

JOAN E. WISHAU

EDUCATION

Master of Education, Community College Education, Teaching English as a Second Language Concentration
Northern Arizona University (Flagstaff, AZ)

Bachelor of General Studies, Minor in Business Administration
Northern Arizona University (Flagstaff, AZ)

PROFESSIONAL EXPERIENCE

Academic Advisor, Sr. | College of Business, Economics, and Computing
University of Wisconsin-Parkside (Kenosha, WI)

August 2018 to Present

- Organize orientation programs for freshmen, transfer, international, and online student groups.
- Supervise CBEC Interns who support orientation, outreach and recruitment programs.
- Advise undergraduate students and train & support faculty advisors who maintain an advising roster.
- Assist with articulation agreements and develop transfer guides with domestic and international institutions.

Academic and Career Advisor | Advising and Career Center
University of Wisconsin-Parkside (Kenosha, WI)

April 2017 to August 2018

- Coach exploratory students through major and career exploration processes using interest/skills/values assessments.
- Engage in employer relations activities including internship and career fair logistics, Handshake account set-up, and development of communication campaigns to connect students to co-curricular opportunities.
- Advise undergraduate students in declared Majors.

Associate Director Driehaus | College of Business, Undergraduate Programs Office
DePaul University (Chicago, IL)

January 2003 – October 2015

- Supervised and trained assistant directors, academic advisors, peer advisors, and support staff.
- Provided strategic vision for the New Student Team on the design and delivery of communication, orientation and first year activities for freshmen (~725) and transfer students (~550).
- Monitored the mid-term Academic Progress Reporting system and provided outreach for new and continuing students.
- Managed end-of-term probation and dismissal process and worked with students to develop academic success plans.
- Analyzed admissions reports, active student queries, waitlist queries, and final degree conferral reports to forecast and respond to enrollment demands.
- Managed petition processes including closed classes, late adds, late withdrawal/refund appeals, and curriculum adjustments.
- Coordinated the College's undergraduate scholarship committee and managed online award notifications.
- Collaborated with campus colleagues to develop, test, and integrate new information technologies into the academic advising environment including **PeopleSoft, AcademicWorks, Degree Progress Report, ImageNow, SharePoint, Digication, and Starfish**.
- Conference Presentation: NACADA 2008 Annual Conference - Co-presented, "**Laying the Foundation to Build a Cross-Campus Advising Network**".
- Awards: Outstanding Dedication to Students (2007) and DePaul University Staff Recognition Program (10 years)

Leadership Roles and Committees:

- DePaul Academic Advising Network (DAAN): President (2009) and Vice-President (2007 & 2008)
- NACADA Annual Conference Planning Committee and Poster Session Chair (2008)
- Driehaus College of Business Mission and Values Statements Task Force (2012)
- New Student Programs Planning Committee (2003-2015)
- Financial Aid Appeals Committee (2007)
- University Transfer Committee (2003-2015)

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Community College Coordinator | Community College Partnership Program

September 2001-December 2002

University of Illinois at Chicago (Chicago, IL)

- Provided workshops and one-on-one advising for prospective transfer students at 14 Chicagoland community colleges.
- Managed the UIC/CCPP Merit Award Scholarship program for transfer students.
- Presented at the annual Illinois Community College Articulation Conference and at monthly Community College Advisory Board Meetings for the City of Chicago Community College system.
- Conference Presentation: NACADA 2002 Region 5 Conference - Co-presented, "***Finding the Sorcerer's Stone: A Partnership that Unveils the Chamber of Secrets for a Successful Transfer from the Community College to a 4-year Institution***".

Recruitment Coordinator | College of Business, Undergraduate Programs Office

September 1999 – August 2001

University of Illinois at Chicago (Chicago, IL)

- Developed marketing materials for the undergraduate Business degree program.
- Managed the College's Admissions Review Committee.
- Developed a freshmen yield campaign and training program for faculty.
- Presented admissions and scholarship information for Chicago Public School District High School Counselors, at UIC Admissions recruitment events, Honors luncheons, Summer Business Institute, Insights.
- Taught freshmen orientation course with a focus on curriculum requirements, academic policies & procedures, career exploration, study skills, and effective learning strategies.
- Conference attendance:
 - Recruitment & Retention, Noel & Levitz (1999)
 - AIR Enrollment Management Institute (2001)
 - AACRAO Annual Strategic Enrollment Management Conference (2002)

Academic Advisor, Senior & Adjunct Faculty | College of Business

February 1996 – August 1999

Arizona State University (Tempe, AZ)

Academic Advising Responsibilities

- Served as Pre-Business Team Lead and provided academic advising services to over 800 undecided pre-business students.
- Selected as the Dean's Designee to the Intercollegiate Athletic Department to monitor NCAA compliance of student athletes.
- Conducted Academic Probation workshops.
- Served on the Advising Service Re-engineering Committee and the UPO Mission Statement Committee.
- Certifications earned: Transfer Partnership Degree Program (TPD) and World of Work Inventory (WOWI)
- Conference attendance:
 - NACADA Region 10 Conference (1996)
 - Microcomputers in Education Conference (1998)
 - International Residential College & Living/Learning Programs Conference (1998)
 - ACT Convention on Recruitment and Retention (1999)
 - International TESOL Convention (1999)
- Awards: Student Affairs Tribute to Staff Service (2 years)

Adjunct Faculty Responsibilities

- Taught a credit-bearing Academic Success class.

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PROFESSIONAL DEVELOPMENT ACTIVITIES

Technology Training

- Microsoft Office suite: Access, Excel, Outlook, Publisher, SharePoint, Word
- PeopleSoft (2003)
- Information Security (2009)
- Payment Request System (2010)
- Collage (2010)
- ImageNow (2011)
- Scanning 101 (2011)
- Social Media at DePaul: Best Practices for a Strategic Online Presence (2012)
- Electronic Records Management (2012)
- Electronic Archiving 101 (2012)
- Civil Treatment in Cyberspace (2012)
- Social Media for Educators (2012)
- AcademicWorks (2012)
- Digication/E-Portfolio (2013)
- Starfish (2014)
- D2L (2014)
- Qualtrics (2015)
- Cyber Security (2017)
- Handshake (2017)
- Canvas (2018)

Academic & Career Advising and Teaching, Learning & Assessment

- NACADA National & Region 5 conferences (2004, 2005, 2007, 2008, 2011, 2015)
- Writing Learning Outcomes & Developing an Assessment Plan (2006)
- PLuS Summer Institute: LDs and ADHD (2006)
- NACADA Academic Advising Summer Institute (2007)
- Faculty & Teaching Learning Conference: Instructional Design and Development (2008)
- Enhancing Student Motivation & Engagement (2009)
- Creating an Engaging Syllabus that Produces Deep Learning (2010)
- Appreciative Advising (2011)
- Essential Technology Tools for Teachers (2011)
- Advising International Students from China, NACADA Panel Discussion (2012)
- What Matters to Student Success: Lessons for DePaul University, by George Kuh (2012)
- Creating Learning Environments that Launch Careers webinar (2014)
- Driving Student Success: Using Holistic Assessment to Improve Retention and Completion Rates, TS Success Navigator webinar (2014)
- Advising Strategies for Students on Academic Probation – Moderated NACADA webinar (2015)
- Keeping Students on Track: Using Predictive Analytics to Boost Retention and Academic Excellence, ETS Success Navigator webinar (2015)
- Shortening the Road to Student Success – Holistic Assessment and Developmental Education, CHE webinar (2015)
- Creating Effective Advising Notes – Maximizing Risk Through Effective Documentation webinar (2015)
- DePaul Adult Student Summit (2015)
- Improving Academic Advising to Support Student Success: A Campus-wide Approach to Open Dialogue and Changing Culture, NACADA & APLU webinar (2017)
- Introduction to the NACE Principles and Ethical Practices, NACE webinar (2017)
- Reflective Dialogue and Transformational Learning, UW-Parkside T&L workshop (2017)

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Management Standards Training

- Budget Manager Training: Procurement, Payments, Pro-card Guidelines (2004)
- Annual General Staff Compliance Training (2005-2015)
- Managing for the Mission: Introduction to Management Standards Handbook (2005)
- Employee Relations (2006)
- Leave Policy Updates (2006)
- Writing Job Descriptions (2006)
- Communication & Performance: Giving and Receiving Feedback (2007)
- Manager Communication: Staff Compensation Study (2007)
- Budget Responsibility (2007)
- Quality Assurance Review for Budget Managers (2008)
- Coaching with Backbone & Heart for Leaders (2008)
- Developing Resilience: Navigating Change from the Inside Out (2008)
- Student Records Partnership with Enrollment Management (2008)
- FERPA (2009 -2011, 2017)
- Federal Form I-9 (2010)
- Strategies for Adaptive Leadership: A Look at Vincent DePaul (2011)
- Louise de Marillac: From Leading Lady to Protagonist (2012)
- Full Cycle Recruitment & Staff Model: Best Practices in Talent Acquisition (2013)
- Ethical Decision Making (2013)
- Accommodating Students with Disabilities (2013)
- Talent Management: Promoting the Power & Potential of People (2013)
- Diversity Best Practices: Recruitment, Retention, and Engagement of a Diverse Workforce (2014)
- Making the Most of Annual Performance Appraisals (2014)
- Goal Setting & Maintenance training: Performance Goals (2014)
- Records Management: Creating an Organized Shared-Drive Structure (2014)
- Budget Manager training (2014)
- Getting Better Every day: Ongoing Coaching & Feedback (2015)
- Title IX Training: Sexual & Relationship Violence Prevention and Response (2015)
- Discrimination and Harassment Training (2017)