

[**SYNC**]

A newsletter by the Division of Undergraduate Academic Programs

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- Writing and Speaking Tutorial Services began allowing students to make appointments for some locations online this year. The change has boosted attendance and increased efficiency by more than 50%.

**MORE THAN AN EVENT:
THE PROCESS OF NEW STUDENT ORIENTATION****By Marcia Toms**

Talk to students who have been Orientation Counselors (OCs) for New Student Orientation (NSO) and you'll hear a familiar refrain; as sophomore Sara Yasin says, "It was hard work but definitely worth it."

Another common thread is the praise for NSO's staff; "I really enjoyed working with other OCs and the NSO staff," says senior Christopher Hart. "It's amazing how organized they always are."

Of course, facilitating the links between all new students and the university's curricular and co-curricular systems requires substantial planning and forethought. This July, four NSO professional staff and 30 students will coordinate nine two-day orientation sessions for over 4,500 newly-admitted first year students at NCSU. Facilitating these sessions, which include departmental academic advising, discussions of student behavioral expectations, and opportunities for students to discover the co-curricular opportunities, is just one part of NSO's repertoire.

"Orientation is a process, not a single event," says Roxanna McGraw, NSO director. "We begin orienting students to NCSU from the moment they receive their NSO booklet."

McGraw emphasizes the importance of focusing on the "timed-release of information." At the end of two full days, with the heat of July's sun radiating from NCSU's bricks, many new students may not be thinking about career advising or tutorial services. By offering information at various times, NSO helps students discover the services and resources available to them when the students are most receptive to



Orientation Counselors help the Office of Waste Reduction and Recycling with the "Chuck It" Recycling program.

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MORE THAN AN EVENT: THE PROCESS OF NEW STUDENT ORIENTATION

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the information. NSO, therefore, stays busy year-round, working extensively with the other campus units and the university's external constituencies.

On campus, the staff teach and advise students, serve on university committees, and dedicate time to present on topics such as Assessing New and Transfer Student Programs, Transfer Student Programming, and Project Management. When students return to campus in the fall, NSO offers workshops on issues such as time management, study skills, and computer skills through the Student Success Institute, which complements college initiatives such as ALS 103 or BUS 100.

Off campus, NSO staff collaborate with the NC Community College System to provide training that prepares student counselors to assist incoming transfers.

"This helps us ensure that we meet the needs of community college students coming to NCSU," said McGraw.

Another way NSO has been able to expand outreach initiatives while still maintaining their high level of service for students is by delivering some content online. Students may search the FAQ for commonly-asked questions and chat with an NSO staff member live most days of the week. During the past year, McGraw boasts that "our e-mail contact has increased 669% and our FAQ site visits have increased by 159%." Ninety-eight percent of students who visited the FAQ site found the answer they needed.

With the phone ringing less, NSO staff can continue improving their programs, like finding new ways for their OCs to engage in leadership opportunities. All the staff training is yet another worthwhile part of the process of orientation; and it's worth it; according to Christopher Hart, "it gives students a new perspective of the university."

FROM THE DEAN'S DESK

Within days of the publication of this edition of SYNC, over 4,500 high school seniors, who expect to be new first year students at NCSU this Fall, will be receiving their diplomas in commencement exercises all over the country. Whenever I get the opportunity I try to remind incoming freshmen the toughest part of being a "freshman" is that you just finished being a "senior." The inference is they move from their hard-earned positions at the very top of one pecking order to a whole new system where they start the climb all over again. . We have a real obligation to provide an effective orientation for new students to this new (for them) environment.

My sense of that obligation was highlighted by an exchange I had with a student while

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"We begin orienting students to NCSU from the moment they receive their NSO booklet"



Thomas Conway
Dean
Division of
Undergraduate
Academic Programs

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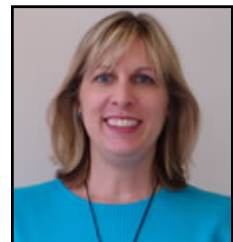
teaching a section of The University Experience in the First Year College. Attempting to get students to focus on the reality that academic disciplines have specific rules of evidence and that understanding and applying those rules would be important in their academic careers and beyond, I asked, “How do you decide what is important enough to spend more time on when you read an assignment or listen to a lecture?” The student, who had an impressive high school academic record, immediately replied, “That’s easy, good teachers always tell you what’s important.” Researchers have often pointed to the role of clear expectations in supporting students’ academic success, but for me that exchange summed it up. The student’s statement demonstrated her awareness that there are sets of expectations in learning environments, but it also signaled an expectation on her part that the people in charge of the learning environment would be explicit about what those expectations are.

In this edition, we featured New Student Orientation (NSO) and shared some information about how that program goes about informing students of a broad range of NCSU’s expectations. Messages communicating important institutional expectations are crafted and delivered by academic, student affairs, and business affairs professionals from colleges and service units campus-wide. Through careful planning and commitment to training NSO professional staff and student orientation counselors (OCs) manage the delivery process and emphasize those messages during orientation sessions.

In the past decade NSO has seen an increase in participation from approximately 75% in the mid ‘90s to over 95% in the past few years. This is even more amazing when you consider the growth in the size of new student cohorts. Coupled with the high quality Parents’ Orientation, conducted by the Parents and Family Services Office, and cultural group focused orientations, conducted by the Office of Multicultural Affairs, the NCSU New Student Orientation Program has become a model against which many other institutions benchmark. The next time you have the opportunity, thank an OC.

DUAP STAFF OUT AND ABOUT NEW STAFF MEMBERS!

Catherine Freeman is the new Academic Standards Coordinator, succeeding Kathy Wallace. She graduated from NCSU with a B.A. in Political Science and Meredith’s Paralegal program in 1989. Catherine has worked as a litigation paralegal, NCSU Veterans Affairs benefits counselor, and most recently as the university scheduling officer. She is excited to be working in such a dynamic division with so many talented people.



Catherine Freeman

Richard Norris is the new half-time Information Technology support staff for the division. He holds a B.A. in Psychology from San Francisco State University. Norris worked with IBM/Lenovo for seven years and provided worldwide support for various desktop and monitor products. Norris will provide day-to-day support with computer issues and will be available every Tuesday and Thursday and alternating Mondays. If you have any questions, feel free to contact him by email (DUAP_HELP@ncsu.edu).



Richard Norris

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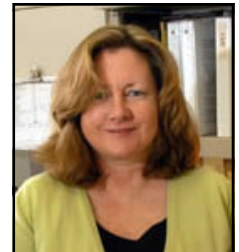
DUAP STAFF OUT AND ABOUT

OF NOTE...

Best wishes to **Megan Taliaferro**, academic coordinator for Baseball, Gymnastics, Women's Swimming and Volleyball, who married Rob Albidrez on May 22 in a beachside ceremony in Montego Bay, Jamaica.

Congratulations to **Shaun Tyrance** of the Academic Support Program for Student Athletes, who is beginning a new job for Chip Ganassi Racing with NASCAR. Although sad to see him go, ASPSA wishes him nothing but the best of luck in his new endeavor.

Kathy Wallace, academic standards coordinator, will be leaving NCSU and moving to Alabama in June. In her role as Academic Standards Coordinator, Wallace has worked with and assisted many division members with such diverse tasks as processing courses, developing new curriculum, working with the GER, developing academic program assessment reports, and putting a friendly face with all her work. She has been with this division for seven years. The division will miss her and wishes her the best in her new pursuits.



Kathy Wallace

AWARDS, PUBLICATIONS, AND CONFERENCE PRESENTATIONS

- John Ambrose and Karen Hauschild will be giving a presentation entitled "Enhancing Student Learning Through Linked Courses" at the Southern Learning Communities Conference in Bay City, M.I., in November.
- Keri Bowman, assistant director of Advising Central, has developed an online workshop aimed at helping transfer students in their adjustment to NCSU. Currently, fifteen students are enrolled. These students engage in weekly discussions and assignments during this pilot effort.
- Lauren Brown and Donna Burton will present a session entitled "Personality Type and Student Success in High Tech Classes" at the First Year Experience 19th International Conference July 24-27, 2006, in Toronto, Ontario, Canada and at the National Academic Advising Association's National Conference October 18-21, 2006, in Indianapolis, I.N.
- NCSU student athletes weren't the only ones graduating in May; four ASPSA staff members earned their Master's degrees: Heather Dellinger (Counselor Education), Kassandra Lockhart (Sport Management), Angela Patrick (Public Administration), and Shaun Tyrance (Counselor Education).
- Megan Early, assistant director of the Undergraduate Tutorial Center and coordinator of Supplemental Instruction, presented "A Persistent Approach to Training and Supervision" at the Fourth International Conference on Supplemental Instruction in Malmo, Sweden, in late May.
- Megan Early, coordinator of Supplemental Instruction, and Marcia Toms, coordinator of Writing and Speaking Tutorial Services, have both earned the additional title "Assistant Director" this spring. These title changes reflect the diligent efforts and hard work both put forth as valuable members of the Undergraduate Tutorial Center staff.
- Roxanna McGraw, director of New Student Orientation, and Erica Lezan, assistant director, presented "Answers for Your Students Anywhere, Anytime" at the North Carolina Distance Learning Alliance Conference in Asheville, N.C., in May.
- Congratulations to Claude Raines of the University Honors Program. He completed the year-long Pathways Leadership Development Program, culminating in the creation of both team and individual projects. At the Pathways

DUAP STAFF OUT AND ABOUT

graduation ceremony, Raines presented to faculty, staff, and administrators a brief overview of his team's project, "Internal Recognition at the College/Departmental Level."

- Congratulations to Katie Sheridan, academic coordinator for football, who won the Best Support Staff award at the All-Sports Banquet on April 25. The annual award, given by the Athletic Department, is selected by a vote of student athletes.
- Marcia Toms, assistant director of the Undergraduate Tutorial Center and coordinator of Writing and Speaking Tutorial Services, attended a two-day BASIC Race Awareness Seminar in late May. Her participation was sponsored by DUAP. For more information about BASIC, see http://www.ncsu.edu/equal_op/education/basic.html.

NEWS AND NOTES

ACADEMIC SUPPORT PROGRAM FOR STUDENT ATHLETES (ASPSA)

On May 13, ASPSA held its second graduation breakfast to honor all student-athletes receiving their degrees. This spring, ASPSA was proud to commemorate the graduation of fifty-four student athletes. The event, which was held at the Dail Suite in the Vaughn Towers, was attended by over 180 people, including graduates and their families, ASPSA staff, Athletic Department administration and coaches.

Speaking at that event were Carrie Leger, Dean Thomas Conway and Athletic Director Lee Fowler. All three remarked with enthusiasm at the students' high levels of achievement, both on and off the field, as well as wishing them continued success in the future. Tonya Washington, assistant athletic director for Student Athlete Development, recognized each student-athlete for their individual accomplishments. ASPSA would like to congratulate once again all of the graduating student athletes for representing the entire NC State community in such a positive manner.



Graduating Student-Athletes, Spring 2006

ADVISING CENTRAL

Appalachian State University will be visiting Advising Central on June 7th to learn about using technology in advising, particularly technology applications that allow advisers to reach out to transfer students prior to their arriving on campus.

NEWS AND NOTES

UNIVERSITY HONORS PROGRAM

Outstanding achievements by NCSU faculty and students were recognized during the Honors Baccalaureate and Celebration of Academic Excellence, sponsored by the University Honors Program, on Thursday, May 11, 2006, at the McKimmon Center. The Honors Baccalaureate Ceremony recognized students who received national awards as well as faculty who received prestigious university awards.

NEW STUDENT ORIENTATION

Orientation Counselors are ready to introduce new students to the traditions and culture of NCSU. Twenty-six Orientation Counselors just completed over 130 hours of training in preparation for the arrival of approximately 5,200 first year and transfer students this summer. As a requirement, Orientation Counselors completed ECD 223 (Orientation Counselor Training course), participated in the National Coalition Building Institute (NCBI), a prejudice reduction workshop, and received instruction about harassment and racial awareness from the Office for Equal Opportunity. These highly talented students will be the University ambassadors for the class of 2010.

UNDERGRADUATE TUTORIAL CENTER (UTC)

Several forms of academic assistance are available this summer! Individual tutors are available on a first-come, first-serve basis for many 100 and 200-level subjects. Drop-in tutoring for 100 and 200-level physics and calculus in the PMTC as well as writing and speaking tutoring appointments are also available. Supplemental Instruction is being offered for certain chemistry sections. Please visit our website at http://www.ncsu.edu/tutorial_center to view schedules and/or to request an individual tutor.

Students interested in becoming peer tutors for fall 2006 should enroll in ECI 210, Introduction to College Tutoring. All tutors must have a minimum GPA of 3.0 and at least a B+ in the course(s) they wish to tutor. Please visit our website at http://www.ncsu.edu/tutorial_center for further information.

GET INVOLVED!

NCSU Summer Blood Drive

According to American Red Cross statistics:

- in 1999, NCSU was the largest collector in the UNC system
- in 2002, NCSU collected 318 units of blood in three days.
- in 2005, NCSU collected 179 units of blood in four days.



So, can you take the time to donate and save a life? This is an excellent opportunity to help your local community and shine for the NCSU Campus Community. The Summer NCSU Faculty and Staff Blood Drive is coming up quickly.

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GET INVOLVED:

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To schedule your life-saving appointment, please go to <http://www.ncsu.edu/blooddrive> and follow the instructions for each donation site. The dates for this year's blood drive are as follows.

- Tuesday, June 13 - Bragaw Activity Room, 10:00 AM - 2:30 PM.
- Wednesday, June 14 - NCSU Talley Student Center, 10:00 AM - 7:00 PM.
- Thursday, June 15 - NCSU Talley Student Center, 10:00 AM - 7:00 PM.
- Friday, June 16 - NCSU Vet School, 7:30 AM - 4:30 PM.

After your donation, you can sign up to win a \$1,500 Citgo Gas Card. There will be first time donor gifts and all participants will receive free Chick-fil-a coupons and snacks. Volunteers are also needed; if you would like to volunteer please email Laci Weeden (laci_weeden@ncsu.edu), or call (919-515-2012).

If you have any questions about your eligibility or you are having problems with the online signup process, please feel free to email Melissa McConnell (melissa_mcconnell@ncsu.edu) or call (919-515-5627).

Summer Volunteers for New Student Orientation



Students receive help at orientation.

Each year, NSO requests the assistance of students, faculty, and staff to serve as volunteers during their two-day Orientation programs. NSO invites you to donate a couple of hours of your time to enhance the experience of the incoming students and their families. To learn more about volunteering and to sign up to be a volunteer, please visit the website (<http://www.ncsu.edu/orientation/volunteers/index.htm>) and complete the online application form.

If you have any questions, contact Gabe Wical, assistant director of New Student Orientation (919-515-1234, gabe_wical@ncsu.edu).

Mentor a Student Athlete

The Academic Support Program for Student Athletes is looking for a mentor for each of their freshmen scholarship athletes. The goals of the program are to make incoming student athletes feel more a part of their university and to relieve some of the pressures that come from juggling athletics and academics. Mentors will have the ability to greatly impact a student's freshman year and provide a source of guidance to these young athletes. Through the program, students should establish a close relationship with their mentor that they are encouraged to continue throughout their career at NCSU. ASPSA's goal is to foster a tradition of positive interaction between student athletes and university employees. Contact Ed Reid (edward_reid@ncsu.edu) for more information.

[JUNE 2006 EVENTS]

SUN	MON	TUE	WED	THU	FRI	SAT
				1 CO-OP Orientation	2	3
4	5	6	7 CO-OP Orientation	8	9	10
11	12 July SYNC Submissions Due	13 NCSU Blood Drive	14 NCSU Blood Drive	15 NCSU Blood Drive	16 NCSU Blood Drive	17
18	19	20	21 DUAP Directors Meeting	22	23 Last day of First Summer Session Classes	24
25	26	27	28 DUAP Division Staff Meeting	29	30	

HIGHLIGHTS OF EVENTS

- 6/1: CO-OP Orientation, 2:00 p.m., 301 Clark Hall
- 6/7: CO-OP Orientation, 11:30 a.m., Centennial Campus EB1-1005
- 6/12: July SYNC Submissions due
- 6/13: NCSU Blood Drive, Bragaw Activity Room
- 6/14 - 6/15: NCSU Blood Drive, Talley Student Center
- 6/16: NCSU Blood Drive, Vet School
- 6/21: DUAP Directors Meeting, 3:30 p.m., 308 Ricks Hall
- 6/23: Last day of First Summer Session Classes
- 6/28: DUAP Division Staff Meeting, 8:30 a.m., 2405 Williams Hall

PRIDE OF THE WOLFPACK AWARD

Congratulations go to Katie Sheridan for receiving the first 2006 Division of Undergraduate Academic Program's Pride of the Wolfpack Award on May 24, 2006. Out of seven nominees, Katie was selected because she exhibited outstanding leadership as the Coordinator for the Academic Support Program for Student Athletes Tutorial Program. In addition to this position, she also serves as an academic coordinator in which she provides advice, support and guidance to students.

The next award will be presented on August 23rd. Contact Roxanna McGraw (roxanna_mcgraw@ncsu.edu) for the nomination form and continue to nominate your colleagues for special or unique contributions to their college or unit. The nomination deadline is Friday, August 11th. Nominations will be reviewed by the DUAP Awards Selection Committee



Katie Sheridan

SYNC STAFF

Questions or comments? Please send them to samara_burnette@ncsu.edu.

Samara Fleming Burnette, Editor

Melissa McConnell, Staff Writer

Marcia Toms, Staff Writer

For more information about DUAP and its units, please visit our web site:

<http://www.ncsu.edu/uap/>

Erratum:

Melissa McConnell's name was mistakenly omitted as the author of last month's feature article, "Hustling for Undergraduate Research."

**Remember to
put important
events on the
Division
Calendar!**