2013 Student Affairs Conference:
Leading Through Transition
#utsaSAconf

Presenter Biographies
2013 Student Affairs Conference Agenda

7:45-8:15: Registration and Refreshments

8:15-9:00: Keynote Address- **Dr. Wanda Mercer**

9:15-10:30: Concurrent Sessions
- **The Art of Being Aware** – Jeanette Francovich
- **People Principles: A Guide to Winning with People** - Georgina Rodriguez
- **Reflecting to Learn: Reflection Practices with Purpose** – Jamie Thompson
- **Ethics in Action** – Anne L. Jimenez

10:30-10:45: Break- Refreshments

10:45-11:45: Concurrent Sessions
- **Fitness Anywhere!** – Kristee Phelps
- **Developing Our Most Valuable Asset: Creating and Enhancing Student Leadership** – Lydia Bueno
- **Guiding Students Toward Behavior Change: An Introduction to Motivational Interviewing** – Melissa Hernandez
- **Do You Perceive Your Perception Perceptively?** – Cié Gee
- **Creating Buy-In While Creating Change: Lessons Learned While Leading Through Transition** - Amy Diepenbrock

11:45-12:00: Break- Refreshments

12:00-12:45: Lunch and Keynote Address- **Mr. Sam Gonzales**

1:00-2:00: Concurrent Sessions
- **Public Speaking: Overcoming the Fear to Achieve Awesomeness** – Justin Bingham
- **The Graduation Initiative at UTSA: Working Together to Help Students Succeed** – Jennifer Fueglein
- **Understanding Department of Veterans Affairs Educational Benefits** – Joe Polasek
- **Do You Perceive Your Perception Perceptively?** – Cié Gee
- **QPR for Suicide Prevention** – Melissa Hernandez

2:00-2:15: Break- Refreshments

2:15-3:30: Concurrent Sessions
- **Today's College Student on a Tightrope: How Our Services Can Respond** – Jan McKinney
- **Contracts and Agreements: Partnering and Driving Our Programs Toward Success** – Bob Miller
- **Business Etiquette DOs and DON'Ts: How to Get and Stay Ahead in the Workplace** – Joe DeCristoforo
- **How to Create a Student Internship in Your Office** – Audrey Magnuson
- **Working with International Students at UTSA** – Sapna Naik

3:30-3:45: Break- Refreshments
3:45-5:00: Concurrent Sessions
*Fitness Anywhere! – Kristee Phelps
Tools to Manage Public Speaking Anxiety – Thomas Baez
*Business Etiquette DOs and DON'Ts: How to Get and Stay Ahead in the Workplace – Joe DeCristoforo
Should We Assess Less, More, or Differently? – Kasey Neece-Fielder
Adapt and Overcome: Helping Student Veterans Transition to Academic Life – Dianne Hengst

*Repeated Sessions
Featured Keynote Speaker:
Dr. Wanda Mercer

Dr. Wanda Mercer has been Associate Vice Chancellor for Student Affairs at the University of Texas System since 2011. Before joining the UT System, Dr. Mercer was Vice President for Student Life at Tarleton State University for eighteen years. Prior to that, she served 16 years at the University of Houston-Clear Lake, including eight years as Associate Vice President and Dean of Students. In these roles, she was responsible for staff, programs, budgets, facilities, planning and assessment, and crisis response for all departments in Student Affairs. In addition to overseeing student affairs programs, over the years Dr. Mercer was responsible for financial aid, student recruiting, new student orientation, disabled student services, diversity initiatives, first-year success programs and academic support services. She has developed successful federal and state grants and was a member of the graduate faculty in the Department of Educational Leadership at Tarleton State University.

Dr. Mercer received her Bachelor of Arts and Master of Education degrees from Sam Houston State University in Huntsville, Texas and her Doctorate of Education from Vanderbilt University in Nashville, Tennessee.

Dr. Mercer has been active in state and national professional associations including service as president of the National Center for Academic Integrity, the Texas Association of College and University Student Personnel Administrators, and Council of Student Services Vice Presidents. She served on the national board for the Association of Student Judicial Affairs and completed a two-year term as a fellow in the Academic Leadership Academy of the American Association of State Colleges and Universities. In the spring of 1999, Dr. Mercer was selected as a participant in the Fulbright Scholar program of Germany and later that year was an exchange delegate to France for the National Association of Student Personnel Administrators (NASPA).

In 1999, Dr. Mercer was awarded the John Jones Award for Outstanding Performance as a Dean by NASPA and in 2004 she received the Distinguished Service Award from the Texas Association of College and University Student Personnel Administrators.

Most recently, Dr. Mercer served as a team leader for the Texas International Education Consortium in its planning efforts for Prince Mohammed Bin Fahd University in Damman, Saudi Arabia and for Al Saleh University in Sana’a, Yemen. In 2010, Dr. Mercer was selected by the Foundation of the National Association of Student Personnel Administrators as a Pillar of the Profession.

Dr. Mercer has made numerous presentations at regional and national conferences and to academic and civic groups. She and her husband Jim are the parents of three children.

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Our Interim Vice President of Student Affairs: Sam Gonzales

As Interim Vice President for Student Affairs, Sam Gonzales oversees 18 departments including Admissions, Financial Aid and Enrollment Services, Registrar, Student Life, Student Services and Intercollegiate Athletics. Sam is also the Associate Vice President for Student Affairs Administration Planning & Student Services.

In addition to his current two positions, over his 36-year career at UTSA Sam has held leadership positions as Director of Financial Aid and Director of Career Services. He also served in interim positions, including Assistant Vice President for Student Life, Director of International Programs, Director of Health Services and Director of Campus Recreation.

Sam served nationally as president of the Cooperative Education and Internship Association, locally as president of the San Antonio College and University Placement Association and regionally as treasurer of the Southwest Association of Colleges and Employers.

Through his career, his teams have been honored with the Alcohol EDU national award for Excellence in Prevention Programming in 2007, the UTSA Richard S. Howe Excellence in Service to Undergraduate Students Award and the UTSA Team Spirit Award.

Sam earned a Master of Education degree in Psychology and a bachelor’s degree in mathematics from Our Lady of the Lake University. Additionally, he was a Kellogg Fellow in Education Policy with the Institute of Educational Leadership at The University of Texas at Austin.

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Tools to Manage Public Speaking Anxiety

Session Summary:
This presentation will review basic concepts in managing public speaking anxiety, learning specific techniques, as well as demonstrations on how to apply them to specific situations.

Biography (Primary Presenter): Thomas Baez, Ph.D.

Thomas Baez, Ph.D.
Credentials:
Licensed Psychologist, 16 years of experience in the field of Mental Health Director, UTSA Counseling Services Adjunct Assistant Professor UTHSCSA International Association of Counseling Services Accreditation Board Member The Counseling Psychologist Editorial Board Member

Publication:

Special areas of interest:
Management & supervision, crisis intervention, and anxiety management.

Public Speaking: Overcoming the Fear to Achieve Awesomeness

Session Summary:
Does the thought of speaking in front of people make you weak at the knees? Do you have anxiety attacks knowing you'll have to present something...anything?

Public speaking is one of the most feared activities in the workplace today, but it doesn’t have to be. In fact, it can actually be pretty fun. This interactive course will show you how you can prepare your material, your body, and your mind to give not only a good presentation, but a great one.

Biography (Primary Presenter): Justin Bingham

Justin Bingham is a Financial Aid Officer II in the Scholarships Office. Justin is the 2013-2014 UTSA Staff Council Chair. He has also been involved with the UTSA Staff Networking Team since 2011. Justin is a
UTSA alum, receiving his BA in Public Relations. After cutting his teeth in stage productions while a student with UTSA, he furthered his performance skills while acting in independent movies, commercials, and Voice Over spots, as well as receiving formal voice training. In addition to his career with UTSA, Justin and his family are huge supporters of St. Jude Children’s Research Hospital, establishing the first annual San Antonio golf tournament benefitting the children of St. Jude.

Developing Our Most Valuable Asset: Creating and Enhancing Student Leadership

Session Summary:
Students are essential to making an office run. They serve as our customer service team, tour guides and university recruiters. This session is designed to share ideas and tips on developing student leaders and workers within an office.

Biography (Primary Presenter): Lydia Bueno
Lydia Bueno is the current Assistant Director of Undergraduate Admissions for Communications at The University of Texas at San Antonio. She has been with UTSA since June 2012.

Lydia completed both her graduate and undergraduate course work at Angelo State University in San Angelo, Texas. She earned a Master of Education degree specializing in Student Development and Leadership in Higher Education and a Bachelor of Arts degree with a major in Communication focusing on Public Relations and Advertising and a minor in Spanish.

Lydia’s past employment includes: Non-Traditional Admissions Counselor/Advisor for Concordia University Texas San Antonio Center, Senior Admission Counselor at Schreiner University, Special Projects and Events Coordinator for the Angelo State University Alumni Association and Graduate Assistant for the Angelo State University Center for Academic Advising.

Professional organization membership includes: NACAC Member, TACAC Fellow. SACRAO Presenter, ACHEA Past - President, SAHRMA Member

Biography (Co-Presenter): Tiffani Hoot
Tiffani Hoot is currently an Admissions Officer II in the Office of Undergraduate Admissions at The University of Texas at San Antonio. Tiffani has been with UTSA since 2008. She currently supervises 65 Rising Roadrunner scholarship recipients.
Tiffani completed her graduate degree at the University of Houston-Clear Lake earning a Master of Arts in Cross Cultural Studies. Tiffani earned a Bachelor of Arts in History from Texas Lutheran University.

Before joining UTSA, Tiffani worked at the University of Houston, with a team to organize the Indoor and Outdoor Track and Field meets.

Professional organization memberships include: TACAC Member, TACAC Conference Planning Committee, SACRAO Presenter.

Business Etiquette DOs and DON’Ts: How to Get and Stay Ahead in the Workplace

Session Summary:
Warren Buffet is famous for the following quote, “It takes twenty years to build a reputation and five minutes to ruin it.” Have you ever wondered when replying to an email if you should “copy all” or just the sender; return a phone call as soon as you can or just the opposite - intentionally waiting till the next day; how important keeping your word is to your colleagues; is honesty the best policy; how you can respond to conflict with grace? When you come to this seminar, you’ll be given a short quiz to test your business etiquette savvy and we’ll discuss various dos and don’ts that apply to your work environment. Bring any questions you have regarding business etiquette and we’ll discuss possible/probable courses of action!

Biography (Primary Presenter): Joe DeCristoforo
Joe DeCristoforo, the Associate Vice President and University Registrar, has been at UTSA since 2002. He has a PhD in Research, Measurement, and Statistics from Georgia State University and an EDS/MED in Counselor Education and a Bachelor of Arts in English - all from the University of Florida. Besides UTSA, he has also worked at the University of Toledo, Indiana University of Pennsylvania, Georgia Tech, and Kennesaw State University. He has over 30 years of experience in student academic records and admissions and has presented on numerous occasions at national, regional, and local conferences. He enjoys spending time with his wife Alice on the coast fishing and cycling or boating and fishing at Canyon Lake. He has four dogs, two cats, two horses and a donkey named Joxer.

Biography (Co-Presenter): Colleen Snodgrass
Colleen Snodgrass, Administrative Services Officer in the Office of the Registrar, has been at UTSA since 2007. Besides UTSA, she has also worked in the legal field for many years in Sacramento, California, and has over 16 years of experience in administration. She enjoys wine tasting with her daughter Lindsay, cooking, and exploring her new home of Texas.
Session Summary:
Let’s face it; higher education is in a state of transformation. Student affairs in 2013 does not look the same as it did in 2000. Change can be seen as either exciting or nerve-wracking depending on how the message is delivered and steps taken are managed. Creating buy-in within one’s area and across campus is an art that becomes a must when transition occurs. This session will share insights and lessons learned by the presenter in her current and previous roles. Come hear first hand challenges and successes compared between leading the development of a Career Center from scratch and combining two existing centers, Career Services and Service Learning, each with their own history and tradition, into one cohesive unit.

Biography (Primary Presenter): Amy Diepenbrock

Dr. Amy Diepenbrock serves as the Director of the Civic Engagement and Career Development Center at St. Mary’s University. In this role, Amy oversees the overall operation of the Center, providing strategic leadership for staffing and programs. Amy also creates intentional interactions with faculty, deans, and administration to increase understanding of the Center. Amy represents the Center and St. Mary’s in the local community and in national professional organizations.

Amy came to St. Mary’s in January 2011 from Barry University in Miami Shores, Florida where she was the Director of Career Services for almost six years. Amy’s experience includes 13+ years in the student affairs field, including positions in career services, civic engagement, financial aid, student activities, and athletic academic advising.

She earned her Ph.D. in Counseling and Student Personnel Services from the University of Georgia, her M.S. in Counselor Education from the University of North Carolina at Greensboro, and a B.S. in Psychology from Wake Forest University. Dr. Diepenbrock has presented nationally and published articles on topics related to career development, online student services, and staffing practices in student affairs.

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The Art of Being Aware

Session Summary:
Self-Awareness can be defined as the ability to jump over hurdles in order to reach a specific goal. Here at UTSA that self-awareness assists us with growing professionally and personally. Being conscious of your surroundings, knowing and understanding where you are in your life, where you’re headed, and the path needed to follow that will assist you with meeting, if not exceeding, your goals. One thing you must learn to see is how to distinguish your past from your present and future. Learning where you have been and what you went through only helps you to grow. Incorporating those experiences into your daily life and work will make you a well-rounded employee. Remember that your bumps in life...are just that, bumps; you can and will drive over them!

Biography (Primary Presenter): Jeanette Francovich

Jeanette Francovich has worked at UTSA for five years in the old Visitor Center, now the new Welcome Center. In these five years Jeanette has seen many great changes and is excited about the future of the university. She started here at UTSA with her associates in Administrative Office Management and then received her Bachelors in Management in 2007. Her work and duties have changed as fast as the growth of the Visitor Center/Welcome Center. Serving as Project Specialist, some of her duties include managing their eight Student Admissions Officers, assuring all visitors are welcomed in a friendly and warm manner, ensuring they provide the best customer service possible, and keeping accurate reporting for recruitment purposes...etc. Prior to working at UTSA Jeanette worked 12 years with elementary age children from ages 3 years to 10 years. Most of those years were spent assisting in the Special Education area. She has also worked at two large corporations in San Antonio, Chase and Capital Group.

Personally, Jeanette has a daughter who just recently got married and has an adorable grandson as well. She enjoys working at UTSA and feels that this is her home. She is a writer and creative person by nature and this is her second presentation at a UTSA Student Affairs Conference.

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The Graduation Initiative at UTSA: Working Together to Help Students Succeed

Session Summary:
Graduation and student retention continue to be the focus of increasing scrutiny at the institutional, state, and national levels. This presentation will describe the strategies and tactics of the Graduation Initiative, an office formed in 2007 to research, develop, and assess persistence and graduation at UTSA. Additionally, this presentation will provide insight into how graduation and retention rates are calculated, and what those numbers mean. Come to this presentation and learn a little more about retention and graduation at UTSA, and how the Graduation Initiative works with the university community to help more students earn an undergraduate degree at UTSA.

Biography (Primary Presenter): Jennifer Fueglein

Jennifer Fueglein has been with UTSA since 2007 and joined the Graduation Initiative in July 2012. She holds a Master of Arts in Human Resources as well as a Bachelor of Arts in English from Webster University in St. Louis, Missouri. In her time at UTSA, Jennifer has worked in Residence Life at CLV and Student Conduct and Community Standards, and continues to serve as a member of the E.P.I.C. Core Team. She has presented both nationally and regionally and recently co-wrote an article published in the NASPA Journal of College and Character. Additionally, Jennifer is a doctoral student in the Educational Leadership program at UTSA.

Biography (Co-Presenter): Kristi Meyer

Kristi Meyer has been with UTSA since 2002 and a member of the Graduation Initiative since 2007. Kristi holds a Master of Arts in Political Science from UTSA, and a Bachelor of Arts in Political Science from Stephen F. Austin State University. Kristi’s previous work at UTSA includes positions in the College of Liberal and Fine Arts Undergraduate Advising Center, the Colleges’ Freshman Advising Center, and the Transfer Advising office. Kristi has published several articles and presented at numerous national and state conferences. In addition, Kristi holds an adjunct faculty position at San Antonio College, where she teaches introductory Political Science.

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Do You Perceive Your Perception Perceptively?

Session Summary:
What do you see? Can you see the cat? Can you see the mouse? Can you see the elephant? Every day we make decisions based on our perception of reality or what we "see". But how accurate is that perception? Learn how limited your perception can really be in this engaging, interactive session! Explore looking at issues and situations from multiple perspectives. Discover the barriers to perception that keep you from seeing the whole picture and making the best decision. And by the way, if you can see the elephant in this picture, let me know!

Biography (Primary Presenter): Cié Gee

Cié Gee has been with Student Affairs since 2007. During this time she has worked as Graduation Coordinator, an Assistant Director in Admissions, and currently serves as the Associate Director of Registration and Records in the Registrar’s Office. Cié has been involved in various duties at UTSA such as Chair of Staff Council, Leadership UTSA, and Freshmen Seminar. She holds a Bachelor’s and Master’s degree in Communication from UTSA.

“Adapt and Overcome”: Helping Student Veterans Transition to Academic Life

Session Summary:
As we conclude close to a decade of involvement in the wars in Afghanistan and Iraq, universities are experiencing a steady increase in the enrollment of student veterans. Although student veterans understand the importance of higher education, the content covered in school may seem to have much less real-world relevance than some of the things they experienced in the military. It is important for faculty and staff in higher education to be aware of the difficulties student veterans encounter. Participants will learn about those challenges student veterans face every day in the academic environment and how staff and faculty can help veterans connect with resources, services, and support that effectively address the issues impacting their lives.
Biography (Primary Presenter): Dianne P. Hengst

Dianne P. Hengst is Director of Student Disability Services at UTSA. Dr. Hengst graduated with Masters degrees in both School and Clinical Psychology and a Doctoral degree in Clinical Psychology in 2003. She has over 20 years of counseling and clinical experience ranging from public schools to community mental health centers, state psychiatric facilities and acute care psychiatric hospitals. She consults with various school districts and other college campuses on issues related to disability law, access, inclusion, and diversity. She has presented both locally and nationally on the topic of disability and diversity, and trains hundreds of individuals each year about providing disability accommodations in an academic setting. She served as a reviewer for Disability Quarterly Academic Journal and has worked in postsecondary education developing administrative policies for students with disabilities for over 15 years.

Biography (Co-Presenter): Mary McNaughton-Cassill

Mary McNaughton-Cassill earned her Ph.D. in psychology in the Joint Doctoral Clinical program at the University of California, San Diego and San Diego State University. Dr. MC, as the students call her, is an associate professor of clinical psychology at UTSA and a licensed psychologist in the state of Texas. A recognized authority on stress and coping, she has presented locally, regionally, and nationally, and her professional writing has appeared in the Journal of Nervous and Mental Disease, the Journal of Applied Social Psychology, Marriage & Family Review, and Applied Cognitive Psychology. Her first book, Mind the Gap: Managing Stress in the Modern World, has just been released.

Biography (Co-Presenter): Lisa Firmin

Lisa Firmin is the Associate Provost for Diversity and Recruitment at UTSA. She works at the strategic level to address faculty diversity and placement goals and coordinates efforts between Academic and Student Affairs to attract a high quality, diverse student population. Firmin retired from the Unites States Air Force as a Colonel and its most senior ranking Latina officer. She held key leadership and command positions and has extensive recruiting, retention and diversity management expertise at the highest levels of the Air Force and the Department of Defense. Firmin has been featured in local print, radio, television and national magazines and received many honors throughout her career.
Guiding Students Toward Behavior Change:  
An Introduction to Motivational Interviewing

Session Summary:  
Motivational Interviewing is a collaborative conversation that can help people strengthen their own motivation and commitment to change. Motivational Interviewing is an empathetic person-centered approach that utilizes a set of techniques and tools to help people explore and resolve ambivalence and facilitate informed and contemplated choices. This presentation will introduce participants to the principles and tools that are part of Motivational Interviewing and show how it can be used by Student Affairs professionals. Participants will learn to identify a student's Stage of Change and how to use that information to tailor their student customer service, advising, mentoring, counseling, or supervising approach.

Biography (Primary Presenter): Melissa Hernandez

Melissa Hernandez is the Assistant Director of UTSA Counseling Services and has 13 years of experience in student mental health. She holds a bachelor’s degree in Psychology and a master’s degree in Social Work, both from the University of Texas at Austin. Melissa is recognized by Texas State Board of Social Work Examiners as a Licensed Clinical Social Worker and a board-approved supervisor.

Since coming to UTSA in 2003 Melissa has developed special interest and experience in sexual assault and partner violence education and prevention, suicide prevention and assessment, and Motivational Interviewing for substance abuse. Melissa is a certified QPR Gatekeeper instructor since 2010 and trains Housing staff annually on suicide prevention. Melissa has provided training on Motivational Interviewing to Counseling and Student Affairs Professionals for five years. She has served as a trainer and consultant to the award-winning Student Conduct and Community Standards E.P.I.C Journey Team, and has presented with them at two national conferences.

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Session Summary:

SUICIDE is one of the top causes of death among college students. Many of those who complete suicide show warning signs and/or communicate their suicidal thoughts. QPR is designed to teach you how to help someone who may be considering suicide. QPR consists of three life-saving skills: (1) Questioning a person about suicide; (2) Persuading the person to get help; and (3) Referring the person to the appropriate resource. QPR is intended to teach those who are in a position to recognize warning signs, clues and suicidal communications of people in trouble to act immediately to prevent a possible tragedy.

Biography (Primary Presenter): Melissa Hernandez

Melissa Hernandez is the Assistant Director of UTSA Counseling Services and has 13 years of experience in student mental health. She holds a bachelor's degree in Psychology and a master's degree in Social Work, both from the University of Texas at Austin. Melissa is recognized by Texas State Board of Social Work Examiners as a Licensed Clinical Social Worker and a board-approved supervisor.

Since coming to UTSA in 2003 Melissa has developed special interest and experience in sexual assault and partner violence education and prevention, suicide prevention and assessment, and Motivational Interviewing for substance abuse. Melissa is a certified QPR Gatekeeper instructor since 2010 and trains Housing staff annually on suicide prevention. Melissa has provided training on Motivational Interviewing to Counseling and Student Affairs Professionals for five years. She has served as a trainer and consultant to the award-winning Student Conduct and Community Standards E.P.I.C Journey Team, and has presented with them at two national conferences.

Biography (Co-Presenter): Hazel Lane

Hazel Lane is a Counseling Psychologist at UTSA Counseling Services. She holds a master's degree and a doctoral degree in Counseling Psychology, both from Our Lady of the Lake University in San Antonio. Hazel is a licensed psychologist through the Texas State Board of Examiners of Psychologists.

Through her academic and work experiences, Hazel has received additional training in her areas of special interest including clients with depression and anxiety, multicultural issues, first generation students, non-traditional students, and supervision and training. Hazel has been a certified QPR Gatekeeper instructor since 2010 and has trained students, staff, and faculty on suicide prevention.
Session Summary:
Knowing what talents, skills, and strengths you have to offer your current employer is crucial in knowing how you can make a significant impact in your workplace. But it doesn’t stop there! It’s important to be able to recognize and apply your own unique qualities in terms of promotion opportunities or in transferring your skills to another area. This workshop will focus on 1) self-awareness and discovery of what you offer as an employee, 2) discovering what employers want in employees regarding promotion and new hires (general and specific areas), and 3) learning how to prepare for transition and marketing yourself and your talents. This will be a bilingual, interactive session, offering time to consider all three areas above and practice these skills with small groups.

Biography (Primary Presenter): Karen Ivy
As the Assistant Director of Student Services for the University Career Center, Karen Ivy provides oversight for the counseling group within the office, while also focusing on further developing programs for our graduate students in Master’s and Doctoral programs. She has her Master’s Degree in Counseling Psychology and has finished her coursework for her Doctorate of Philosophy in Educational Psychology, both from Texas A&M University in College Station. Karen is also certified as a Global Career Development Facilitator through the National Career Development Association. She has focused her work across the past decade on the personal and professional development of college students. In addition to almost 7 years at UTSA working with students and alumni through the University Career Center, she has worked with first generation college students involved in the Learning Communities program at Texas A&M University as well as being involved in a GEARUP grant project with high school students in the Rio Grande Valley, assisting them with career planning and adjustment to college.

She is a member of the National Association of Colleges and Employers (NACE), National Career Development Association (NCDA), Southern Association of Colleges and Employers (SoACE), and locally, San Antonio Colleges and Universities Career Center Association (SACUCCA). Karen sits on the Recruiting District Assistance Council (RDAC), a regional U.S. Navy committee. She is also a member of the Professional Development committee with SACUCCA, and the Regional Volunteer Coordinator and Marketing/Promotions Committee Member for SOACE. She volunteers her time with high school students, working closely with that ministry at her local church as well as being a group leader for the inter-national organization, Bible Study Fellowship.
**Session Summary:**

Ethics in Action will provide an interactive and collaborative opportunity for Student Leaders to address ethical dilemmas commonly faced in student organizations. Group discussion will include development of choices, plans of action, rationale and applicability to organizations. Case studies will be the basis for discussion utilizing five ethical principles appropriate within a university environment. These include fairness, well-being of others, not harming others, being civil and honest and respecting individual decisions.

**Biography (Primary Presenter): Anne Jimenez**

Anne Jimenez serves as the Assistant Dean of Students and the Director of Student Conduct and Community Standards at The University of Texas at San Antonio. She is in her sixteenth year with the University in student conduct. Anne serves on the E.P.I.C. Core Team continuing to develop the E.P.I.C. Journey Sanctioning Model. She earned her bachelor's degree in Criminal Justice, Criminology and Corrections from Sam Houston State University and is a proud Roadrunner, having completed her master's degree in Adult and Higher Education Administration at UTSA.

**Biography (Co-Presenter): Ann Margaret Trujillo**

Ann Margaret Trujillo has been working at UTSA since October 1998, first serving as a Graduate Assistant in the Bicultural Bilingual Studies Division. In November 1999, Ann Margaret began her career with Multicultural and Student Programming and is currently serving as the Associate Director of the center. Ann Margaret holds three degrees: a Bachelor of Science in American Sign Language Interpreting from the University of New Mexico, a Bachelor of Arts in Spanish, from the University of New Mexico, and a Master of Arts in Bicultural Studies from UTSA. Ann Margaret's job responsibilities are to coordinate, plan, and implement cultural awareness programs that occur on campus.

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Session Summary:
This presentation will show student affairs professionals how to use the University Career Center Job Bank both as advisors to their students, as well as employers of students. Research shows that students persist and are retained better during their four years in college when they are employed on campus and have a relationship with a staff member who provides support and mentorship opportunities. Let us help you create an internship on campus, in your office, for a deserving student! This is a GRIP (Graduation Retention Improvement Plan) initiative and has already been approved and funded by the University.

Biography (Primary Presenter): Audrey Magnuson
Audrey Magnuson is the Director at UTSA University Career Center and has been with The University of Texas at San Antonio since Jan 2007. She has a Master’s Degree in Human Resources Development and in Management. She has worked in various levels of the Career Counseling field to include vocational training and local Industry Cluster workforce program development, higher education and curriculum development, career counseling, planning and assessment for students from high school to professional clients seeking a career change. She also is involved in the development and delivery of customized professional development courses. She is a member of the Texas Cooperative Education and Internship Association, National Association of College and Employers, Southern Association of Colleges and Employers, Cooperative Education and Internships Association, National Career Development Association, Society of Human Resource Managers, San Antonio Human Resource Management Association and the American Society of Engineering Education.

Biography (Co-Presenter): Claudia Giliberti
Claudia is one of the two career counselors who works with undergraduate students in the College of Business. She has a passion for serving international students and has been involved with the Career Center Assessment Team for more than 4 years. In addition to her 6 years experience with the Career Center, she taught a Marketing course at Aquinas College for 2 years and, prior to that, worked for more than 5 years in a multinational company in Sales and Marketing. Claudia holds an M.B.A. from Clark University, Graduate School of Management, in addition to a Bachelor’s and Master's degree in Economics from the University of Bari, Italy. Professional affiliations include NACE, NCDA, and SoACE.
Today’s College Student on a Tightrope: How Our Services Can Respond

Session Summary:
The life of today's college student is complex and issue oriented. They receive mass amounts of texts, e-mails and other electronic communication. We think we know them. Yet, it's possible that our institutions have not kept pace with the generation's values. Arthur Levine and Diane Dean tackle these issues and more in their book, "Generation on a Tightrope: A Portrait of Today's College Student." This data-driven view of today's college student goes beyond millenials to describe diverse students and campuses from all over the US. Join us as we explore our students' life on the tightrope through interactive activities and engaging discussion of how our programs and services can transform to better meet their needs.

Biography (Primary Presenter): Jan McKinney

Jan McKinney serves as an Assistant Director for Student Conduct and Community Standards and as Education Teams Facilitator for the Office of the Vice President for Student Affairs at The University of Texas at San Antonio and is currently pursuing her Doctorate in Educational Leadership and Policy Studies at UTSA. She holds a Master's of Education degree in Higher Education Administration and a Bachelor of Arts degree in Political Science from the University of South Carolina. She has worked in conduct for eight years and specializes in scholastic dishonesty prevention, civility issues and the E.P.I.C. Journey sanctioning model serving as a member of its Core Team. Her fifteen year career in higher education has been a diverse mix of new, large scale program design and implementation, multicultural programs, administration, teaching, student conduct, and student group advising. Jan is certified by the Advisor Recognition and Training Institute (ART) and is also a certified personal success seminar facilitator for True Colors® with the UTSA Student Affairs Education Team.

Biography (Co-Presenter): Adriana Alicea-Rodriguez

Adriana Alicea-Rodriguez serves as a Coordinator in Student Conduct and Community Standards at UTSA. Adriana currently serves on the E.P.I.C. Core Team developing the E.P.I.C. Journey Sanctioning Model and is a doctoral student at UTSA in Educational Leadership. She worked previously with the university for two years in campus housing. Prior to arriving at UTSA, Adriana worked in Residence Life at Texas A&M University and the University of Vermont. Adriana is an active member of NASPA and has served in different leadership positions with NASPA’s Latino Knowledge Community and NASPA’s Undergraduate Fellows Program. In 2009, she received the NASPA Region III William Leftwich Award.
**Biography (Co-Presenter): Barry McKinney**

Dr. Barry McKinney is the Assistant Dean of Students and Director of Student Activities at The University of Texas at San Antonio and holds a doctorate in educational leadership. His employment at Texas A&M-Kingsville, Virginia Tech, Randolph-Macon, Texas A&M, and his International fraternity provided professional development experiences in student activities, diversity programs, student government, leadership, residence life, risk education, student organizations and fraternity/sorority life. An active member of NACA, NASPA and TACUSPA, he also volunteers in several San Antonio community organizations. Barry enjoys movies, college football and pop culture.

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**Contracts and Agreements: Partnering and Driving Our Programs Toward Success**

**Session Summary:**

During the course of our daily work, we encounter contracts, agreements and memoranda of understanding for large-scale events as well as short presentations. Discuss how contracts and agreements impact the Division of Student Affairs and how these legal documents are handled. Contracts and agreements vary in type, function and the requirements for each.

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**Biography (Primary Presenter): Bob Miller**

Bob Miller, M.S., is the Associate Director for Student Affairs Budgets and Financial Services in the Office of the Vice President for Student Affairs. He oversees the contract process for the Division of Student Affairs and partners with Business Affairs colleagues to facilitate the contract process for Student Affairs departments.

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Working with International Students at UTSA

Session Summary:
This informative presentation will introduce participants to the unique academic and nonacademic challenges that international students face with a special focus on UTSA’s international student population. The presenters believe that the more one knows about international students, both culturally and academically, the more one will be able to assist and serve international students. Discussion will include myths and stereotypes, culture shock and transitional issues, adjusting to differing educational systems, and challenges in assisting international students. The presenters hope to increase participants’ cultural competence and awareness so that they may better serve international students.

Biography (Primary Presenter): Sapna Naik
Sapna Naik graduated from the University of California, Berkeley in 2007 with a bachelor's in Cognitive Science and returned to her native San Antonio to complete her master's in Higher Education Administration from UTSA in 2010. She currently works as a Student Development Specialist I in Graduate Student Learning Assistance at the Tomás Rivera Center at UTSA. She was very involved in residence life while in college, which got her interested in higher education. She has worked in academic support in the Tomás Rivera Center as a mentor, writing consultant, academic coach, workshop presenter, and developmental reading and writing instructor.

Biography (Co-Presenter): Miranda Swain
Miranda Swain received her bachelor's degree in Humanities from The University of Texas at San Antonio in 2007. She also received her master's degree in Education with a concentration in Reading and Literacy from UTSA in 2010. She is a certified teacher in the state of Texas in English, Reading, and the Language Arts. She has worked extensively with international students at both the graduate and undergraduate level as an academic coach. She is currently an Academic Advisor in The Colleges’ Freshman Advising Center at UTSA.
Should We Assess Less, More, or Differently?

Session Summary:
As a division, we have made an effort to incorporate assessment into the daily operations of our areas. However, sometimes it is beneficial to evaluate what we are assessing and how. Times of transition often provide a chance to review processes and programs. Whether your area is experiencing a change in leadership or responsibilities, or revising programs/services, conducting an "assessment audit" might be helpful to you. Do your current assessment efforts measure what's intended? Are you using the results effectively? If not, maybe it's time to retire some of your assessment tools. Are there better ways to collect useful, needed data? And, what options are there to assess things differently? Join us as we explore these interesting questions!

Biography (Primary Presenter): Kasey Neece-Fielder

Kasey Neece-Fielder has worked in higher education for over 15 years at both public and private 4-year universities as well as community colleges, overseeing areas such as Student Leadership and Activities, Health Services, Disability Services, Counseling Services, the University Center, Recreation Sports and the First-Year Experience. Higher education is her chosen profession, and she earned an M.Ed. degree in higher education from Texas Tech University after receiving a B.S. degree in psychology from Texas Wesleyan University. She currently serves as the Director of Strategic Planning and Assessment for the Division of Student Affairs, and she feels fortunate to be a part of such an exciting time at UTSA and focusing full-time on strategic planning and assessment.

Biography (Co-Presenter): Vanessa Sansone

Vanessa is an Analyst in the Office of Institutional Research at The University of Texas at San Antonio. Before joining the Office of Institutional Research at UTSA, Vanessa previously worked as an IR Analyst with Texas A&M University – San Antonio, as a Program Manager with UTSA’s Office of P-20 Initiatives, and as a College Advisor with the San Antonio Education Partnership. She received a Bachelor of Arts degree in Sociology from St. Mary’s University in San Antonio, Texas, as well as a Master’s of Education degree in Educational Leadership and Policy Studies from UTSA. Currently, she is in her first year as a doctoral candidate in the UTSA Educational Leadership program.

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Session Summary:

Fitness can be done anywhere. At your desk, on the couch, on the living room floor, backyard, etc. Learn about the benefits of fitness and what you can do at work, while traveling, and at home. All you need is a small space and a few minutes. We will perform some simple exercises in this class and you will get some sample workouts that can be done anywhere. So come prepared to be active, and to assess things differently. Join us as we explore these interesting questions!

Biography (Primary Presenter): Kristee Phelps

Kristee Phelps is the Faculty and Staff Worksite Wellness Coordinator at UTSA. The program is called Rowdy New U, and it helps employees to start their wellness journey in the right direction. Kristee has spent 7 years working with employees at the University level. She is also certified in Personal Training, Health Promotion, Master Fitness, Group Fitness, and Law Enforcement Fitness. She holds a M.S. in Sports & Exercise Science. Rowdy New U, UTSA’s worksite wellness program began in April of 2009.

Biography (Co-Presenter): Anna Racelis

Anna Racelis is the Worksite Wellness Assistant. She received her BS in Community Health from UTSA in 2011. She has been part of the Rowdy New U program starting as an intern and progressing her way to a part-time interim wellness coordinator to a full-time position for worksite wellness. Anna leads the "Couch to 5K" program for UTSA, administers exercise testing, and biometric assessments for the program. She is a certified group fitness instructor with a specialty in conditioning and circuit training.

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Biography (Primary Presenter): Joe Polasek

Joe Polasek is one of four Veterans Certification Officers at UTSA. He has been a Veterans Certification Officer at UTSA for over 6 years. Joe is a retired U. S. Air Force Colonel. He enlisted in the U. S. Air Force in 1967 and spent four years on active duty. After returning from Viet Nam in 1971 he was honorably discharged and used his Veterans Educational Benefits to obtain both his Bachelor and Master degrees from Texas A & M - Commerce in Commerce, Texas. While at Texas A&M - Commerce, he enrolled in the university's Air Force ROTC program and was commissioned a Second Lieutenant in May of 1975.

Joe retired from active military service in 2000 with over 28 years of total active military service. He is married to the former Missy Kearby of Mineral Wells, Texas and they have one son, Jared. Joe and Missy make their home in Boerne, Texas.

Session Summary:
This presentation will enhance attendees’ understanding of how Veteran Students at UTSA receive their Educational Benefits from the Department of Veterans Affairs (VA). Discussion will center on the different types of Veteran Educational Benefits available to veterans. The presentation will discuss requirements Veteran Students must comply with in order to receive their VA Educational Benefits.

Biography (Primary Presenter): Georgina Rodriguez

Georgina Rodriguez is an Admissions Counselor at UTSA. Ms. Rodriguez attended The University of Texas at San Antonio and earned a Bachelor of Arts in Psychology. Following her undergraduate career, Ms. Rodriguez has served on various committees regarding student affairs, has been recognized as part of an Outstanding Student Affairs Team and possesses professional experience in areas of student services, community outreach, and admissions/recruitment efforts. Currently, Ms. Rodriguez is on track towards receiving a Master’s in Educational Leadership with a focus in Student Affairs Higher Education Administration in the spring of 2013.

Session Summary:
Life is about relationships. Learning to manage and understand relationships determines the success or failure of our efforts. Join this session for understanding the basic principles and a guide towards building strong, healthy, and positive relationships.

People Principles: A Guide to Winning with People

Biography (Primary Presenter): Georgina Rodriguez

Georgina Rodriguez is an Admissions Counselor at UTSA. Ms. Rodriguez attended The University of Texas at San Antonio and earned a Bachelor of Arts in Psychology. Following her undergraduate career, Ms. Rodriguez has served on various committees regarding student affairs, has been recognized as part of an Outstanding Student Affairs Team and possesses professional experience in areas of student services, community outreach, and admissions/recruitment efforts. Currently, Ms. Rodriguez is on track towards receiving a Master’s in Educational Leadership with a focus in Student Affairs Higher Education Administration in the spring of 2013.
Reflecting to Learn: Reflection Practices with Purpose

Session Summary:
During times of transition and change, reflecting for the purpose of learning can assist in clarifying difficult concepts or organizing and building themes. The concept of reflecting to learn advocates that students’ capacity to communicate their thoughts and ideas stem from opportunities when they have a chance to struggle through challenging experiences (a service project, or a team building initiative). Reflecting to learn is a powerful method to shape learning moments. This session will examine Kolb’s (1975) experiential learning model and how the stages of learning connect to reflection. Participants will walk away with many examples of reflection practices and ways in which they can utilize reflection in their work with students.

Biography (Primary Presenter): Jamie Thompson
Jamie Thompson serves as the Director for Campus and Community Involvement at Trinity University. Her role includes guiding a staff of eight, serving on University committees, and initiating and supporting projects specific to student activities and training, fraternity and sorority life, leadership programming, community service, diversity programming, and new student orientation. Jamie teaches two credit-bearing leadership courses. She has a MS in higher education administration from the University of Kansas and a BS in business administration from Trinity University. Jamie’s passion areas include leadership education and student development. She is a member of the Leadership Education Resources membership interest group of the International Leadership Association (ILA) and NASPA Region III Student Leadership Programs Knowledge Community (SLPKC) Representative. When she is not working, Jamie enjoys spending time with family and friends, reading, gardening, and doing outdoor activities.

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The Staff Development Team helps Student Affairs staff learn more about ourselves and our coworkers in areas such as leadership approaches, management and supervision styles, career enhancement, and numerous other professionally related categories. If you should have questions regarding Staff Development Team events, or wish to join the team, please email staffdevelopment@utsa.edu.

2012-2013 Staff Development Team Members

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