Lollipop moments – finding and recognizing that 'sweet spot' in your student services role
     Cheryl Christensen (Athabasca University)

Have you ever had a lollipop moment? Come find out what a lollipop moment is and how to hit that "sweet spot" in your student services career. This session will feature a motivational video for anyone needing a lift and remember why they are really in student services! Going the distance can mean different things to different people, and needless to say, also our students. This session will help to remind us where our real success lies and strive to help students achieve their goals with our assistance and support. Let's share our experiences and feel-good moments to help motivate and encourage us all to do our best every day!

What is Intercultural Competency and how do we develop it?
     Anna-Lisa Ciccocioppo (University of Calgary)

This interactive session will review the concept of intercultural competency and the salient issue of how post-secondary counsellors and advisors can enhance our intercultural competencies. Participants will engage in small group discussions in order to collaborate on applying best practices to a case study. The facilitator will discuss her own process of working on intercultural competency and discuss resources that can be helpful for student services professionals to enhance their own growth and understanding.

Redesigned Transfer Alberta Website – online search tool and mobile application
     Ann Marie Lyseng, Clare Ard, Eric Dohei – Advanced Education

The session will be a hands on, interactive exploration of the new wholly redesigned Transfer Alberta Website and on-line search tool and mobile application.

The new Transfer Alberta website offers students information to support their post-secondary planning regardless of where they are in their educational journey. Whether it is transitioning from secondary into post-secondary, between post-secondary institutions or credentials, or returning to post-secondary from the work force, the Transfer Alberta website offers students information to support their planning.

Student advisors will have opportunity to explore pathways that students enrolling in their post-secondary institutions may pursue. The website and tools offer an opportunity for students to assess their prospective pathway(s) both into an initial post-secondary institution and mobility opportunities beyond.

Athabasca River Basin: From Glacier to Delta
     Dr. Robert Holmberg – Science Outreach, Athabasca and Athabasca Watershed Council

Why work with a basin rather than typical political boundaries … importance of the Athabasca basin, research in the past and present, including AU's Athabasca River Basin Research Institute (ARBRI)

ASAPA
Michael Derrick, Susan Mol, Denise Gazloff – Advanced Education

The Ministry of Advanced Education for the Government of Alberta will be providing a two part presentation regarding updates to student funding programs for the 2017-18 academic year:

Part 1– Advanced Education, Alberta Student Aid What's New 2017-18: Policies, Procedures and System Changes

Session 3: Wednesday May 10, 2:30pm - 3:30pm

Engaging with Online Learners
Heather Deacon, Tracy Inaba, Rachel Taylor-Ferguson – Bow Valley College

This session will introduce a number of new and exciting initiatives that Bow Valley College has started to engage with our online learners. The Academic Success Centre approaches learning from a Universal Design perspective, offering tutoring supports and learning strategies to all students. One of our latest initiatives is investigating ways to target the needs of our online student populations. This session will highlight some of the tools that we have developed, including chats, web conferencing, and website resources to engage with our learners. But our session is also a chance for participants to learn from each other – sharing their experiences with online learners and best practices that have worked for their learners.

The Blanket Exercise
Blair Cunningham – SAIT

This is a participatory workshop. It will help participants understand how the colonization of the land we know as Canada has impacted the people who lived here before settlers arrived. Through this exercise participants will explore the nation to nation relationship between Indigenous and non-Indigenous peoples in Canada, how this relationship has been damaged over the years, and how they can work toward reconciliation. This is a hands on exercise and not your typical lecture.

The Adventures of Transitioning to Post-Secondary: A Pilot Project
Colleen Smereka, Shauna Issler - SAIT

As Accessibility Services numbers continue to increase, staff members of these areas are looking for different ways to prepare students to make the transition into the post-secondary environment. In October of 2016 SAIT, along with Foothills Academy, piloted a transition to Post-Secondary program for high school students with disabilities. The program is called Adventures of Pursuing Post-Secondary Schooling (APPS). Join SAIT staff to learn how this program was designed, what we have learned along the way, and what we would do differently next time as we help bridge the gap for students as they make the leap to the post-secondary of their choice.

Silo-Busting 2.0
Frazer Andrews, Peggy Lynn MacIssac, Mike MacLean, Jennifer Rempel - Athabasca University

Distributed environments can be a challenge in any institution, and a micro-focus can hinder an institution's ability to meet its macro vision. Cross-disciplinary members of the AU professional and support staff will draw from their experiences of both the challenges of "silofication" and their solutions to it. Attendees working in small groups will come away with concrete strategies for breaking down silos in their home institutions, and building bridges across academic, professional, and support units.

ASAPA
    Michael Derrick, Susan Mol, Denise Gazloff – Advanced Education

The Ministry of Advanced Education for the Government of Alberta will be providing a two part presentation regarding updates to student funding programs for the 2017-18 academic year:

Part 2 – Advanced Education, Foundational Learning Supports (Alberta Works) Update

Diplomas to Degrees
    Andrew Julio - SAIT

My presentation for those attending the ASSC conference will be a presentation and discussion of having degrees at SAIT. I will discuss the academic advising challenges, successes, and lessons learned of expanding to degrees. I will then open the floor for discussion with other advisors, and counselors, on challenges they may have had at their institution and how they overcame, or are overcoming, those challenges. Afterwards, I would like to switch the topic to the successes that advising groups have seen at their institutions. The goal of this discussion is to take away best practices to help students through their program.

Session 4: Thursday May 11, 9:00am - 10:00am

Let's Get Physical for Mental Health
    Ron Griffith, Sonya Flessati, Kara Plotnikoff – Mount Royal University

Anxiety and depression are two mental health illnesses frequently experienced by post-secondary students (American College Health Association, 2016). Research has identified the negative impact of these experiences on students. Emerging evidence suggests that physical exercise is an effective intervention in the treatment of these issues. In response to the prevalence of these two mental health illnesses, and the emerging data on the impact of physical exercise on mental health, Mount Royal University obtained funding from Alberta Blue Cross to create the "Steps to Well-being Program", an innovative exercise program for students. This presentation will focus on exercise's impact on mental health, and the MRU "Steps to Well-Being" program. We will share information about this program and get you thinking how individually and institutionally you can get physical and along the way have a positive impact on mental health.

You're the Peanut Butter to My Jelly: Integrating Career and Academic Advising
    Deanna Gonnelly, Amanda Guccione - Lethbridge College

Lethbridge College recently integrated our Career Advising and Academic Advising departments into one unit. Combining these two departments has allowed us to provide our students with a one stop shop experience. We would love to share the challenges that we have faced in moving to this

new model, as well as the great benefits that we have experienced since introducing it. We will be sharing success stories from students who have worked with us through this new model. We will also address how this model was introduced to the wider College community, including program area key stakeholders and executive leadership.

Open and Shut Case: Tracking Down Open Access Resources.
   Peggy Lynn MacIssac, Jennifer Rempel – Athabasca University

Type: Hands-on workshop in the computer lab.

Two savvy information sleuths will share their secret techniques for finding the most elusive open access resources. Join Peggy Lynn MacIsaac and Jennifer Rempel as they shine a light on the hidden world of free and open access resources. You will gain a new confidence in finding everything from journal articles and images to tools and software that you can use for free from the Internet, without breaking the law.

Wait….What Did You Say?!? Considerations for Effective Cross-Cultural Communication in Academic Advising
   Jordanna Chipiuk, Cindy Koziej, Grace Oresile, Serita Smith, Margot Young – Athabasca University

In this presentation we will focus on navigating the different cultural norms encountered when communicating with individuals from a variety of backgrounds. We will begin with a brief look at three theoretical aspects of communication; Cognitive, Behavioural, and Emotional, as described by Stella Ting-Toomey. We will go on to identify some common issues or barriers to effective communication that may be encountered by student service professionals, and then discuss some strategies and tools that service providers can consider when communicating with individuals from a culture that differs from their own.

ASAPA - Financial Aid
   Becky Jonasson - Athabasca University and Krista Strome - Mount Royal University
**Rolled into one ASAPA Birds of a Feather session (Session 1) on Wednesday, May 10 @ 10:45 am."

A session dedicated to sharing best practices around timely issues affecting Student Financial Aid Administrators. Topics to be determined by the membership.

Session 5: Thursday May 11, 10:45am - 11:45am

Get The Word Out
   Yufei Zheng, Amanda Fusaro Smith – Bow Valley College

Are students accessing your supports and services? Do faculty and staff know what you're up to? Did you build it… and no one came? Effective communications is key to boost awareness and learner engagement in student services. At Learner Success Services, we implement various ways to communicate our supports and services to students including paper promotions, electronic communications, social media, relationship-building with faculty, staff awareness sessions, and more.

Join Learner Engagement specialists from Bow Valley College and discuss how services and events are developed and promoted to learners, faculty, and staff. Enter to win … at the session.

Prospective to Program Student Journey
Brenda Sheets, Carole Bibaud, Rachelle Reid, Dwayne Morill, Angela Wagner – Athabasca University

The Faculty of Business at Athabasca University uses a one-stop "Student Support Centre" model to help students explore our programs, enroll, transfer external credits, plan their program of studies and to work through their online studies. The Support Centre is the central hub for all prospective and registered student activity within the Faculty of Business. Follow the journey of a Prospective to Degree student as we share and explore the tools and software systems we use to support and promote student success in the Faculty of Business.

Exploration of Models for Engaging with Disability Communities - CANCELLED
Alan Jeans – Norquest College

A recent UK survey highlighted that many people feel awkward when interacting with individuals with disabilities. An informal survey at NorQuest College also demonstrated the same result. This workshop was created to invite participants to examine with various models of engaging with individuals with disabilities. The workshop is designed to leave participants with an increased awareness of disability within society/education. The goal of this workshop is to provide safe space to engage with potential preconceptions as a way of building group knowledge and awareness. The overarching intent of the workshop is that participants enter with more assumptions than questions, and leave with more questions than assumptions.

Exploring AU Labs
Elaine Goth-Birkigt and Science Lab team, Jody McGarry-Liddell – Athabasca University

A great deal of almost any scientific study is the hands-on component that allows you to experiment, discover, and discuss theories and principles in the real world.

MOST OF US LEARN—AND PROVE WE'VE LEARNED—BY DOING

We invite you to come visit our on-site lab in Athabasca and discover how we offer our labs both on site and through our unique home lab kits that contain lab-grade equipment that allow our students to have a laboratory experience in a distance learning setting. We will have displays, presentations and interactive activities so you can experience a lab like our students do.

Canada Student Loans Program Update/Changes
John Hartin and Michael Leblanc - Canada Student Loans Program

The Canada Student Loans Program will provide an overview of program changes announced in the 2016 Federal Budget that will become effective for the 2017-18 school year, an overview of student financial aid initiatives announced in the 2017 Federal Budget, and a status update on the transition to the new program delivery system set to be launched in April 2018. Delegates will have the opportunity to ask questions following the short presentation.

Asokan – Building the Bridge to Reconciliation in Post-Secondary Education
Charlene Bonnar –Lakeland College

In June 2015, the Final Report of the Truth and Reconciliation Commission (TRC) of Canada was released. Outlining the history of residential schools in Canada and the on-going impact felt by survivors and subsequent generations of Aboriginal peoples, the report made recommendations to facilitate the reconciliation process. Within academic institutions across Canada, there is much discussion about "indigenizing the academy" by incorporating Indigenous perspectives and histories into all levels of public education. As an advisor in a public post-secondary college, I question my role and the role of the institution in helping Aboriginal students succeed in their educational pursuits. My personal and professional goal is to build bridges and make positive and meaningful cultural connections on the road to reconciliation.

Mobile App Selection Tool (MAST)
Carrie Anton – Athabasca University

The Athabasca University Mobile App Selection Tool (MAST) is a means for student's to discover, request to borrow and provide peers with feedback about various apps.

The MAST is constantly evolving with new apps based on student feedback for iOS and Android apps. MAST's front end is WordPress, the back end is Cisco Meraki's Systems Manager(Enterprise Mobile Management). Systems Manager (SM) allows administrators to monitor and control devices and app installations, push and revoke apps licenses to student iTunes accounts or device serial numbers while always retaining ownership. This presentation will demonstrate MAST and SM so you will understand this easy, app deployment method that is effective in education at a distance.

Everything International – A Conversation Café
Gordon Pellerin – Grande Prairie Regional College

Join me for a **double length session** in a conversation café style discussion on internationalization of your institution. Bring your coffee, tea or other beverage as we share and compare our institutions in regards to admissions, services and supports provided for international students, and a growing need as the province becomes more attractive to visa students, new immigrants and refugees resulting from past and recent political change in the world. You can attend one, or the other, or both session times, or come and go. This will be an informal session, but be prepared to share and/or learn with others. Everything international: from recruitment and admissions, English proficiency and training, visa requirements and reporting, to international education week on campus and winterizing your new foreign students. This would be ideal for any Designated Institutional Representatives, international student advisors, international recruiters, residence and others who support international students on and off campus.

Easy Does IT: Exploring Internet Browser Extensions
Chris Dodd – University of Alberta

Have you ever wondered about internet browser extensions but weren't sure what they were or how they could benefit you or your students? Join us while we jump into the world of easy, and often

FREE, extensions for today's popular browsers that are small but which have a BIG impact. Learn how to simplify your tasks, and those of your students, through the browser tools you use every day at work and at home. Getting online won't be the same again!

Professional Coaching Practices in our Classrooms
    Lonnie Croal - Columbia College

Higher education is learning that the admission of academically qualified learners, investing heavily in the curriculum process and professional development for our educators is simply not enough. The success of your process efforts comes down to the transference of knowledge and learning. Higher education institutions continue to develop progressive methodologies; PBL, service learning, engagement in and outside of the classroom, etc.. However, coaching still commands the greatest influence to learning.

The challenge is defining what coaching is and most certainly, what it is not. It is time to break the rules as it applies to what we know about faculty-student, student-student and yes, even student-faculty coaching practice. Coaching doesn't "fix" bad behaviour. Coaching supports the mastery of learning giving the recipient a strong sense of support in moving forward. The intention in this session will highlight an academic coaching model through interaction, expert "just-in-time" conversation and a fishbowl coaching exercise.

Session 7: Thursday May 11, 2:30pm - 3:30pm

Everything International – A Conversation Café
    Gordon Pellerin – Grande Prairie Regional College

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ACCESSTEXT NETWORK: Demand-Driven Alternative Text Services
    Jocelyn Smith – Grande Prairie Regional College

Alternative text services require large amounts of time and effort to meet the growing demand. This presentation will provide a look at the AccessText Network that is now available to Canadian Colleges and Universities, and how it facilitates the delivery of accessible files to students with print related disabilities.

Founded and supported by the Association of American Publishers and leading textbook publishers, AccessText works with its members and a national advisory committee to ensure its services meet

the needs of students, publishers, colleges, and other stakeholders. AccessText Publishers include Pearson, Cengage Learning, McGraw-Hill Higher Education, Elsevier, Wiley, Sage, Springer Publishing Company, F.A. Davis and more!

From Plan to Progress: The Development and Implementation of a Peer Mental Health Program at Mount Royal University
   Kara Plotnikoff, Shayla Breen – Mount Royal University

Mount Royal University has been successfully implementing peer programing for several years. More recently, the President's Task Force on Student Mental Health included a recommendation that a peer program be developed that was specific to mental health. This presentation will provide two perspectives on the new Peer to Peer Mental Health Program – one from a new student affairs professional and one from a student leader in the program. Participants will learn about the reasoning behind mental health programming in a peer model, and they will have an opportunity to explore successes and barriers the facilitators and student leaders have faced.

Paving the Way and Removing Barriers to Post-Secondary Education
   Nikki Pawlitschek, Daisy Ramos – Athabasca University

Have you ever wanted to know more about distance education and what Athabasca University (AU) offers? Then, this is the workshop for you! In this highly informative and interactive session, be prepared to discover what it means to be a distance learner. Along with a brief history of AU, this will also be an overview of the services provided to students, as well as, the challenges that they face in not having a traditional campus.

Career Satisfaction – What does a good fit mean?
   Andrea Aarden – Medicine Hat College

Career Satisfaction – Knowing ourselves and helping students to determine what a good fit means. We will discuss our own career journeys and how we have landed in our current careers. Andrea will share some career development theory's and a model to help students move through indecision.