

ADVISOR INSTITUTE

September 26, 2025

Smith Brasher Hall
Central NM College
717 University Blvd. SE
Albuquerque, NM 87106

ADVISING 3025:

**BOLDLY GOING WHERE NO
ADVISOR HAS GONE BEFORE**

“Education is the
passport to the
future, for tomorrow
belongs to those who
prepare for it today.”

—Malcolm X



Welcome to the 2025 Advisor Institute!

On behalf of CNM Advisement & Accessibility Services and the UNM Advisor Training and Education Committee, welcome to the 2025 Advisor Institute! We have an excellent program today, which will enable you to learn from one another, build collaboration, and develop your skills and knowledge.

KEYNOTE

SB 101 Auditorium



Zachary Shank

**Interim Executive Director for Academic Operations,
Professor of Philosophy and Future Studies, CNM**

Futures for Advising, and Advising for Futures

As Executive Director for Academic Operations, Zachary Shank holds responsibility for the collegewide schedule and catalog at Central New Mexico Community College. He's also the primary academic representative for the transition of Banner to Workday at CNM. Thus, he spends most of his workdays one to two years into the future. He has been teaching Philosophy since 2000 and Futures Studies since 2021. Shank holds degrees in Philosophy and Spanish from the University of New Mexico.

Core Values & Advising Competencies

"The NACADA Statement of Core Values reflects the many cultural and educational contexts in which academic advising is practiced globally. These values apply to all who perform academic advising by any role, title or position as educators at their institutions."

"While nations, institutions, and students will offer unique circumstances, the Core Values provide guidance to academic advisors in their professional lives. Academic advisors are committed to the students they advise, their institutions, their professional practice, and the broader advising and educational community."

To help guide your professional development, a key of symbols for the Core Values and Advising Competencies are provided here. You will see some of these symbols next to each presentation to inform you about the Values and Competencies the presentation reinforces, as determined by the UNM Training & Education Committee. We hope you utilize this resource to guide your selection of Breakout sessions.

Core Values



Caring



Commitment



Empowerment



Inclusivity



Integrity



Professionalism



Respect

Advising Competencies



Advising & Support



Organization & Human Resources



Social Justice & Inclusion



Student Learning & Development



Program Delivery & Management



Communication



Crisis Management

SCHEDULE

Zoom link for ALL sessions: <https://unm.zoom.us/j/98004112134>

MORNING

SB 101 Auditorium

8:00 AM	Check In & Breakfast	
8:30 AM	Welcome & Land Acknowledgement	
8:45 AM	Keynote: Futures for Advising, and Advising for Futures Zachary Shank / Interim Exec. Director for Academic Operations	
9:45 AM	NACADA Region 10 and NM Advising Network Updates Nissane Capps / Sr. Academic Advisor, UNM Christiana Ricci / Sr. Dir, Advisemt. & Accessibility Services, CNM	
10:30 AM	Transition & Networking BINGO	
10:45 AM	Breakout Session #1 See page 4-5 for topics, presenters, and locations.	
11:30 AM	LUNCH	SB Lobby
12:30 PM	Transition & Networking BINGO	

AFTERNOON

SB 101 Auditorium

12:45 PM	CNM & UNM Independent Meeting Time Christiana Ricci / Sr. Dir, Advisemt. & Accessibility Services, CNM Stephanie Hands / Director, Office of Advising Strategies, UNM	
1:15 PM	Transition & Networking BINGO	
1:30 PM	Breakout Session #2 See page 6-7 for topics, presenters, and locations.	
2:15 PM	Transition & Networking BINGO	
2:30 PM	Breakout Session #3 See page 8-9 for topics, presenters, and locations.	
3:15 PM	Transition & Networking BINGO	
3:30 PM	Presidential Address Dr. Tracy Hartzler / President, CNM	
4:00 PM	Closing & Give-Aways	

BREAKOUT #1

KW STUDENT SUCCESS CENTER



CNM MAIN CAMPUS TOUR

CNM Student Recruitment & Outreach

Take a tour of CNM Main Campus, highlighting student services and resources. Please gather outside the Katharine Winograd (KW) Student Success Center.
<https://maps.app.goo.gl/bpVDRckE6D2k5GWcA>

ROOM 102



TEA, EARL GREY, HOT: How Generative AI Is Serving Up Advising Solutions

Kendrick Daly / Sr. Academic Advisor, UNM

In the spirit of Starfleet innovation, this session explores how generative AI tools are reshaping the advising landscape. We'll discuss practical uses, ethical considerations, and a few cautionary tales from the holodeck. Engage your curiosity and prepare to boldly go where advising has not gone before.

ROOM 103



CNM & UNM UNDERGRADUATE STUDENT RESEARCHERS PANEL

Jennifer Chamberlin Payne / Sr. Student Success Specialist, UNM

This session will feature a panel of experienced undergraduate researchers from both CNM & UNM. Learn about the kinds of research happening at both institutions, straight from the students who have been involved. Students will talk about their motivations, experiences and lessons learned from being engaged in research, while also addressing how advisors can encourage and support other students to get involved in research at both institutions.

ROOM 106



STUDENT HUB SUPPORT SERVICES

Jennifer Lucero / Strategic Support Supervisor, Office of Advising Strategies, UNM
Lisa Beauchene Lawson / Core IT Services Specialist, UNM
UNM IT Representatives

Join us if you want some targeted support from both UNM IT and the Office of Advising Strategies on navigating Student Hub!

ROOM 207



WHAT ARE WE TALKING ABOUT? Documenting Our Work and Telling Our Story

Christiana Ricci / Sr. Director, Advisement & Accessibility Services, CNM

The work of Advisors can be difficult to quantify and describe to people who are not deeply familiar with our work. Enrollment, persistence, and graduation data tell part of the story, but not all of it. This session will outline CNM's journey to using a Salesforce solution for recording the interactions we have with students to help tell our story to non-advisor stakeholders in our institutions.

BREAKOUT #1

ROOM 209



NAVIGATING UNM AS AN ONLINE STUDENT ADVISOR

Olivia Torres Jojola / UNM Online Program Planning Officer, UNM

This will be a general overview of how online education works at UNM, what online programs and courses are offered, defining Accelerated Online Programs, and providing tips for preparing students for an online program.

ROOM 212



PREVENTING DEATH BY POWERPOINT

Jef Bateman / Sr. Student Success Specialist, UNM-Los Alamos

While few would describe public presentations as one of the essential functions of an academic advisor, all the advisors I know are called on to present information from time to time. In 2001, Angela R. Garber coined the term “Death by PowerPoint” to describe the tedious, overly detailed slides that had become de rigueur for public presenters. We were younger and more optimistic back then, and many of us believed that Garber, by describing both the problem and proposing some workable solutions, was ushering in the final months of horrible PowerPoints.

Alas! The situation has only become worse. Currently, people no longer think of PowerPoint slides as visual aids for presentations that would be riveting even if the projector were broken; rather, people often speak of “delivering a PowerPoint” rather than “giving a presentation.” Attendees at these presentations must balance between reading the wordy slides or listening to the words of the presenter. Often, they end up paying little attention to either source of information. Since 2001, we need to deal with an additional distraction when we attend online presentations: an often-never-ending scroll of comments.

In this presentation, I aim to call the problem to the attention of the audience. I will show how highly simplified slides can help the audience know what the presenter is saying without distracting them from the actual heart of the presentation – the words of the speaker.

BREAKOUT #2

KW STUDENT SUCCESS CENTER



CNM MAIN CAMPUS TOUR

CNM Student Recruitment & Outreach

Take a tour of CNM Main Campus, highlighting student services and resources. Please gather outside the Katharine Winograd (KW) Student Success Center.
<https://maps.app.goo.gl/bpVDRckE6D2k5GWcA>

ROOM 102

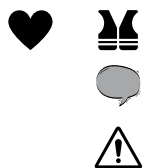


FROM ACCESS TO ACHIEVEMENT: Leveraging TRIO Programs to Support Student Transitions

Dr. Marcial Martinez / Director, TRIO Educational Opportunity Center, UNM
Maria Anchondo / Sr. Student Success Specialist, UNM

Advisors play a vital role in guiding students through the often-challenging process of transferring from a community college to a four-year university. Many students, particularly those from first-generation and low-income backgrounds, face unique challenges when navigating admissions, financial aid, and academic transitions. TRIO programs are designed to address these challenges and ensure equitable access to higher education. This session will highlight the role of the TRIO Educational Opportunity Center (EOC) in assisting students with the college transfer process, and demonstrate how students can continue their educational journey with support from EOC and other TRIO programs at UNM Main Campus.

ROOM 103

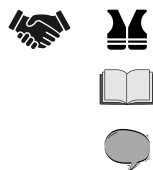


BAD NEWS BEARERS: Navigating Difficult Conversations

Rachel Perovich / Communications & Outreach Specialist, UNM

If you're doing your job right, you're going to have to deliver bad news to students. As people drawn to a helping profession, these conversations can take a toll. How do you thread the needle to uphold standards and policies while engaging compassionately with students? Drawing from "Difficult Conversations" by Stone, Patton, and Heen, this presentation will: 1) break difficult conversations down into three sub-conversations, 2) talk about how to address each sub-conversation, 3) give real-world examples of these strategies in action. Advisors will leave with concrete actions that can help alleviate some of the stress that comes with challenging student interactions.

ROOM 104



BEYOND THE SYLLABUS: What Students REALLY Need from Their Advisors

Solomon Gbara / Student Entrepreneur, UNM

This workshop, presented from a student perspective, aims to provide advisors with valuable insights into the contemporary student experience. It will explore what students genuinely seek and appreciate in their advising relationships, offering practical strategies for enhancing communication, fostering student empowerment, and promoting holistic student development. The session will highlight effective advising approaches that resonate with current student needs, ultimately helping advisors better support academic success, career exploration, and overall well-being.

ROOM 106



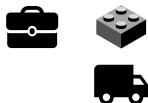
STUDENT HUB SUPPORT SERVICES

Jennifer Lucero / Strategic Support Supervisor, Office of Advising Strategies, UNM
Lisa Beauchene Lawson / Core IT Services Specialist, UNM
UNM IT Representatives

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BREAKOUT #2

ROOM 108



BEGINNER MICROSOFT EXCEL FOR ADVISORS

Catherine Young / Sr. Academic Advisor, UNM

Academic advisors use Microsoft Excel frequently to view, sort, track, and share student data. The goal of this presentation is to provide an interactive, novice-friendly tutorial on a handful of Excel features (Filters, Freeze Panes, Conditional Formatting, Concatenate, Text to Columns, and VLOOKUP) that can streamline advisors' spreadsheets to help save them time and stress.

ROOM 207



ADVOCATE LOUD AND ADVISE #FIRSTGENPROUD

Alyssa Martinez / Sr. Student Success Specialist, UNM

You've seen the shirts, you've posted the hashtag, and you've heard about UNM's NASPA First-Generation Forward designation. So how do you incorporate these #FirstGenProud theories, thoughts, and triumphs into your advising practice? Join Alyssa Martinez (they/she)—a first-generation Lobo alum, advocate, and co-chair for the UNM First-Gen Focus Committee—for a panel discussion and planning session so we make all first-gen members of our pack howl #UNMIAMFirst!

Come with your ideas, lived experiences, and listening ears so you can collaborate with fellow staff, scholars, and faculty on how to make our first-gen Lobos experience greater belonging, support, and increased pride in their bright futures!

ROOM 209



WRAP AROUND ADVISING: Advisor/Student Relationships That Last Through the Rough Times

Grace Lueras / Sr. Student Success Specialist, UNM-Gallup

A student success specialist really does specialize in student success. We become part of our students' campus community and become the go to for all the bumps and successes of their journey. UNM Gallup Nursing's goal has been to build a full circle of advising to wrap our students in success with care and respect. Meeting students in the middle to provide services to guide them through their academic journey, while they meet the expectations of rigors of college is our goal and specialty. Advisors are the one constant in a student's academic career from day 1 through graduation. Come share with me the wonder of being that person to your students.

ROOM 212



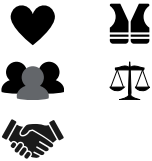
BILINGUAL TRANSITION CERTIFICATE

David Valdés / Associate Dean, School of Education, CNM

The Bilingual Transition Certificate program is for non-native English speaking learners looking to transition into college-level English learning environments. By pairing general studies core coursework and support labs in English for Speakers of Other Languages (ESOL), this program enables students to build academic skills while improving their English-language proficiency. The program supports the development of bilingual capacity in individuals who are interested in a college career in a number of academic fields leading to an associate's degree. This program offers accessible pathways to both academic and career advancement, increasing student success and workforce readiness while highlighting the importance of bilingualism as a skillset.

BREAKOUT #3

ROOM 102



WHAT'S THE T? Supporting Trans Students at UNM

[Daniel Kinghorn / Academic Advisor, UNM](#)

This workshop will provide language, resources, and techniques to support and affirm trans students in the advising office. Participants will be introduced to Minority Stress Theory and the way experiences of discrimination can negatively affect academic, mental, and physical health. By the end of the workshop, participants will be prepared with resources, strategies, and mindset to support students of all gender identities in the advising office.

ROOM 103



AI IN ACTION: Transforming Community College Career Services through the Workforce & Community Success – Career and Job Placement (WCS-CJP) AI Pilot

[Stacey Cooley / Director of Career and Job Placement, W&CS, CNM](#)

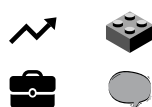
[Andrea Juarez-Gutierrez / Employment Advisor, W&CS, CNM](#)

[Carlos Lozoya / Employment Advisor, W&CS, CNM](#)

[Victoria Lobato / Employment Advisor, W&CS, CNM](#)

This session introduces CNM's Workforce and Community Success – Career and Job Placement (WCS-CJP) AI Pilot, an innovative integration of ChatGPT into community college career advising. Attendees will learn how generative AI is being applied to streamline résumé and cover letter creation, strengthen interview preparation, and align student career documents with labor market demands. The presentation will highlight the pilot's objectives, implementation plan, and projected outcomes, offering a forward-looking view of how AI can enhance both student engagement and advising efficiency.

ROOM 104



CONQUER CHANGE FATIGUE: Practical Moves to Support Success

[Kate Williams / Manager, Leadership Development, CNM](#)

Change is a constant in today's workplace. While we can't change the pace of change that arises, we can learn about our responses to change, how we can find the constant in change, and strategies to help us refocus and recharge when change gets tough. This session will provide context and practical advice for supporting ourselves and our teams when change feels overwhelming.

ROOM 106



STUDENT HUB SUPPORT SERVICES

[Jennifer Lucero / Strategic Support Supervisor, Office of Advising Strategies, UNM](#)

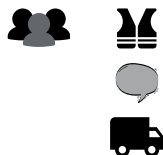
[Lisa Beauchene Lawson / Core IT Services Specialist, UNM](#)

[UNM IT Representatives](#)

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BREAKOUT #3

ROOM 108



INTEGRATED ADVISEMENT: Contributing to Student Success

Dr. Aaron Rodriguez / Director of Academic Success, College of Nursing, UNM

Integrated Advising is a crucial role at the University of New Mexico. These professionals possess an extensive amount of skills and knowledge which enhance the student engagement experience and contributes to student success. In collaboration with Academic Advisors, Cross-Campus Resource Centers, Branch Campuses, Faculty, and Staff, Integrated Advisors help bridge the gaps between student and academic affairs. We will highlight our impact at The University of New Mexico, Health Sciences, College of Nursing.

ROOM 207



INTERNATIONAL STUDENT ADMISSIONS: From the World to UNM

Michael Voegerl / Director for International Admissions & Recruitment, UNM
Mary Phibbs / International Admissions & Recruitment Specialist, UNM
Lucas Delahunty / International Admissions & Recruitment Specialist, UNM

International Admissions 101, the student and staff perspective

ROOM 209



SUPPORTING PRE-HEALTH PROFESSION STUDENTS: Health Career Pathway Programs & Resources

Amy Greene / Director of Programs, Communities to Careers (C2C), UNM
Stacy Collier / Program Manager, C2C, UNM
Luis Carlos Munoz / Program Manager, C2C, UNM
Roberta Zayas / Program Manager, C2C, UNM

The UNM Health Sciences Center (HSC) Office for Diversity, Equity & Inclusion (OFDEI) offers health career pathway programs for K-20+ students under the Communities to Careers initiative. This movement is dedicated to diversifying health professions to better reflect New Mexico's population. These programs are designed to help individuals prepare for, enroll in, and successfully graduate from a health science track. The initiative serves communities across the entire state of New Mexico. C2C offers multiple FREE academic year and summer pathways programs, along with stipends, to help guide students through their health care career journey.

ROOM 212



ACADEMIC COMMUNITIES ROUND TABLE

Cash Clifton / Director of Academic Communities, Academic Foundations
Coordinator, Sr. Lecturer II, UNM

Join Academic Communities faculty to discuss what is working well, what could be improved, and plans for the future. Advisors are encouraged to bring ideas and questions about how our department can best serve first-year students.

Thank you!

Thank you for joining us at the 2025 Advisor Institute. We hope this was an enriching and informative experience. We appreciate all of our presenters for donating their time, talents, and expertise.

We look forward to seeing you at the next Advisor Institute in September 2026!

Please fill out the feedback survey to receive participation credit for today's event:

<https://forms.office.com/r/Pz6Js5A5ZU>



Thanks to the collaborative efforts of the UNM Training & Education Committee and CNM Advisement & Accessibility Services for their work coordinating today's event.

Chris Ricci
Shannon Saavedra
Cynthia Padilla Rodgers
Grace Willerton
Jennifer Chamberlin Payne
JJ Conn
Kendrick Daly
Krystal Zaragoza
Nancy Cabrera Duran
Olivia Torres Jojola