New Brunswick  
**Mary Sparkes** on behalf of Sir Wilfred Grenfell College, MUN

### Special Project Grant:

**Kris Trotter**, Mt. Allison University: In support of research and program development into specialized services for students of aboriginal descent.

**Shelley Clayton**, University of New Brunswick: In support of the creation of a handbook for parents regarding financial support strategies and programs for students.

### Carols Creed:

**Shelly Clayton**, University of New Brunswick. In recognition of infectious enthusiasm for the profession through laughter and fun.

**Award of Merit:** Recognition of continuous and effective contribution to student services in the Atlantic region

**Kevin Bonner**, UNB St. John.  
**Lois Clowater**, UNB Fredericton

Congratulations to all our recipients. And remember...next year get your applications and nominations in early. The programs and moneys are designed to support you, the members!

Cheers  
Bruce Belbin



### Thank You on behalf of the UPEI Pink Panthers team

I would like to express our sincere appreciation to all who purchased a ticket(s) on our PEI raffle basket at the June Conference. We raised \$249.00 in ticket sales to add to the total \$1500.00 raised by the team for the 2004 Canadian Cancer Society's Relay For Life.

Our team thoroughly enjoyed the Relay and we were proud to be part of making cancer research history.

kindest Regards  
Cynthia Shoemaker  
Team Captain



## Meet Scott Robinson

Financial Aid Division Representative on the AACUSS Executive



"Energized" is how I feel to be the 2004/2005 Financial Aid Representative for AACUSS.

I have both attended and worked in public and private institutions in Canada and abroad before coming to the Annapolis Valley and Acadia University. Before jumping into the po-

sition of Coordinator, Scholarships and Financial Aid at Acadia I humoured various agencies and organizations including: our public schools, foreign private schools, research positions with the Atlantic Health Promotion Research Centre at Dalhousie University and in the non-profit sector with the Digby Area Learning Association developing an early childhood learning initiative and childcare centre. As well, I have held positions on various boards including the past Vice-Chair of the Digby Disabilities Partnership Committee and currently sit on my local Community Health Board. I have also operated two businesses: one in agriculture, one in entertainment.

I was lured to financial aid because I love to work with people, money and I like change. I think we are entering a time of change in the world of student financial assistance and I am quite happy to be caught up in the whirlwind. I have a keen interest in the use of technology, equitable distribution of student funding and the role of financial assistance in generating revenue.

I follow in tremendously talented footsteps and hope I can live up to the pace set by my predecessors. I am willing to keep you all up-to-date on what is going on with financial assistance and I feel very grateful to have the opportunity to work with such an experienced group of professionals in financial assistance and student services at large. I can be reached at (902)585-1543 if you have any concerns or ideas.

Scott Robinson



*New Arrival  
Congratulations to Bruce  
Belbin and his wife Vicki  
on their recent addition to  
the family. Charlotte was  
born at 11:30 am on Au-  
gust 11. Sister Caroline  
and brother Max are de-  
lighted with their  
new sister.*

## The Writing Centre at StFX

### The StFX Writing Centre: Supporting, Educating, and Empowering

Nancy Marenick  
Coordinator, StFX Writing Centre

Just nine years old, the StFX Writing Centre has grown into a highly active, independent academic support service within the university community. Most universities now accept the need for writing centres, but as recently as ten years ago there was resistance to the idea on many campuses. Such centres are often perceived as merely remedial. Yet the most frequent users of writing centres are, by and large, the most motivated among the student body. They recognize that individualized sessions are geared to their needs so they can become independent thinkers.

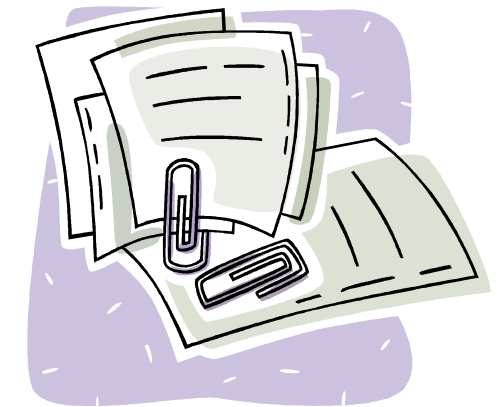
Composition can be taught in the classroom, but research shows that one-to-one instruction is more successful as a teaching strategy. For that reason, the StFX Learning Centre was established in 1995, staffed by a single part-time coordinator. It was based on the model of the Academic Skills Centre at Trent University and the Writing Centre at Queen's University, in which one-to-one tutoring provided the focal point. In 1999, Nancy Marenick joined the Writing Centre, as it had become known, and though the offerings of the centre were still limited, plans were in the works for expansion.

In 2000, APEX (Academic Program of Excellence at X), a program for students under academic penalty, was introduced. Students of APEX take classes, but these are supplemented by one-to-one appointments. This is also true of eXcel, a non-compulsory, non-credit program for first-year students. This innovative program helps students make the transition from secondary to post-secondary education, since it offers a range of academic strategies required at the university level. As well, LEAP (1-2-3), an ESL program for international students, had its inception in 2002. In other words, while the Writing Centre offers an array of new programs, one-to-one instruction remains at its heart.

In the last academic year, instructors worked with approximately nine hundred individuals in a total of nearly four thousand appointments. Eight Writing Centre instructors each have at least two degrees,

and all of them bring a wealth of experience to their jobs. They have to be quick-thinking, responsive and flexible: one appointment might consist of helping a first-year student whose ideas for an English assignment are disorganized, while the next appointment might involve getting a student to make better choices about time management. Appointments are forty-five minutes long, and students are made aware that instructors do not usually have time to look at every section of a paper. Instructors emphasize that they are not proof-readers. Instead, they encourage students to take action to become better writers, rather than accepting learned helplessness.

The centre is always filled with the buzz of instructors discussing ideas with students. This buzz translates into student satisfaction. "I learned...how to organize my thoughts," said one. Another student commented that "[My grades] were on a continual incline in the past year...[by] approximately 20%." The Writing Centre has been given high grades by faculty members as well. A sociology professor observed that his first year students handed in "the best group of essays from first year students I have marked while at StFX." When he discovered that three quarters of this group had been participants in the eXcel program, he added, "Many students said they felt that the eXcel program had significantly improved their writing and they were especially appreciative of the one-on-one meetings with both their eXcel class instructors and the other Writing Centre personnel." He concluded by pointing out that he could concentrate his comments on the content of student assignments, rather than on problems of composition. This testament to eXcel is really a testament to the Writing Centre: its programs flourish because of a commitment to one-to-one instruction.



## Meeting Students' Health Needs on University Campuses-Expanding the Role of Registered Nurses

Cindy Crossman, BScN, RN, Nurse/Educator, Mount Allison University Student Health Centre

The University setting has the potential of having an extremely important influence on the health of young adults. Students need accurate health information in order to make healthy lifestyle choices. University Health Centres can also be a great fit for Registered Nurses, because they provide Nurses with the opportunity to work to their full scope of practice. The scope of practice of an individual Nurse is defined by the RN Act and the Nurse's individual education and experience.

University based Health Centres can vary in services offered. At Mount Allison University, clients book appointments specifically with the Nurse for various services. These services range from: a consultation to review; management of multiple prescriptions of a chronic disease; and providing clinical services which are medically delegated to the Registered Nurse (delegated medical procedures, for example: are pap smears, sexually transmitted testing, and venipuncture). Nurses can also provide required immunizations such as B12, hepatitis A and B, and influenza, according to policy and procedures. Co-authors Ms. Gordon and Bernice Buresh, *From Silence to Voice: What Nurses Know and Must Communicate to the Public*, state "There must be an increase of in people's awareness of Nurses' professionalism and trustworthiness by highlighting RN's health care education, experience, skills, and expertise."

Providing education, is one of the primary functions of a University Health Centre. The provision of accurate information regarding health promotion and disease prevention reinforces healthy choices. University based Nursing, though student need assessments, is a real way to create sustainable health promotion programs. The approach is holistic, emphasizing health promotion and the determinants of health. Choosing projects that focus on the "cause" in order to avoid the "effect" are good examples of this approach. At Mt. A., the Nurse is referred to as the Nurse/Educator which reinforces the importance of preventative health care through health education in addition to the clinical Nursing assessments for planning, interventions and evaluation of a Nursing diagnosis.

Mount Allison University student reactions have been positive with the Health Centre, and clients seem pleased with this convenient service. Client satisfaction surveys were randomly conducted. During its first year of service (2003-04), the top 5 reasons why students utilized the Mt. A. Student Health Centre were: (1) convenient location, (2) friendly atmosphere, (3) minimal wait for appointments, (4) resourceful, and (5) satisfaction with treatment. They also stated they will return

to the clinic and will recommend the service to others. One student's anecdotal comments were: "What I have appreciated most about having a Nurse on campus in the past year, is the education that I have received....The Nurse spent time, enabling me to have both a better understanding of my situation, and the possible solutions and alternatives available."

This fall 2004, at Mt. A., there has been an expansion of services that are being offered by the Nurse/Educator at the Health Centre. The new services are pap smears, clinical breast exams, Well Women's Clinics, availability of the emergency contraceptive pill, STI/STD testing, and HIV testing. **The Nurse/Educator at the Centre continues to provide:** Nursing assessments on any health issue, health education, sexual health counselling, pregnancy testing, blood glucose testing, depo provera injections, immunizations for B12, hepatitis A and B, and a fall outreach influenza program, to name a few.

It is important to note that there can be different combinations of staff mix within the individual University Health Centres. In order to better meet the needs of the students at Mt. A. this fall, a physician is available 2 hours a week at the Health Centre. This new initiative has complimented the existing program. The Nurse/Educator co-ordinates health care services of the Mount Allison students, by triaging their individual needs. Health referrals to the physician are made through the Nurse/Educator, in order to promote healthy living through a caring and supportive environment, in accordance with the standards of professional practice. Being aware of one another's professional scope of practice is essential for partnerships to compliment one another.

Health care delivery is moving from a traditional emphasis on hospitals and doctors, towards an integrated, community-based approach focussed on a team based, shared care model of service delivery. With these changes, there may be an evolving acceptance of "boundary blurring" within and across the health care professions. In the big picture, the Scope of the Nursing Profession defines the boundaries of the discipline of Nursing. The appropriate care provider is determined by legislation and context of practice (for example, client/patient needs, competence of health care provider, and practice setting).

University Health Centres appear to be listening to health consumers' needs. This stresses the importance for the provision of health education, health promotion initiatives, clinical services, and referrals as appropriate. A dynamic and evolving health system calls for optimal use of the decision making skills and abilities of Nurses... along the continuum of health care.

B. Buresh, S. Gordon, "*From Silence to Voice What Nurses Know and Must Communicate to the Public*", (200): pp 16.

## Who's Who and What's New? Recent appointments at our institutions cont.

Under the leadership of the Dean, Dr. Lilly Walker, the new Directorship combines responsibility for all International Student Services, Scholarships and Bursaries, and student support programming including orientation and student leadership development. MUN is repositioning itself on many levels and student services are rising to the challenge. Bruce commenced his work with his new team on August 16<sup>th</sup>.

Joining Bruce is Kim Kelly as the new Manager for the Centre for Student Life. Kim has several years of experience through residence life, career services and takes the helm for a year in the support programs area. Responsible for such programs as orientation and student leadership development, she brings many strengths to MUN's growing and diverse student success programs.



Please forward any staff updates from your institution to  
[Oonagh.holmes@acadiau.ca](mailto:Oonagh.holmes@acadiau.ca)  
September 10, 2004

## Disabilities Division Reincarnated

### Report from the Disability Service Providers' Division Mary Ellen Clancy

The AACUSS conference at Acadia in May gave those of us in Disability Services a much needed opportunity to get together and exchange ideas. In our enthusiasm, we revived the disability division with the goal of keeping the networking and support going. So here is the plan for our fall term event. Put **Thursday, October 14<sup>th</sup>** on your calendar and make some plans to come to Halifax.

**Dr. Pat Pardo**, the newly elected President of the Canadian Association of Disability Service Providers (CADSPPE) and Director of the Disability Services at University of Calgary will join us to present her research on: **Accommodations for Students with Disabilities in Field and Practicum Settings**. This was one of the hot topics people identified at our Roundtable Discussion in May.

Pat will also facilitate a workshop on the important regional and national issues facing all of us these days. CADSPPE is developing a five year strategic plan and would appreciate our input on goals and direction for the organization. Pat will bring us up to date on some of the initiatives already in progress. There will be food and drink and opportunity for casual conversation to ease the discussion.

The Nova Scotia Community College will be our host. The first presentation is scheduled for 3:00 pm to 5:00 pm with the lively discussion to follow from 5 to 7 pm. Please contact me at [mclancy@stfx.ca](mailto:mclancy@stfx.ca) for further details.

These two events are scheduled to coincide with the Maritime Learning Disabilities Conference in Halifax, October 15 & 16. (website: <http://ldans.nsnet.org>)

I hope to see you there for as many of these occasions as you can manage. For those of you who can't travel, look for our review in the next AACUSS Talks.

Have a great fall term!  
Mary Ellen

## Who's Who and What's New? Recent appointments and our institutions

### At St. Francis Xavier:

Dr. Sean Riley, President of St. F.X recently named Jane Luker to the position of Vice President, Student Services overseeing a number of StFX departments including athletics and recreation, the Dean of Students Office and health and counselling centres. Luker comes to St. F.X from the University of Toronto where she was Dean of Students and Director of Ancillary Services. In a variety of leadership positions in student services at Ontario universities over the past 17 years, Luker has emphasized a student-centred approach with emphasis on equity, diversity and strengthening all aspects of student communities.



Luker received her master's degree in counselling psychology from the University of Toronto and her BA in psychology and women's studies from the University of Guelph. She also holds a B.Ed in physical education. StFX's newest vice president says she is thrilled to be coming to StFX and Antigonish. "This is an incredible opportunity to work with a leader among Canadian universities in terms of quality student life," she says. "I intend to work very closely with StFX's talented team in student services and others on campus to ensure an exceptional StFX experience for all students." Dr. Riley

says the university's administration is looking forward to what Luker will bring to the StFX community. "StFX has built a reputation for exceptional student support and outstanding opportunities for students to achieve their potential, and Jana's vast experience and forward-thinking approach in this area will help us build upon that foundation," he explains. "StFX is increasingly in demand by top students because we offer a well-rounded educational experience and support our students every step of the way. Jana will ensure that our future students benefit from top-notch student support programming."

In addition to the professional draw of a career in senior administration at one of Canada's leading universities, Luker finds her personal interests aligned with an East Coast lifestyle. She is an avid sailor and has crossed the Atlantic twice with her two young daughters and partner.

**At Acadia University:** Paula Cook, Vice-President Student Affairs, has been a member of Acadia's senior management team since her appointment to the position of Provost in 1997. Paula earned both her BA and BBA from Acadia and in 1986 received her CA designation. Paula began her career at Acadia in 1988 as a part-time lecturer in the Fred C. Manning School of Business. Paula's principal role is to ensure student life at Acadia is fulfilling and rewarding. She will continue to be responsible for recruiting new students to Acadia, athletics, and together with the Vice-President Academic, establishing Acadia's Learning Commons as a means of providing students and faculty with the academic resources they require.



### At Memorial University of Newfoundland:



Bruce Belbin is the new *Director of Student Success Programs* at Memorial University of Newfoundland. Bruce brings with him twelve years of varied student services experiences from student housing, to advising, and distance education – on both the Corner Brook and St. John's campuses of MUN. Bruce has served as a President of AACUSS (Atlantic Association of College and University Student Services) and is currently SASA representative for the Atlantic Region. His latest student services interest is in efficiency models, effective programming and using technology to measure and grow student service programs and opportunities.

## AACUSS/ASECUA and AARAO Interchange Spring Conference 2004 "We are Family"

*Get up everybody and sing...cause we are family."*

Thank you to everyone who joined us, here at Acadia University, for the first ever combined AACUSS and AARAO conference. We had close to 200 delegates join us in beautiful Annapolis Valley for a wide variety of sessions, discussions and extra curricular activities. Here is what some of you had to say:

"I found the session choices to be excellent. Some of the information shared is invaluable to my professional development "



"I feel that the networking opportunities were the highlights of the conference. Having the opportunity to meet and speak with others who work in your field is so valuable and is something I look forward to."

"A lot of issues overlap and it was nice to get a better feel for what goes on in the various areas."

"As high school counsellors, we often have to work with student services to accommodate the transition of students with special needs. To be able to network with these individuals along with admissions personnel was very valuable."

"I really enjoyed the conference, thought it was very well organized and I enjoyed having all three groups together. Well done!"

"The conference setting on campus was quite conducive to socializing and networking. There were a number of new presenters which was refreshing."

"Great event! For a first time attempt I think your success was highly evident...kudos to the whole committee."

The official conference began after a whirling round of golf, with an outstanding performance from the Women of Wolfville with "Because I am your mother". Our keynote address was presented by Dr. Gail Dinter-Gottlieb. As one conference participant said, "Dr. Gottlieb is a true inspiration. What a vivacious, uplifting person!" From there the sessions were varied, extremely well prepared and well attended. From portfolio development, to health, to disability information to student discipline. From diversity to admissions to internationalization to literacy. There were few stones left unturned. One suggestion that came up several times was to include more information specific to residence life. This feedback will, of course, be passed on to the planning committee for next year's conference. So keep your eyes open.

Thank you to everyone who filled out a conference evaluation. Cheers

