

AACUSS/ASECUA

2004-2005

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AACUSS TALKS

Winter 2005

GREETINGS FROM OUR PRESIDENT

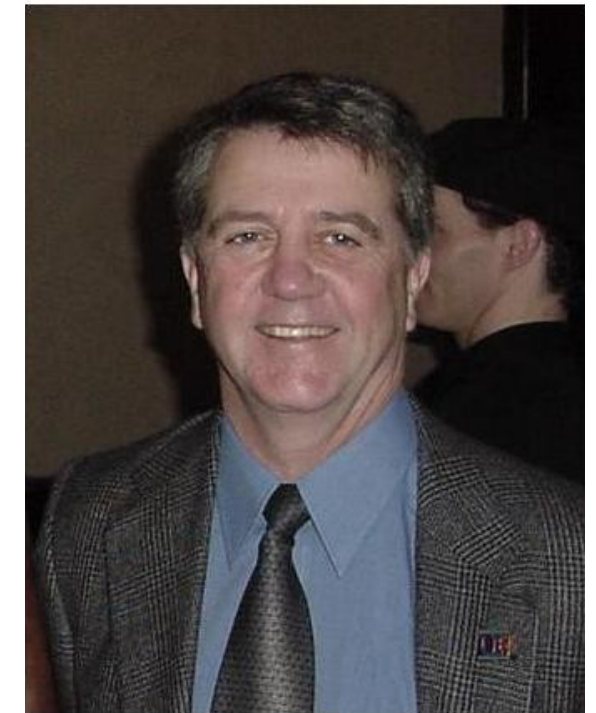
Greetings from the President

This edition of AACUSS Talks may well find you in the grip of winter, but I trust it may at least find you well! Without exception as I hear from AACUSS members it seems the Fall was a truly busy time, and I wish you well for the Winter term. At times such as these I find it reassuring to know there is a sizable network of colleagues on whom I can rely for information, advice, and support.

There is much to look forward in 2005, most significantly this being the year we celebrate our 30th anniversary – the June conference at Dalhousie promises to be an outstanding event. In December I had the opportunity to meet with Suzanne Kolmer and her planning committee and if enthusiasm counts for anything, we are in for a terrific conference. More than just an annual gathering – special anniversary or not – AACUSS members will be celebrating the on-going, year long opportunities they enjoy for consultation, comradery, and support for the important work they do in their respective roles serving the needs of the students on their campuses. I look forward to meeting with all of you in Halifax in June.

Lest we get too far ahead of ourselves, make a point to circle February 3rd and 4th on your calendar for the Winter Workshop, hosted this year by the Nova Scotia Agricultural College in Truro. If anything can beat the winter blues it's a gathering of Student Services personnel. Melanie Lane, Brian Crouse and crew promise an outstanding agenda of sessions and socializing.

I am also reminded that we are in the midst of our annual membership drive and by now you will have or will very soon receive your renewal notice. In addition to our current 185 active members, we are also contacting the approximately 500 other Student Services colleagues in the Atlantic region who currently are not on our membership list. Please take a moment to reflect on the many benefits that you derive from AACUSS, and not only renew your own membership but bring into the family a few new members at the same time. Consider sharing this edition of AACUSS Talks with non-AACUSS colleagues over a coffee and encourage them to join this outstanding professional association. The fee is reasonable, even more so if your CSAO can be convinced to pay!



Since its inception in 1975, AACUSS has provided its members with a forum in which to interpret the role of Student Services in Atlantic universities and colleges. This focus provides a medium for the exchange of ideas and programs, a fostering of opportunities for professional development, and encourages adherence to professional and ethical standards. We meet twice annually – the Winter Workshop in early February and the annual conference in early June – and in between stay connected with each other through the always informative AACUSS Talks.

Beyond your membership, consider how else you might be involved in AACUSS and do not hesitate to contact me with your comments, ideas or suggestions for how AACUSS can best serve your needs.

Warmest regards,
Bob Gibson

EDITOR'S NOTE

Well here we are, 2005! The Happiest of New Years to you all. Thank you for your positive feedback on the first AACUSS Talks of the 2004-2005 academic year. Please keep your comments, suggestions and, of course, corrections coming. Feel free to submit what is new at your institution, in your area, profession or anything else that you would like to share with your colleagues.

Cheers
Oonagh Holmes
Editor, AACUSS Talks

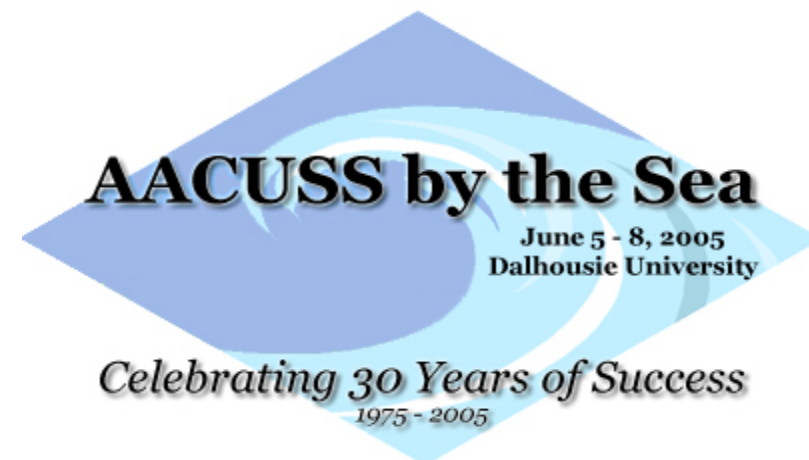
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The Program Committee for AACUSS 2005 invites your submission (s) for the conference program for: **AACUSS by the Sea—June 5-8, 2005 “Celebrating 30 Years of Success”**

The Call for Proposals is now available on the AACUSS 2005 website www.dal.ca/aacuss

We encourage you to consider a presentation that reflects student services success, past, present and future.



Dalhousie University is proud to host the 2005 AACUSS Conference:

Our conference program will highlight best practices and innovative approaches for student service professionals while incorporating social opportunities with a Maritime flair! It is our honor to host AACUSS as we celebrate 30 years of collaboration, learning and ingenuity.

So come, join your colleagues from across the Atlantic region, share in the learning, be challenged, and help us celebrate our success with AACUSS.

We look forward to seeing you at Dalhousie in June!

For more information on the 2005 AACUSS Conference, please visit www.aacuss.dal.ca



AACUSS Announces a new professional award

Each year, new professionals join the ranks of Student Services in Universities and Community Colleges throughout Atlantic Canada. The enthusiasm and energy of these new Student Services professionals is welcomed and valued by their colleagues and institutions, and by the membership of AACUSS.

In recognition of outstanding new professionals, AACUSS has created the Dr. Richard Papenhausen Award for New Professionals. This award will recognize new Student Services professionals and AACUSS members who have demonstrated a commitment to serving students and to the development of skills and knowledge in the student services field. This award will provide up to \$500 to the recipient to assist in the costs for professional development, travel, equipment or other associated expenses for training/educational purposes.

The award is named after Dr. Richard Papenhausen, long serving Director of Student Services at UNB Saint John and reflects Richard's commitment to service for students and the mentoring and support to those who serve.

This annual award will be offered for the first time in 2005. Further details on this award and the application process will be found in future issues of AACUSS Talks.

For further information contact Kevin Bonner, Past President at kbonner@unbsj.ca



Congratulations to Scott Robinson, his wife Andrea and daughter Gracie on the arrival of their newest family member, Claire Alice. Claire was born on October 22, 2004 and weighed 7 pounds 6 ounces at

AACUSS Executive Members Meet Ysaac Rodriguez

Ysaac Rodriguez joins the AACUSS Executive this year as the International Students Divisional Representative. Ysaac is the Program Officer at the International Centre at Saint Mary's University in Halifax.

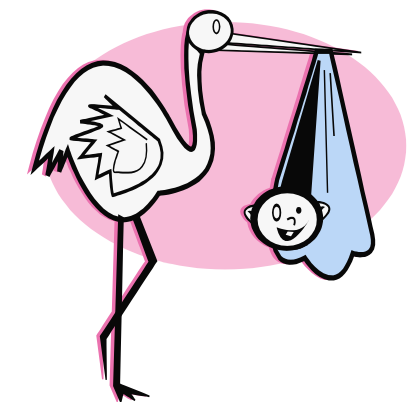
Ysaac has been with AACUSS for a few years now and is delighted to be representing the International Students division and to be working with the AACUSS Executive in its 30th year.



From left to right: Donnie Jeffrey and Ysaac Rodriguez

Ysaac is a very busy fellow which is why his picture nor his information in on the AACUSS website and why someone else is writing this for him! When you see Ysaac, he welcomes a warm hello and any suggestions, recommendations, comments and concerns that you may have.

Welcome Ysaac!



TIPS

Training for Intervention Procedures Train-the-Trainer Workshop

Student Affairs and Services at the University of New Brunswick in Fredericton recently hosted a Train-the-Trainer workshop which had attendees from Universities, Community Colleges and Government Health Services from New Brunswick, Nova Scotia and Prince Edward Island. TIPS' training is designed to prepare students with the skills and confidence to handle situations around alcohol and to provide them with the tools to intervene effectively to prevent peers from harming themselves or others. Upon completion of this program, students are better prepared to deal with alcohol related problems including identifying behavioral cues and understanding their own liability. This program recognizes that at some point in their college career, a person will be in a situation where alcohol is being consumed. TIPS is unique in its approach because it involves administrators in the process of affecting change on their campus.

The goal of TIPS for the University program is to provide students with the skills they need to intervene in situations where their peers are misusing alcohol. Trainers are certified for one year, are supplied with a trainer kit which includes a trainer supplement and a trainer video. Trainers can re-certify after one year as long as they have trained at least one session to qualify by an online exam for \$75.00 US. Once certified, trainers can do as many sessions as they want with no fees to TIPS. Should you want your students certified each student must have a manual. There is then an exam at the end of the training session and those that pass the exam receive a certification card, valid for three years. Participating trainers were able to work together and discuss common issues and have come away with the confidence and understanding of:

- How alcohol affects people who are drinking
 - How to take the information provided and apply it to skills exercises
 - Share ideas for influencing drinking behavior amount their peers
- How to develop strategies for preventing alcohol-related tragedies on our campuses

Recognizing that alcohol is consumed on their campuses and in their community, universities employ a range of strategies to minimize the harm associated with its use. TIPS training provides a means for students to create a

responsible social environment, thereby minimizing alcohol abuse, drunk driving and alcohol-related liability. Programs such as TIPS demonstrate campus commitment to a proactive approach to dealing with the reality of issues around alcohol consumption and university life. TIPS says "working with students to educate them on the responsible consumption of alcohol will not only help promote responsible choices and education surrounding alcohol consumption but also helps to minimize high-risk choices. This in turn helps to improve the relationship of the campus with the community and protects the campus against liability."

If universities want students to understand the impact of alcohol on them then it is important to be proactive in addressing the culture of alcohol on campus. Participants raised a number of common concerns around the issue of alcohol such as Pub Crawls, vandalism, absentee landlords, sexual assault and lack of understanding of who is liable from the student perspective. More training is needed around issues such as the new Privacy Act from the campus staff perspective to the police and enforcement perspective. TIPS is an American program and to make inroads into the Canadian market it would do well to Canadian-ise the program and provide specific legal information for the Canadian audience. For more information on the TIPS program www.gettips.com or email univ@gettips.com.

Anne Soucy, MEd
Student Development Coordinator
Student Affairs & Services
University of New Brunswick





Referenced from Health Communications Inc. TIPS for the University www.gettips.com 23/08/2004



AACUSS Winter Workshop 2005 at NSAC

Join the NSAC staff and students for this winter retreat that includes a spa night, dynamic sessions, great food and lots of opportunity to network.

Check out www.nsac.ns.ca/aacuss for more information including:

-  Online registration
-  Program
-  Suggested Accommodations
-  Directions



Trend Spotting 2005!

**Bruce Belbin, Director Student Success Programs,
Memorial University of Newfoundland**

So here it is, 2005. Another year has come and gone and all of us in student services are reflecting on what happened, how we did, how we should have done, where did we succeed and where did we fail?

And what can we expect in 2005 and beyond in Atlantic Canadian Institutions? Well nobody can really predict what's to come, but by carefully looking at developing issues and events we can assume some things that will impact us all in Atlantic Canada. From my rocky nest in the far east, I offer the following for your consideration, my top 5 trends and developments:

1. *International Students:* We will see an increase in internationalization of our campuses in the coming year. Even though Atlantic Canada is not a "hotbed" for immigration, we will be impacted by several occurrences. Provincial governments are plugging into the buzzword "citizen immigrant" and they are realizing that immigration holds part of the key of economic growth. As part of that, they are casting their eyes to expansion of international students to regional institutions as part of a comprehensive strategy of engagement. The hope being to encourage citizenship and societal development.

2. *The corporate campus:* Scanning the horizon you may already see that non-traditional sponsors are waiting to enter your campuses as sponsors of your student programs and initiatives. Banks and national companies with market interest in developing students, are keen to go. With budgetary pressures coming to bear, the resistance to this will become less rigid....be prepared for the onslaught.

3. *Evaluation and Assessment tied to budgets:* Never you say, don't be so sure. Shifting expectations of the public and governments towards operational funds for institutions are demanding more accountability. Can you say how much it costs per student to serve them during a year? Can you qualify that expenditure you mad on orientation and state categorically it helps students succeed?

4. *One-Stop Shopping:* If you have not looked at this, then you better start now. Students will become more customer oriented and demand service with ease. No more being passed around from source to source to find answers to questions. The trend is providing one stop servicing in a physical center and on line that allows answers and services to everything from A-Z. Welcome to the new age of the student services generalist: trained professionally to answer, counsel, motivate and educate all in one. *Training and preparation:* There's a generational shift occurring in our institutions. Retirements are sweeping across the region in waves, and new student service professionals are entering the field. The competencies are also changing. Student development expertise will continue to be a core piece of what we need to know, but it will be challenged with the need to become experts in fields not traditionally our interest, such as financial management, technology, human resources, strategic planning, and ever more research.

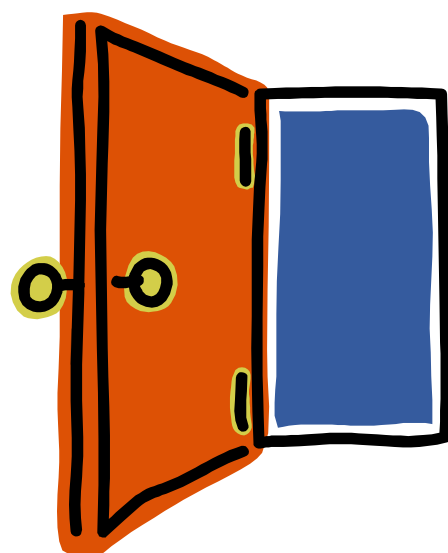
So bring it on...every challenge opens a door to opportunity in student affairs and services.

Barrier Free Accessibility Audit at Post Secondary Institutions in Nova Scotia

The CPA (Canadian Paraplegic Association), the Nova Scotia Roundtable for Post-Secondary Disability Service Providers and the NS Department of Education Rehabilitation Programs and Services has developed a Checklist for Barrier-Free Accessibility for Students with Disabilities at Nova Scotia Post-Secondary Institutions. This Checklist Audit has been completed at several NS Post-Secondary Institutions so far including UCCB, Universite Ste. Anne, and St. F.X.

There has been a significant increase in disability related issues for students at post-secondary institutions in the past four years. The NS Department of Education, in recognizing these increasing demands and needs, has developed the Nova Scotia Roundtable for Post-Secondary Disability Service Providers and through the Rehabilitation Programs and Services section of the Department have entered into MOU's (Memorandum of Understanding) with many of the Post Secondary Institutions in Nova Scotia to address student concerns.

Acadia University has seen a 40 % increase in disability needs over the past two years and has worked to increase awareness of resources and supports available. In 2000-01 n Acadia Student with a visual disability completed a report on Disability Resource Availability and Recommendations at Acadia University. This report identified resources and supports available to students with disabilities and several recommendations that have been implemented in various stages. Acadia University has also recently completed the Campus Plan which defines the framework for the long-term design and development of the campus in the years to come. It would seem logical that campus design should reflect accessibility needs and reduce systemic barrier issues.



With support from the Senior Management group, Acadia has formed an Accessibility Audit Team that is currently conducting the audit on campus. The Audit is being conducted with a view to identifying the various ways the University can improve its service to our community's challenged students.

As an integral part of the audit process, the Audit Team is looking forward to significant input from our Student population, during a Workshop event planned for the spring. In addition, support and input from all quarters of the University is proving invaluable to the Audit process. The steering Committee includes persons from our Human Resources Department, Campus Programs, Operations, Senior Administration, Sodexo, Acadia Student Union, Special Interest groups, and Faculty. The Steering Committee is flexible and brings in expertise and input from these various sectors as necessitated by the Audit Process.

In all, the University is being well served by this group of committed individuals whose main concern is to identify opportunities to improve Acadia's service to those who require equal access to all of the areas of living, learning and enjoying our wonderful Campus.

Gerry Parsons
Occupational Health & Fire Safety Coordinator
&
Kerry Pemberton
Disability Resource Facilitator

summer months, the hall will accommodate alumni receptions and dinners.

This past fall, Acadia's Associated Alumni launched the Learning Commons with the announcement of a \$600,000 gift. The Writing Centre has been established and opened doors this January. The permanent location for the Commons, McConnell Hall, will be renovated in the spring and summer and open its doors next fall. By 2006, the Learning Commons will be a dynamic, student-focused centre at the core of Acadia University; both literally and figuratively!



its

The Counselling Corner

Submitted by: Donnie Jeffrey

After a much needed rest over the holiday break, the Counsellors of AACUSS resume their dutiful roles within their respective universities. Counselling has always been an area that has a bit of mystery attached to it. Most people, sometimes out of respect or sometimes fear, don't ask or don't know how to ask what it is we do locked in our offices all day long. Let's check in with various Counsellors across the AACUSS highway and take a sneak peak at what they have been doing all semester and who they have been doing it with.

Having seen most of my clients for personal matters, things at Saint Mary's have been quite busy over the course of the first semester. Similar to the past couple of years "Depression" or "Depression like symptoms" seems to dominate the presenting issues. Coming in at a close second, and making up a large percentage of client concerns, would be issues relating to anxiety, stress, and academics. At Saint Mary's we continue to see an increase of relationship related concerns within our population. I can tell you first hand that couple counselling has been one of the areas that has been utilized to a great degree over the past three years. Consistently career counselling has always been, and remains to be, a large draw for the students at Saint Mary's. At appears wait times have increased. It is not uncommon for career clients to wait up to 4 weeks for an appointment and for a student seeking personal counselling, upwards of 3 weeks. In an effort to reduce our waiting times and make ourselves more efficient, we attempted to implement an "intake system". In addition, due to a growing number of "no shows", we began calling students as reminders for their upcoming appointments. Although the intake system proved to be impractical with our current number of staff, the "reminder phone calls" that are now going out to students have been very effective. Our "no show's" have been dramatically reduced which in turn will hopefully reduce our wait times. This topic of wait times, cancellations, and no shows might make for a good round table discussion at the upcoming summer conference!

Lana Davis from UNBSJ agrees that stress, depression, anxiety and relationship problems can make up a big part of client issues. She notes that all groups, ages, and both genders can be affected. At UNBSJ they continue to see both domestic and international students (...and yes, Lana states that international students do in fact seek out counselling). UNBSJ's gender breakdown reinforces what many of us already know, that more females than males generally seek out counselling. Lana is seeing a change in this pattern noting that the number of males attending is "significant". This is also true for Saint Mary's, this past semester I have also witnessed an increase in our male participation rates.

Over in NBCC - Moncton, things have been very busy. There have been the usual concerns arising after the holiday break and some new remedies implemented in an attempt to resolve them. Kim Schaschl, Counsellor at NBCC - Moncton, states that student's financial concerns seem to top the list. Kim has been fortunate enough to have an individual from Student Aid on contract assisting the students with processing their student loans and dealing with their concerns. Moncton has also introduced other initiatives for student success, such as the "Connections Program for Intellectually Disabled Students". This special needs student initiative has been unveiled to assist with the ever increasing demands within this student population. Moncton also finds that more and more of their time is being dedicated to assisting International Students which echo's Lana's earlier statement that International Students are finding their way to our offices. As a result of attending a "wonderful presentation" at our summer conference, Counselling Services at Moncton has developed a more proactive approach for reaching their students and allowing them to know about their services.

I hope this provides a bit of a "snapshot" of the types of concerns that we work with and the people we work for, the students. Thank you to both Lana and Kim for their submissions.

The Learning Commons at Acadia University
By Paula Cook, Vice President—Student Affairs

The Acadia Learning Commons will open its doors in the fall of 2005. The development of the Commons stems from a wish to have a central location on our campus that focuses on two of the principal functions of a primarily undergraduate university: teaching and learning. It is our belief that a Learning Commons, building on the engagement that has been created through the Acadia Advantage, will extend intellectual development beyond the classroom through activities created on the campus and in the community. In essence, broadening and extending the learning environment.

The Learning Commons is envisioned to have four components. At the core of the Commons will be the Centre for Curriculum, Learning and Teaching where effective student learning is explored and faculty initiatives that involve engaged learning are supported. The Institute for Civic Engagement will involve students in meaningful community projects that enhance their learning experience and provide service to agencies and organizations who might benefit from student expertise; the Centre for Internationalization will focus on coordinating the University's international initiatives and maximize the potential Acadia has with students from such diverse backgrounds and finally, a learning enrichment centre which will provide writing, quantitative reasoning and advising support.

In order for students to have the best possible opportunity to learn, teaching must be informed through an examination of their learning styles and evolve to better engage them. Today's students are accustomed to instant responses, to interactive environments and to interdisciplinary approaches to learning. The Centre for Curriculum, Learning and Teaching will provide faculty with an opportunity to develop innovative curriculum and teaching methods that encourage positive learning experiences.

The Institute for Civic Engagement will extend the learning experience beyond the classroom into the campus and the community. We, at Acadia, believe that students should have the ability to see the impact of theory in practice while at the same time developing their sense of social responsibility. The Institute will work with faculty and the community to provide our students with meaningful learning experiences in public agencies, businesses and volunteer organizations. This will provide a public service while at the same time enriching the classroom experience . . . everyone wins!

There is a considerable amount of international activity at Acadia University. The University attracts more international students on a per capita basis to its campus than any other university in Canada. Acadia now has students and faculty from over 60 countries and international students represent over 16% of the student population. There are a number of faculty research initiatives, international programs, student exchanges, internships, and support programs in place. These continue to be an important aspect of the Acadia experience. The Centre for Internationalization will build on Acadia's strengths through the coordination of all of the University's international initiatives. The Centre will lead in the establishment of Acadia's objectives for international enrolment, development of enriched student learning experiences and will coordinate all international activity including faculty research, curriculum, exchanges and other international programs. Finally, and perhaps most importantly, the Centre, through its association with the Centre for Curriculum, Learning and Teaching will ensure that Acadia maximizes the educational opportunities created by having such a cosmopolitan campus.

The enrichment centre will consist of a Writing Centre where students and faculty will be able to enhance their writing skills, a quantitative reasoning centre that will provide students with support for their mathematical challenges and an advising centre that will serve as a first point of contact for students seeking counsel on any aspect of university life. The latter will provide both advising and referral services.

We anticipate that the Learning Commons will be a hub of activity on our campus with students and faculty making extensive use of a large multi-functional space for meetings, discussions and informal tutorials. The main hall will provide a relaxed, informal venue for students, faculty, staff, alumni and members of our community to come together to discuss learning. In addition, it is anticipated that lectures, small concerts and coffee houses will be held in the main hall in the evenings. During the spring and



The Who's Who and What's New?

At Memorial University of Newfoundland



Darren Newton is our new Residence Life Officer (although "new" is a term used very loosely here!) as he has been with us for about 14 years now! Most of these years were spent as a proctor and as our medical aide for all of our residences. He took up the reins as Res Life officer this past summer.

Originally from Montréal, Darren has lived in St. John's for the past 15 years and even married a Newfoundland girl! He brings with him a host of skills including, having worked as a paramedic, former president of the graduate student union, former chair of the undergrad student union, worked with youth in the community and held various jobs with the provincial government and volunteer organizations. He is an excellent addition to our team and brings with him enthusiasm and an understanding for the students we work with

At Mount Allison

Marlene Hopkins, joins the team at the Mount Allison Dean of Students Office as the Administrative Assistant. She has been there since last summer. Marlene spent many years with the YMCA of Greater Halifax/Dartmouth before heading back to her home land.



Paul Merrigan, a graduate of Mt Allison is presently the Academic and Career Counsellor with the Deans Office. He is filling in for Mora MacDonald while Mora is on her maternity leave. Paul has several responsibilities within the Student Life Office: Academic Support Services, Career and Employment Counselling and Special Needs Counselling.

Rev. John C. Perkin has recently been appointed to the position of Acting Dean of Students at Mount Allison in addition to his role as University Chaplain.



Charlie Hunter has been co-opted by the interim Vice-President to serve as Associate Vice President -Student Life and Admissions at Mount Allison.



University of New Brunswick

Anne Soucy has finished in her position as Student Development Coordinator. Anne says that she really enjoyed her time at UNB and feels that she has made a positive contribution to the department. She looks forward to working with the student population again soon and continuing her correspondence with AACUSS.

Sara Rothman has returned to her position of Student Development Coordinator at UNB Fredricton.

