The Memories and Promise of Going Back to School

Going back to school always conjures up good thoughts for me. I’m a child of two schoolteachers, so getting ready to go back to school was always an exciting time in our house. My parents only had limited resources for the kids—growing up as one of four—we always did some shopping to get a couple of key clothing items or shoes to look our best on the first days of school. What I remember most was always getting a new lunchbox—I still keep my baseball card collection in one of my treasured, original Star Wars lunchboxes.

That exciting memory about getting ready to go back to learn, and starting the school year off fresh, still lingers in my mind. I hope that same sentiment is what we are conveying to our students, parents, and colleagues: we are ready for their arrival and are working to give our students the best learning experience possible on GW’s campuses. Like a shiny new school lunchbox, our job is to make sure our services are ready to roll on the first day of school. For all of us, that may have meant slightly shorter summer breaks and a busier August getting things ready, but it’s worth it to have put in the time to be ready to open and provide our students with an optimal environment to succeed.

I know we did much of that in Student Affairs this summer, working with partners and stakeholders across campus to renovate a number of areas of our residence halls to be ready for the return of students, including several buildings with new kitchens and lounges, looking at new policies and procedures in alcohol and drug education and off-campus student affairs, and considering what programs should be shaped, enhanced, or even eliminated if they weren’t reaching their full potential. While we are still going to need to stay focused on these issues, we owe it to our students to be at our best as the school year starts. Fortunately, as a result of our careful financial stewardship this past year, we were rewarded with some new funds we could spend to bring on some critical new team members in a couple of key, student facing units, including career services, counseling, and student health as well as funding to secure a new tool to improve efficiency in supporting the international student experience.

While that combination of all those investments is a much bigger chunk of change than I had to pick out my new lunchboxes, it exemplifies the same sentiment of putting resources toward what matters: student success. In my case, as a kid, it was a lunchbox that made me feel ready to face the start of a new school year. At GW, it is investing in the critical, front-line services that students need to succeed.

I wish you all a great start to the back-to-school season. It’s important to get off on the right foot and so thanks in advance for doing all the diligent planning and coordination to help us launch another successful school year. The fall flies, so don’t blink or it will already be the mid-semester, but DO reflect back on the successful first impression we made, putting on our best new attire, amenities, and attitude to welcome back students to the GW learning community they are embarking on this fall.
DSA Standing Committees: An Invitation to Get Involved

All Division of Student Affairs staff members are encouraged to get involved with one of the seven DSA Standing Committees. Get started by reviewing the committee missions below, discuss the opportunity with your supervisor, and then contact the committee chairs to learn more.

**Assessment and Continuous Improvement**
- Mission: Develop, promote, and advise on assessment resources and activities in order to build a culture of assessment and continuous improvement within DSA.
- Co-Chairs: Toby Davidow and Robert Snyder

**Budget, Finance, and Human Resources**
- Mission: Increase the financial and human resources literacy among staff across and within DSA units to ensure we continue to enhance systems and processes that maximize our financial resources and effectively use our human capital to meet the needs of our diverse constituents.
- Chair: Danielle Lico

**Calendar and Programming**
- Mission: Coordinate across and within DSA units to ensure we continue to form collaborative partnerships around programs and events.
- Chair: Bridgette Behling

**Communications**
- Mission: Develop and advise on internal and external communications channels to promote the work of DSA within the division and to the wider university community.
- Co-Chairs: Mark Levine and Robert Snyder

**Duty**
- Mission: Develop training materials, advise future directions, provide structure and systems, and offer opportunities for reflection regarding DSA after-hours crisis management on-call responsibilities.
- Co-Chairs: Tim Miller and Greg Rheault

**Fundraising and Grant Writing**
- Mission: Coordinate across and within all DSA units and with Development and Alumni Relations to ensure we enhance our financial resources and contribute substantively to annual and capital campaign fundraising efforts.
- Co-Chairs: Robert Snyder and Andy Sonn

**Professional Development and Team Building**
- Mission: Provide professional development and team building opportunities to build cohesion among staff members in all DSA units.
- Co-Chairs: Rachel Brown and Mike Kohn

**Department Spotlight:**

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**University Counseling Center (UCC)**

The University Counseling Center (UCC) serves as the primary mental health agency for GW students and the entire campus community. The UCC’s mission is to support students’ mental health and personal development by collaborating directly with students to overcome difficulties and challenges that may interfere with their academic, emotional, and personal success. Accordingly, through individual and group counseling, crisis intervention, assessments, and referrals, the UCC strives to provide students with ample opportunities to develop greater insight and self-understanding; to identify and solve problems; to reduce emotional distress; and to improve cognitive, emotional, academic, and interpersonal functioning.

In addition to the direct clinical services that UCC provides, the UCC seeks to promote psychological health and wellness as a value to the GW community through outreach activities, campus partnerships, and consultation initiatives with faculty, staff, administrators, family members, and others in the campus community. In addition, the UCC is also committed to respecting and promoting the value of diversity at the university, as well as providing culturally sensitive mental health services to the campus community.

The UCC has been undergoing significant changes and transitions over the past several years, and this academic year brings with it exciting new developments. The hiring of two additional clinicians and one additional post-graduate clinical fellow brings the total number of clinical staff members available to provide counseling services to 16. Increased staffing and the institution of scheduled walk-in periods has significantly increased staff availability to assess students who are seeking UCC services and who are experiencing urgent mental health needs. And, of course, the UCC continues to be available 24/7 by phone for students experiencing crises and needing immediate assistance.

In additional to UCC’s clinical services, the addition of a fourth clinical fellow and a graduate extern heralds the continuing expansion of our training programs. This graduate extern is charged with helping to coordinate UCC’s expanded outreach efforts, which include an expanded Internet presence (website, Facebook) and more on-demand presentations and trainings on suicide prevention and other important topics. The UCC is also excited this year to begin formally and systematically assessing student outcomes and satisfaction with UCC counseling services; to that end, the UCC is pleased to be working with a graduate student from Argosy University, who hopes to use the collected data for her dissertation project.

In our continuing efforts to provide culturally competent services for a diverse campus community, a diversity services coordinator has been appointed and staff clinicians have been hired to...

(Cont. on Page 3)
Department Spotlight: UCC (Cont.)

coordinate services for international students and student veterans—two populations that have historically underutilized counseling services. The UCC this year is also piloting a number of diversity walk-in periods to target underserved student groups, such as LGBTQ students and students of color, along with student veterans and international students. In addition, the UCC continues to work closely with the GW chapter of Active Minds (a national mental health awareness and advocacy organization). The UCC has also started forging connections with the various graduate training clinics on campus that provide mental health services to GW students and the broader DC community.

To learn more about the University Counseling Center, contact the office by e-mail or by phone (202-994-5300); visit the website, or stop by in person at 2033 K Street (corner of 21st and K; entrance on 21st), Suite 330. Also, Like the UCC on Facebook!

Learn more about the new UCC staff members in the “New Hires” section below.

**DSA Staff Updates**

**New Hires:**

**Maria Berbery**, Postdoctoral Clinical Fellow, University Counseling Center

*BA, Psychology, University of Maryland
PhD, Counseling Psychology, University of Maryland*

- If you could live in any city or country, where would you choose? New York or Buenos Aires.

- If you had to choose another profession, what would it be? Teacher or a diplomat.

- If you could meet anyone from history, who would it be and why? Martin Luther King, Jr. or Rigoberta Menchu for their roles in civil/human rights movements.

- What is your favorite dessert? Anything with dulce de leche.

**Umi Chong**, Staff Clinician, University Counseling Center

*BS, Foreign Service, Georgetown University
MBE, Bioethics, University of Pennsylvania
PhD, Clinical Psychology, GW*

- If you could have had the starring role in any film already made, what would you pick? I love the Before Sunrise/Sunset/Midnight trilogy and would take Ethan Hawke’s role as Jesse.

- If you could have had the starring role in any film already made, what would you pick? Charlotte in Lost in Translation so I can hear what Bob (Bill Murray) whispers in her ear in the last scene of the movie.

- Favorite song? Bizarre Love Triangle by New Order.

(Cont. on Page 4)
**DSA New Hires (Cont.)**

**Meghan Hanlon**, Postdoctoral Clinical Fellow, University Counseling Center  
**BA, Psychology, Michigan State University**  
**MA, Clinical Psychology, The Chicago School of Professional Psychology**  
**PsyD, Clinical Psychology, The Chicago School of Professional Psychology**  
**• Best vacation?** Studied abroad in Rome.  
**• Most memorable meal?** Benny’s Steakhouse in Chicago for my graduation this past summer.  
**• If you could live in any city or country, where would you choose?** Italy.  
**• Favorite song?** *Shake It Out* by Florence + the Machine.

**Jungeun Kim**, Postdoctoral Clinical Fellow, University Counseling Center  
**PhD, Counseling Psychology, University at Albany, SUNY**  
**• If you had to choose another profession, what would it be?** Ice cream shop owner – I would like to see people smile with ice cream on their hands.  
**• If you could have the starring role in any film already made, what would it be?** *The Scent of Green Papaya*; my favorite movie of all time.  
**• Favorite dessert?** Blueberry Tart.  
**• Hidden talents or hobbies?** Singing.

**Carl Mojta**, Staff Clinician, University Counseling Center  
**BA, French Language and Culture, Penn State University**  
**MA, French Studies, New York University**  
**MS, Public Relations, Syracuse University**  
**MS, Human Development/Marriage and Family Therapy, Virginia Tech University**  
**• Best Vacation?** When my wife and I celebrated our 10-year anniversary in Monterey and San Francisco.  
**• If you could live in any city or country, where would you choose?** Hands down I would choose France – somewhere in the South. I was fortunate to have spent my senior year in high school in Rennes and my junior year in college in Strasbourg.  
**• If you could meet anyone from history, whom would you meet?** I have always been fascinated with Thomas Jefferson and his contributions to the founding of the country and the world events he was part of and witnessed.  
**• Fun Fact?** I have white water rafted on the Nile River in Uganda as well as gorilla trekked in Bwindi Impenetrable National Park in Uganda.

**Danielle Tyson**, Executive Assistant, Student Rights and Responsibilities  
**BA, Art History and Archeology, GW**  
**• Favorite Book?** *The Great Gatsby*.  
**• Most memorable meal?** When I was in Israel last summer, some of the most memorable meals I had were when I went to Jerusalem. The two dishes that stand out the most were the falafel and Armenian dish that I ate. These meals were so memorable because they tasted delicious and also because it felt like I was thrown back in time while in the Old City.  
**• If you had to choose another profession, what would it be?** I would probably want to be a travel writer so I could get paid to travel.  
**• If you could meet anyone from history, whom would you meet?** I would want to meet the Dutch artist Peter Paul Rubens because he was such an accomplished artist and diplomat. I’m sure he had some exciting stories and gossip to share.
Staff Transitions

Next time you visit the Division of Student Affairs Central Office in Rice Hall Suite 401, you might recognize a familiar friendly face in a new location. Diane Miller, Senior Secretary in DSA, has moved to the Rice 401 Front Desk, where she will continue to provide excellent customer service to our constituents.

Be sure to stop by and welcome her at her new desk!

Staff Departures

We wish these former DSA staff members well in their future endeavors:
- Melissa Holt
- Carolina Ibrahim
- Noah Meyers
- Brian Rowe
- Allison Russo
- Matt Miller

Staff Spotlight: Katerina Salas, International Services Office

**Katerina Salas:** I've been working at the International Services Office (ISO) for almost four and a half years. I serve as SEVIS Coordinator and International Student & Scholar Advisor. The two most significant parts of my job are to ensure GW stays compliant with federal reporting requirements, and to provide international students with the guidance and support they need to be successful at GW and enjoy their cultural exchange experience in the U.S.

**Division of Student Affairs:** What is your role here at GW? How long have you been with GW?

**Katerina Salas:** I would be traveling around the world working as a writer and photographer for a travel guidebook or, I would own a Bed & Breakfast / Crèperie in a small town in the South of France, surrounded by lavender fields.

**DSA:** What have you enjoyed about working here?

**KS:** The thing I've enjoyed the most about working in DC, and more specifically at GW, is the countless opportunities one gets to meet people from all over the U.S. and the world. DC is such a cosmopolitan city and the GW student population is so diverse, that not a day goes by without me getting the chance to learn something new about another culture, country, or US state! Sometimes it’s a word in a different language, other times it’s something about a national tradition or holiday, or maybe trying food from a faraway country at a restaurant. We are very lucky to live and work in a place with people with such diverse cultural backgrounds.

**Katerina loves karaoke!**

**Division of Student Affairs:** How did you end up deciding to go into international education and student services?

**KS:** After finishing high school, I left my home country, Ecuador, to go study in France. My six-year study abroad experience changed my life in ways I could have never imagined. And although most of it was positive, it wasn’t always easy. The institutions I attended did not have an office completely dedicated to providing guidance and advice to international students to help them adjust to a different culture, ease their concerns, and succeed academically. When I moved to the U.S. and found out there is a professional field dedicated to promoting cultural exchange and helping international students make the most of their study abroad experience, I knew right away I wanted to be a part of it and started working towards becoming an international educator.

**DSA:** If you weren’t working in higher ed, what do you think you’d be doing?

**KS:** When I was in high school and college, I was always very excited to see my friends again after the long break. I looked forward to telling them about the fun things I did over the summer and the places I visited. I remember that the thing I looked forward to the most, however, was me and my sister going shopping for shoes and cute outfits for the new school year. That back-to-school memory always puts a smile on my face.

**DSA:** What do you do for fun outside of the office? Do you have any regular hobbies?

**KS:** I am a member of a local Latin/Middle Eastern fusion dance troupe so, I spend a lot of time dancing. I also love hiking, baking, doing Tai Chi and singing karaoke. I've always had a passion for photography so, I recently got my first DSLR camera and I'm spending quite a bit of time learning how to use it and trying to capture life through a lens.

**DSA:** Did you have any fun summer plans?

**KS:** One of the most fun things I did this summer was to go to France on vacation. I visited many beautiful and interesting places in Provence and Occitanie, I reconnected with friends from college, and spent memorable times with my family who came from Ecuador. It was an amazing trip that made me fall in love with France all over again. Another very exciting thing I did this summer was to go on a tour of DC...on a Segway! I enjoyed the ride so much I was really bummed out when I had to take the Segway back.

**Katerina and her new camera in Eze Village, France**

**Division of Student Affairs:** The students have settled in for the fall. Do you have any great back-to-school memories from when you were a kid or from college?

**KS:** I've been working at the International Services Office (ISO) for almost four and a half years. I serve as SEVIS Coordinator and International Student & Scholar Advisor. The two most significant parts of my job are to ensure GW stays compliant with federal reporting requirements, and to provide international students with the guidance and support they need to be successful at GW and enjoy their cultural exchange experience in the U.S.
DSA by the Numbers

Did you know???

2,500
students moved in early.

4,000
students moved in on August 24.

600
volunteers, including President Knapp and Provost Lerman, assisted with move-in.

15,000
pages of student medical records reviewed by the Student Health Service over the summer.

Around DSA

Seasons of Change...
by Bridgette Behling, Director, Administration and Hallmark Programs

Caught somewhere between the fog my mind drifts through during those early mornings that come so quickly after late night programming and the constant “readiness” checklist that runs in my mind before a program starts, I ran into a colleague who stopped me to talk about Fall CI. He mentioned how happy and welcoming Cabinet was that morning, and what a difference that makes in the student and parent experience. He told me about an article he’d just read in The Washington Post – “Saying Goodbye to My Child, the Youngster” - by Michael Gerson. It was rich with reflections of a parent sending their youngest child off to college. My colleague was struck with how emotional that grown man became, realizing what it meant for his son to be in this season of his life, and for that father to be in his.

This is my sixth season of welcoming students back to GW, and amidst all the preparations, to do lists, contract reviews, poster edits, and emails to return, I still find myself caught up in the nostalgia and magic of it all. When I take a moment to let in the mystery and wonder of this time of year in Higher Ed, I am reminded of what it was like to be a freshman entering college so many years ago. I am reminded of the hope and newness of the world. I am reminded how much lies ahead for our students: all the friends they will make, the adventures they will have, the theories they will learn, the life lessons they will learn – both the easy and the hard way...

As my colleague walked away that morning, I became flooded with gratitude and remembered why I chose this field. And then I was reminded of the importance of stopping to let those moments in. It’s so easy to get caught up in the logistics of life in this busy city, and the pace at which we run. It can be easy to lose sight of the honor that lies in guiding our students along their own journeys.

This fall, stop and take a moment to appreciate the season in which you find yourself. Take in the goodness of the work we do.

GW Bound
by Lyndsey Fjellstedt, Assistant Director, Center for Student Engagement

This August, the Center for Student Engagement welcomed almost 450 freshmen through the GW Bound program. GW Bound is made up of two options: DC Bound and Adventure Bound. Both pre-semester transition programs are designed to welcome incoming freshmen through unique learning experiences and small group mentoring from upperclassmen Guides.

The Adventure Bound trips are led by TRAiLS Guides, who took small groups of students on multi-day camping adventures in New Hampshire, West Virginia, Pennsylvania, and North Carolina. Outdoor activities this year included hiking the Appalachian Trail in the White Mountains of NH, white water rafting, kayaking the outer banks, and more!

DC Bound welcomed 315 participants to DC through unique experiences in the District. 40 upperclassmen volunteered to be DC Bound Guides to the incoming freshmen. These Guides took their small group around DC on cupcake tastings, paddle boating in the tidal basin, Sheer Madness at the Kennedy Center, a backstage tour of Nationals Stadium, and much more! Additionally, participants had the opportunity to develop leadership skills and interact with local GW Alumni - such as spoken word poet Liz Acevedo!

Both programs received incredibly positive feedback from the participants and Guides! We will be recruiting new TRAiLS Guides and GW Bound guides early this fall if you know of students who may be interested! If you have any questions please contact Ellie Hansen for DC Bound and Myles Surrett for Adventure Bound.

To see more photos from this fall please follow @GWTRAiLS or @GWDCBound!
The Center for Career Services and My Career Success Plan
by Center for Career Services Staff

As you know, the Center for Career Services is here to help our students with their career development while they are at GW.

Whether our students are:
• undecided about their majors or career paths;
• seeking part-time jobs or internships;
• looking to enhance their professional presentation and industry knowledge;
• wanting to build their networking skills and network;
• interested in connecting with employers with the ultimate goal of being employed after graduation and building towards a lifetime of productive and engaged citizenship… …we’re here to help!

The strategies, actions, and activities that students will utilize and develop through the Plan are based on eight core competencies, or skill areas: Self-Knowledge, Leadership, Digital, Occupations & Industries, Workplace & Interpersonal Skills, Application Materials, Networking, and Interviewing.

What a Student Should Do First: Build a Career Success Foundation!
1. Complete the 10 Foundational Career Activities that are based on the foundational skill areas.
2. Track the completed activities in GWork.
3. Schedule a Foundational Career Consulting Appointment in GWork with Center for Career Services staff to confirm the completion of the Foundational Career Activities, and to determine a target industry.

What a Student Should Do Next: Advance Their Skills for Success!
After a student completes, tracks, and confirms all of their Foundational Career Activities, they should meet with a Senior Industry Consultant in the Center for Career Services and begin their Advanced Career Activities.

What the Division of Student Affairs Can Do: Encourage Your Students!
We invite you to further your active role in the development of our students by encouraging them to do one or two of the Foundational Career Activities of My Career Success Plan this semester. To view a list of these activities and for more information, please visit the My Career Success Plan page on the Center for Career Services website. Click on any of the skill areas at the top of the page to view the foundational activity options.

Also, encourage students and alumni to attend the Fall 2013 Career and Internship Fair on Thursday, September 12 from 1pm to 5pm in the Charles E. Smith Center.

We value your support and thank you for your continued partnership!

Welcome Week 2013
by Chrissy Batterson, Coordinator, Administration and Hallmark Programs

Welcome Week 2013 was a huge success thanks to our amazing campus partners! The first week was packed with events such as G-Dub First Night, which attracted upwards of 2000+ students to the Marvin Center for food, games, a mini performance showcase and more. The first day of classes brought Librarypalooza, showcasing Gelman’s beautiful new entrance, the University Counseling Center’s successful workshop “Managing Your Academic Workload,” and a packed Lisner Auditorium for the Student Performance Showcase.

Other highlights of Welcome Week 2013 included the University Services and Student Organization Fair, award-winning hypnotist Tom DeLuca, a moving musical tribute to the 50th anniversary of the March on Washington, and Freshman Day of Service. In all, over 60 events were included as part of Welcome Week, showcasing the great range of academic, wellness, social, diversity, athletic and sustainability opportunities available at GW.

(Cont. on Page 8)
Welcome Week 2013 (Cont.)

This year we began to survey attendees of Welcome Week events. Initial feedback from the Welcome Week questionnaires includes some great quotes we wanted to share:

“Attending Welcome Week events...
• Made me more aware of resources and people.
• Allowed me to learn about GW history.
• Showed lots of school enthusiasm.
• Made me realize how many awesome things are going on here.
• Helped me learn about new student organizations.
• Gave me the opportunity to meet new people and see the amazing diversity GW has to offer.
• Has made me realize I picked the right school.
• Made me feel much more comfortable at GW with growing friendships.
• Made me feel more connected to my school.
• Has helped me adjust and fit in.”

Thank you to all for the continued support of Welcome Week! For more information, visit the Welcome Week website.

Colonial Inauguration 2013: Living the GW Values
by Anne Moore, Assistant Director, Administration and Hallmark Programs

Colonial Inauguration strives to accomplish many goals for the incoming students and families that attend the summer and fall programs, not the least of which is to help prepare them for the academic and social challenges that they may face in their first year at GW. One broader goal of CI is to introduce students and families to the GW community and what we stand for, including the GW Values. While these are not overtly stated at CI, they can be found in a variety of settings, including various intentional session topics, collaborative programs with partners within our division and across the university, and interactions with Colonial Cabinet members. Three programs that stand out this year as either new or restructured, specifically demonstrate the values of learning, sustainability, and teamwork.

This year, CI met with every academic school and program to discuss ways in which we can partner to better serve the incoming students and families that attend our program. One trend that we found was that students were not taking advantage of the opportunities provided by faculty; specifically students were not engaged with their faculty. We realized that CI had an opportunity to encourage students to get to know faculty and provide an event for them to socialize and engage with faculty. The GW Academic Experience is a program at CI that has traditionally invited faculty from every school to present on a topic of their choosing to introduce students and families to the college classroom experience. Topics ranged from presidential scandals to solar storms to using light to find cancer. This year we added a “Faculty Meet & Greet” in Gelman Library to allow students and parents to interact with the presenters and provide an opportunity for them to engage with faculty outside of the lecture, similar to what office hours may look like during the academic year. In addition to the faculty that presented, Faculty Guides and Faculty in Residence were also invited to introduce students and families to the opportunities provided to them through the residential components. The GW Academic Experience, specifically the Faculty Meet & Greet, demonstrated GW and CI’s commitment to learning. Not only did students learn in the traditional sense of an academic topic, but were also exposed to learning how to interact and engage with faculty and how to maximize their opportunities.

Sustainability is a value that is demonstrated every day on the GW campus, but was a key component of the Buff & Blue BBQ this year. In collaboration with the Office of Sustainability, Campaign GW, the Mount Vernon Campus, and Sodexo, CI composted at the Buff & Blue BBQ to show our commitment to sustainable practices. We utilized compostable materials (plates, napkins, cups, utensils) and bulk food items (condiments in pump containers instead of individual packets) to produce virtually zero waste at this highly attended event. Campaign GW volunteers were on-hand with signage to help students compost and recycle appropriately and to teach students about GW’s green practices. This event was a great way to start the new student’s experience at GW and encourage them to think responsibly about their actions.
One major change to this year’s CI season was the collaboration between the International Services Office (ISO) and CI to develop a comprehensive and effective orientation program for international students and their families. In previous years, international students were offered two very similar programs to attend within their first week of being on-campus: an international student orientation, sponsored by the ISO, and Fall CI. After reviewing the programs, we realized we had an opportunity to share resources and experiences and develop a program that served the students’ needs without requiring them to attend two programs. Working with the ISO we were able to target key areas that were important for international students to learn about, as well as important sessions that all students should consider when attending an orientation program. Additionally, Fall CI serves transfer students and a small number of domestic freshmen, so we worked together to develop a “track-based” schedule to ensure all students attending Fall CI received the information they needed and were connected to the appropriate resources for a successful transition to GW. The ISO trained the Colonial Cabinet on more in-depth areas of concern for international students so the staff was well prepared to be of service. This teamwork between Hallmark Programs and the ISO was crucial for the success of the program and for the success of the students.

These are just several examples of the ways in which CI strives to exemplify the values of GW. As we move forward in our planning process for next year, we will continually think of the ways in which we can provide an excellent program for our students and families while representing the GW values.

**Check Out the New ODE Website!**

GW’s Organizational Development and Effectiveness team recently launched a new website. The new site is user-focused -- from "develop your career" to "optimize performance" and mobile-friendly—so people can learn on the go. It is also easy to navigate—offering something for everyone.

For example:
- Staff can access 39 Learn Now guides to sharpen skills today.
- Management can get help by navigating a new site tailored for their role.
- People who want to develop their careers can take advantage of these resources.

Finally, there are new ways to access performance management resources to save time!

**A Message from GW’s Teaching and Learning Collaborative**

A new Teaching and Learning Collaborative (TLC) webpage highlights a few tips for making the first day of class a good start toward a successful semester. The University of Michigan’s Center for Research on Learning and Teaching webpage contains many more ideas about the importance of the first day(s) of class.

Messages like this one from the Teaching and Learning Collaborative include new teaching resources, announcements of grants, news about workshops, deadlines for national conferences on teaching, etc. Sign-up to receive future messages directly.

**University Archives Diversity Research Fellowships for GW Students**

The University Archives of the George Washington University is pleased to invite applications for its University Archives Diversity Research Fellowships for the 2013-2014 academic year. These fellowships are open to graduate and undergraduate students currently enrolled at GW and who will not graduate before May 2014. Encourage eligible students to learn more and apply. The application deadline was recently extended to September 13.

**Apply for the NASPA 2014 Alice Manicur Symposium for Women**

The Alice Manicur Symposium, established and coordinated by NASPA’s Center for Women, is designed for women in mid-level managerial positions who are contemplating a move to a chief student affairs officer (CSAO) position in the near future.

Participants join other experienced student affairs professionals, from both two-year and four-year public and private colleges and universities to engage in workshops led by innovative and knowledgeable faculty members with diverse backgrounds.

Symposium sessions focus on such topics as strategic thinking; leading change; planning for career advancement and continual development; and personal and professional life balance.

Learn more and apply.
Cashier’s Office Closing FAQ for DSA Staff

As you may be aware, the Cashier’s Office in Colonial Central closed on August 1. The Colonial Central team provided the following FAQ to assist DSA staff in helping students who may need assistance with services formerly provided by the Cashier’s Office:

Why is GW closing the Cashier’s Office?
• The overall intent behind this reorganization is to reengineer the way in which George Washington University conducts its cashiering processes related to student services and departmental deposit processing.
• The university has made a commitment to significantly reduce and eventually eliminate the acceptance of cash as a form of payment with the exception of our retail operations.

Why is GW moving towards a cashless environment?
• The decision to move towards a cashless environment is intended to reduce institutional and individual exposure to the risks inherent in the cash handling process. The cash handling business can also be expensive due to security (cameras, bulletproof windows, secure areas to count cash, multiple employees counting cash, armored car service, etc.).

Will any GW employees lose their jobs?
• No. All current employees have been offered an opportunity for continued employment with GW. Four of our five staff have chosen to remain with GW in positions within the Colonial Central organization.

Does this move save GW money?
• We will be expending fewer resources on cashiering activities but we will be redeploying resources to our counseling frontline to expand our customer service capabilities.

How will students cash their checks and deposit their money?
• With the office closure, the university will no longer cash personal or GW-issued checks. However, there are several banks located within blocks of the campus including Bank of America, PNC Bank, and Citibank to name a few.

What benefits are there for the students with this closure?
• The Financial Services counseling unit will expand to include two additional counselors to better serve our students. Students will no longer have to wait in line to make a payment to their account.

How will you guarantee the safety of students as they carry large sums of money to PNC?
• To ensure the safety of our students is not compromised, it is imperative that our students no longer attempt to pay their tuition bills with cash. There are several other safer payment methods including online via the eBill system, wire transfer, or personal check/money order/cashier’s check.

Does this change make it more inconvenient for GW customers?
• For our students and parents, the Student Account eBill system is accessible 24 hours a day/7 days a week for payments. A drop-box has been installed in Colonial Central to drop off checks, money orders, and cashier’s checks for tuition payments. For departments that are not set up on remote deposit machines, departmental check deposits may be dropped off at Colonial Central in the drop-box. Cash deposits are handled immediately and a discussion about the taking cash takes place with the depositor.

What if a student calls to ask about a payment that was submitted (wire transfer, check, etc.)?
• Please call the Processing Unit at 202-994-6200 and wait to speak with a processor (Barbara or Dottie). They can conduct research to determine the payment status.

What happens if a check is mailed directly to Colonial Central?
• The Processing Unit will receive the mail and process the check. However, we want to encourage parents and students to mail their check to the PNC Lockbox address: The George Washington University, P.O. Box 822543, Philadelphia, PA 19182-2543. Be sure to have them include the eBill coupon and write the GWid on the check.

How will the emergency loan process work now that cash is not being disbursed to students?
• The Office of Student Financial Assistance has worked closely with the Student Accounts Office to establish a direct deposit process for emergency loans. This process will reduce the risk to the student, as they will no longer be walking around campus with hundreds of dollars in cash in hand.
• The timeframe to receive an emergency loan will now be 5 business days. Students must enter their direct deposit information in Student Account eBill to receive it electronically, or a check will be mailed to their current address. We will not hold checks for pickup as that process takes longer than mailing it.
• Undergraduate and graduate students may request up to $600 a semester in emergency loans and have 30 days to repay it. Most students pay the emergency loan amount when their loans come into GW and are applied to their account.
• The Law School, Medical School, School of Nursing, School of Public Health, and Allied Health have separate emergency loan programs. Please direct these students to the appropriate school for assistance.
• GW employees, non-degree students, and students enrolled less than half-time are not eligible for emergency loans.

What if a student needs additional funds for food?
• There is a new Abraham Scholarship Fund, which provides up to $500 in Dining Dollars per semester per student.
• Undergraduates and graduates are eligible whether or not they are on a dining plan.
• Escalate students who might benefit from this fund to Ruth Hoch in Student Financial Assistance.

Announcing the ITF Student Scholarship Competition

The Innovation Task Force Scholarship Competition calls upon students to submit ideas to the university that will reduce costs or generate revenues of $1M or more for GW per year. The ideas will be vetted through a three-round selection process and the winning idea will be implemented at GW. The winning student or team of up to four students will win a scholarship of up to $50K for continued studies at the university. Not only is this a way for ITF to engage students to make a significant impact, it creates an opportunity for GW to highlight a culture of innovation and turning knowledge into action. Encourage students to learn more and apply by October 25.
In Case You Missed It:

DSA in George Washington Today

Camp Kesem Supports Kids Affected by Parent's Cancer

National Panhellenic Conference Recognizes GW

University Welcomes Students to Campus

Summer Sendoffs Welcome Incoming Colonials

News and Tips from Higher Education and Beyond

THE CHRONICLE
of Higher Education

The Chronicle of Higher Education Wired Campus blog highlighted the results of survey that finds "Tech Savvy is Essential to Student Affairs."

Education Advisory Board Website Access

DSA recently renewed its membership with the Student Affairs Forum of the Education Advisory Board (EAB). EAB is based in the West End a few blocks from the Foggy Bottom Campus and describes itself as providing “best practice research and practical advice to leaders of academic affairs, business affairs, student affairs, continuing, online, and professional education, and community colleges across North America.”

Any member of the GW community can sign-up for an account on the EAB website. This account allows access to EAB’s vast library of best practice studies and custom research reports and registration for a variety of webinars and other training resources, all of which are included in our membership. To create your account, visit http://www.eab.com/Members/Register and complete and submit the registration form. For more information about accessing EAB’s programs and services, e-mail Robert Snyder.

Interested in contributing to the DSA Newsletter? Have feedback to offer?

E-mail students@gwu.edu with story ideas, events, etc.

Help enhance the DSA Newsletter by sharing your feedback: what do you like the most? The least? What’s missing? What would encourage you to read it? E-mail DSA Communications Committee co-chairs Mark Levine and Robert Snyder with your feedback.

We look forward to hearing from you!

Inside Higher Ed
insidehighered.com

Inside Higher Ed featured “An Open Letter to Incoming Freshmen.”