

Student Affairs Collective Community Conversation

Thursday, July 20, 2017

The following is a transcript of the hour-long community conversation held between SwiftKick, NASPA, and members of the student affairs community. This transcript has been lightly edited for clarity and increased readability. And because this transcript is 17 pages, items like apologies for background noise, call logistics, etc. have also been edited out for brevity.

Tom: Welcome...and for those of you who don't know me, my name is Tom Krieglstein. I founded the Student Affairs Collective back in 2004. And by founded... what happened was me and a friend of mine wanted to find a way for student affairs professionals to connect with each other.

Amazingly if you can think back Twitter it wasn't a thing at the time. It wasn't a thing that people had and so, we started a blog and we wanted a collective space for the community to be able to share their voices. At the time it was really hard for new professionals, or really anyone, to get published at any of the larger public publications. There's a long process for it, and we wanted more of an organic space. So we did that. I bribed lots of my student affairs friends and colleagues to be able to write for us, and what happened is that people kept coming back to the site.

Then a couple years later Twitter and twitter chats became a thing. Deborah Sandborn and I were sitting eating scones one day in Iowa, and I said to her, "I would love to be able to get people together once a week and have a conversation with student affairs professionals around a topic that we vote on." And she was supportive enough at the time to try it out. I think there were maybe 8-12 people in the chat and it has grown ever since.

Student Affairs Collective continued to grow over the years alongside the other work I was doing which was with SwiftKick. We were doing leadership and team development programs at colleges and corporations. So, our team was running both of them side by side [SwiftKick and SAC] with Sabina [DeMatteo], heading up the majority of the support later on as the site grew much larger. We realized about a year and a half ago that the Student Affairs Collective was growing too large for our resources. Sabina specifically and myself were splitting our time too heavily between the work and the training we were doing under Swift Kick, as well as trying to support and grow this community.

It was around that time that I started reaching out to lots of different organizations; non-profits and for-profit organizations, asking if anyone had interest in continuing to grow the vision and the of the Student Affairs Collective. What we were looking

for was a partner that understood what we had built...was excited about this idea; this peer to peer learning space that had an organic feel to it, and had the resources to actually make it happen.

We went down the road with several different organizations and companies and we actually reached out to NASPA at some point mid last year and just mentioned to them this concept of what we were trying to do and if they would be interested. That's what started this conversation. Out of everyone that I talked to, I was really excited about what NASPA...the support they were willing to give to it to keep the vision of what we built so far and the ability continue that on. And that's why we kept having great conversation with NASPA.

And as time went on over the past...I'd say five months, four or five months, our team – Sabina heavily – has been working with the NASPA crew, and Jasmine [Scott] and Nathan [Victoria] as well, to be able to make an easy transition so they understand all the processes of how we're doing it right now and ways that we can tweak it and adjust it to make it even more effective for the community to have this peer to peer learning space.

So that's what has happened and we obviously made the announcement on Monday and the intent is by the end of this month and starting into the next month that the NASPA team is fully running the behind the scenes operations of the Student Affairs Collective. And with that, then I and Sabina will part away from our daily operations with it. We'll support with more a higher-level standpoint, and then we're going to go and continue with our work over at SwiftKick.

That's just to give you sort of an overview of where the Student Affairs Collective was and where it's at now and why we've transitioned and why I personally feel like NASPA is an amazing fit for being champions of the community moving forward.

[5:01]

Jasmine: Alright, thanks for that Tom. What I want to do next is just walk you through what our time's going to look like for the day and then go from there. I want to make sure that everyone has a chance to actually introduce themselves in this call and I think there is a small enough group where not only the SAC staff and then NASPA staff can introduce themselves but, everyone who has joined us. From there we'll have some comments from NASPA on why we were interested in partnering with SAC, kind of the ethos behind why we want to do it, and what we see as the future of the community. Then, of course, we'll open it up to questions from you all who are joining us. Let's start with introductions...so Sabina do you want to start by introducing yourself?

Sabina: Hi, I'm Sabina. If you've ever done anything with SAC, you probably know me in some capacity either as the person behind the SAC Twitter handle when it's not a MOD [moderator] running a chat. Also, if you write for us you've spoken to me. Like Tom said I sort of do a lot of the background work and we've had so much fun talking to Jasmine and all that stuff about getting this transition so that...everything about SAC stays as it is with the ethos and the spirit of it. But yeah, you can always say hi to me if you want but, I will not be doing it myself anymore and Jasmine will take over. But it's been wonderful working with SAC.

Jasmine: Thanks Sabina. I'll go next and share a little bit more about myself so again I'm Jasmine, pronouns she/her/hers, I'm currently our Assistant Director of Member Engagement here at NASPA and I work mostly with our student and new professional initiatives. So, this includes our Undergraduate Fellows Program [NUFP], our New Professionals and Graduate Students Knowledge Community, our Graduate Associate Program, and then I also work with The Placement Exchange. And like Sabina said I'm taking over some of the leadership with the SAC as well. I'm originally from South Florida, went to grad school at IU [Indiana University], and what I think is fun is that I actually wrote for SAC when I was a grad student. It was a great way to put my voice out into the community and so I'm excited to work that into what I do now day-to-day. Nathan, do you want to go next?

Nathan: Absolutely. Good afternoon or good morning to everyone! My name's Nathan Victoria, I'm the Senior Director of Member Engagement and Student Initiatives here with the office. I've been at NASPA for about 11 years. Previous to NASPA, I did my graduate work at the University of Vermont in their Higher Education and Student Affairs program. Also concurrently, I'm in a doctoral program in Human and Organizational Learning. Similar to Jasmine, I've written for SAC. I think one of the coolest things about this transition...and we'll talk more in a little bit why NASPA is kind of interested in helping support this transition...was that one of my roles here at NASPA – I've had six different roles – is that right when the Twitter chat that Tom was talking about was starting, I actually started all the social media initiatives within the NASPA office. So, it was very cool to be a participant and actively involved in the conversations, in the initial SAChats, seeing how its evolved with the #SACchat awards, and the scholarship opportunities, and the podcast. I'm very excited and hopeful to see where NASPA can help the community grow and move forward.

We do have a couple more NASPA staff that are on the call and I think they are gonna stay kind behind the scenes right now but we do have Stephanie Rizk who's our Director of Marketing and Communications, Matthew Bennett who is currently handling the @NASPATweets Twitter handle, he also works in our Communication Department, and then the third team member for our Member Engagement team

here at NASPA is Danny Anzueto, and he is our Assistant Director of Member Engagement and Regional Initiatives, so that's the NASPA team.

[Back and forth about having the community members introducing themselves throughout this section is omitted for brevity.]

Adam: Hi...my name is Adam Gizmondi, I work at Tufts University, I'm at the Institute for Democracy and Higher Education. The thing we work with NASPA on sometimes is NSLVE which is the national voting study for college campuses.

[10:20]

Jackie: This is Jackie Alexander, I work with student media at Clemson University, I like #SACchat and the Student Affairs Collective so I just wanted to see what was going on.

Laura: Hi, I'm Laura Pasquini, I've been a member of the SA Collective community for a while both in chat and tweeting and researching and supporting them in different ways. I was just curious about the transitions and support in all the community's spaces and places, and possibly helping out if there's some need...as our research collaborates with how these communities of practice form and work. So...I'm looking forward to hearing more, thanks!

Josie: This is Josie, out in Los Angeles but I teach with Florida State University – I'm a research associate there. SAC was sort of a huge part of my exploration into social media and now I'm researching and teaching it. I have a doc class right now at Florida State that's about tech in higher ed so this is all super relevant and of course, I'm committed and interested to this where this goes next.

Melissa: I'm just excited, I'm following the Student Affairs Collective in my own work in higher ed but now I'm on the SwiftKick team so this is still relevant and exciting. I'm just looking forward to this awesome partnership. Okay, bye *laughs*

Lindsay: My name's Lindsay Kline and I work in student affairs for Temple University's Harrisburg campus so we're a small branch campus in Pennsylvania.

Candace: Hi. I'm just an observer, I work in higher ed and also do some side work so I just want to learn more about what you do.

Nathan: And that's fantastic, thanks Candace. And to all of you who are either watching the recording or participating in the virtual land, the Twittersphere, #welcome and feel free to introduce yourselves, just like how all the SACchat conversations begin.

We're just going to share a little bit about what Tom shared in his opening comments about how this transition happened to NASPA...but kind of why was NASPA in this conversation and where do we see some of the support of the community going?

So, the first piece as Tom and Sabina talked about...Jasmine and myself, Danny, some of our marketing and communications staff, for the past five or six months have spent some time together...and really intensely for the past two months, really looking at the intricacies and the operations of SAC. And that's really everything from Sabina and all of her great work documenting all the policies and procedures she created, to talking to the current leadership team members, as well as leadership team members of the past.

As I've mentioned, I've been connected to the community since the #SACchat inception so I know that many of y'all on the call were some of the past L-team members. So I reached out to and wanted to ask some questions about what is the ethos of the SAC? What makes SAC, SAC? And I'm going to offer seven different thoughts on what we think through the conversations but we also welcome comments either in the chat box, through the Twitter handle and the hashtag or, if people want to unmute themselves they can feel free to add or react to these seven different items.

So the first is that SAC is an organic network, and it's kind of become that institution for student affairs. For those who are just getting into the field or those who are starting to look at higher education, there's Facebook, there's Twitter, but #SACchat and the hashtag has really become that place where people can go to to find information. There are the blog posts that go out, there's the podcast, and that's one of the things we want to maintain, this community driven atmosphere, this organic network and at NASPA we saw it as an opportunity to not only maintain it but also, "how do we make it thrive?", "how do we take it to that next level with the infrastructure and support we can provide the community?"

The second reason that NASPA was interested was an additional leadership opportunity. Just to put out there right now and we can talk about that a little bit later, we will not be requiring a NASPA membership for involvement in the SAC. There is no intention for us to make it a members-only benefit...that you have to be a member of NASPA to get involved...we want to maintain this open access that has made SAC what it is.

However, we do hear a lot in particular - because NASPA does serve the gamut of undergraduate students to those who are Vice Presidents of Student Affairs or retirees - that they're looking for leadership opportunities. And unfortunately, many

of NASPA's leadership opportunities do fall within the more senior level. And we see within the SAC that opportunity. Laura you talked about potential collaborations with your research or, I think it was Candace, who talked about being newer to SAC or higher ed and wanting to learn a little bit more. We see it as another way to gain leadership opportunities and get more involved within the community, whether that's writing blogs, to MODding some SACHats, to maybe you have an idea for a podcast. All of these leadership opportunities, what we love about SAC, is that it is open access, and we recognize that with professional organizations sometimes you need to know someone to get involved or maybe there's politics that you don't understand or don't see as an entry level professional. We see SAC as one of those ways to lessen that barrier and increase that involvement in leadership.

SAC is a generalist community that's content-based, like many of NASPA's constituent groups. For those of you who might not know a bit about NASPA's structure we have 33 different Knowledge Communities, which are content-based or identity-based. And, we have other constituent groups such as the NASPA Undergraduate Fellows Program which is a leadership and mentorship program for undergraduate students from minoritized backgrounds, to the Center for Women, which is a leadership opportunity for women who identify as student affairs professionals. And we see SAC as a place, that's again, a content-generator and a content knowledge and that combines peer-to-peer learning.

One of the pieces that we're excited about within NASPA, however, is that ability to broaden out SAC. Unfortunately, I think, sometimes more senior individuals kind of see technology or see the SAC community as that 'young people space' and we're hoping that there ways to infuse and encourage more senior or more tenured professionals to the SAC as a place to get more involved and engaged with, and view SAC as a legitimate form of learning. These individuals should recognize that professionals *should* be using SACHat or the podcast as legitimate professional development so, we're hoping that that kind of comes around with working with SAC.

The fourth reason, is the potential to smooth involvement in other areas of NASPA leadership, if interested. You know I think there is again the politics of professional associations and we're hoping that those that get involved with the SAC and if they want more leadership within NASPA...or really any professional association...that through the involvement in the SAC they might kind of get their name out there, they kind of start creating networks that will move forward if they so choose.

Fifth reason, and again, I'm kind of now focusing more on NASPA rather than the community aspects, SAC can kind of be more nimble than us [NASPA] as a professional association. Within professional associations we have leadership, the board, policies and procedures, and we have kind of budgets to manage, and

infrastructure and red tape sometimes. And what we love about SAC is that it can be more nimble, that if there is an idea that people have they can write a blog and post it within the community. If there is a hot topic that's coming up, that can be the #SACchat conversation or that can be a podcast. And as a professional organizations, it's hard to manage that nimbleness but, within SAC there is that other kind of opportunity.

Within that nimbleness is some messiness and we acknowledge there might be some kind of heated dialogues that happen within the SAC or SACchat that there are contradictions and paradoxes...you know all the things we don't talk about or shouldn't talk about as professionals. But, we do need a space to talk about as us as humans and as individuals who live lives outside of the 9-5 or 8-12 or whatever your workday is. And that messiness, that kind of engagement, that kind of conflict is something we hope to maintain, maybe sometimes we can foster within the SAC and that is a different brand than NASPA. For those of you who are NASPA members, you see within our communications and our programming, we are a bit more polished...we are kind of a bit more wordy or erudite in our communication that we send out...and what we love about SAC is that it isn't always that. True that doesn't always exist, there are blogs that maybe exist on the NASPA blog as well but SAC is also the opportunity for that emerging SAPro...and Jasmine will be announcing who those four individuals who are either in their graduate school experience or who are in their first year of full-time employment and hearing about their contradictions and their tensions as they navigate that experience. It is the opportunity for that undergraduate that is interested in looking to create community and they have a Twitter handle where they can kind of facilitate that. I think that's one of the areas.

And then last but not least I think SAC is the place to experiment. You know I think the podcasting when it happens, the Twitter chats that I've talked about, no one was doing Twitter chats when SAC started it and we're hoping that we can kind of continue this idea of experimentation in these kind of communities and what are ways to get out these more experimental sorts learning that can happen.

Ultimately, I think the goal is to help elevate SAC both within the community and within NASPA...but not necessarily elevate paid NASPA materials via the SAC. I know there were questions around and about the membership requirements...that this is just going to become a marketing tool for NASPA. That really isn't the intention. I will be transparent with y'all, you might be seeing NASPA things coming around. There might be kind of components around programming that we do, the goal is though that this is free, open, and community driven however. So it's not NASPA putting on these things but maybe a community leader, who maybe happens to be a NASPA member. It's conversations about relevant things going on and how those might come out.

For those of you on right now one of the unfortunate feelings of black and brown individuals going on about two years ago, we [NASPA] did a series of live briefings and there was one by Dr. Lori Patton-Davis and Dr. Shaun Harper called "Where Do We Go from Here?" And that's currently in our Online Learning Community or Kathy O'Bear, who some of you might know, did a series around her most recent book and she called the series "Deepen Your Resolve to Lead as a Change Agent for Social Justice."

Both of those are free and open right now for individuals which is why I pasted them in the chat box. So again we don't plan to elevate paid NASPA material but, there are free things that we currently do for the community whether it's around social justice, equity, or just our job functions...and there are ways that we can maybe infuse those or find those connections. Jasmine, anything else to kind of add to these seven points?

Jasmine: No, I think your seven points are very thorough and I think that some of the people are asking good questions [in the chat box] so yeah, we're good!

Nathan: Absolutely, let's see so Laura asked "Can we define which SAC digital spaces, places, and communities that you'll be focusing on to support and nurture? Like blog, podcast, Twitter chats, all things that regard to SAPros and their social networks." Laura, I think that right now and as I've talked about it's a lot of maintaining what currently is to look to the future once it's fully transitioned.

So I think the blog, podcast, and Twitter chat those are the three main components that we really will be looking at. We have some thoughts about how #SACchat can evolve and I think if we want to make time for questions [at the end of the call] and if there aren't any, I might talk a little bit about some of the changes potentially to #SACchat that we've been thinking but those are really the main focuses right now.

That being said, I think that once we get a better handle on what SAC is, all of the different intricacies that get involved...

[Laura asked via the chatbox about the Student Affairs Professionals Facebook group]

...I think right now Laura that is not the intention [to moderate the Facebook group] but, I think the Facebook group will stay community driven. I think a few of us [NASPA staff, SAC leadership team] are within the Facebook group so I think we will continue to utilize it as an area to help advertise and look for bloggers and community members that want to get involved. Sabina, was that a hand raise?

Sabina: You're so observant! Thank you, Nathan. *laughs*

Just to respond a bit to Laura's question about the Facebook group...that Facebook group was never owned by SAC. It was more that we had jumped on to help monitor it so it's not part of the official SAC world. I wanted to clarify that.

[26:14]

Nathan: Thank you for that Sabina, and there is an SAC Facebook group so I think we are thinking of working in there and there are some other channels that I know some of the previous L-team members are thinking of to develop community. But Laura, to your earlier kind of comment – and don't think we didn't hear it – but wanting to get involved or wanting to find better synergy between your research area or anyone on the call that wants to get involved. When we announced on Monday - you'll see on Tom's post a survey - and in that are some questions for community members around why they've gotten involved or why they haven't but, also an ask for volunteers. So whether it's a blog writer or blog editor, helping review some applications for scholarships, we're really hoping that one of the pieces that Sabina just didn't have time to is...just really looking at how do we get more community members involved in these various areas so that's really the help.

Others questions? Anything that people have?

Jasmine: So Nathan, Paul Jacobson Miller asked on Twitter that "This kind of conversation is an interesting kind of format to do over a Zoom versus Twitter chat, so do we have any intention of having this conversation in a typical #SACchat way like we normally do?"

Nathan: Paul, that's a great question and we actually have talked about that constantly. I mean I think there are other kinds of social media channels and blogging, online engagement, that currently happens whether it's HigherEd Live that kind of exists or Josie does a great podcast – thank you Josie – so yeah I think there are areas that with the technology that NASPA has...we want to figure out if there are better ways to infuse that.

One of the concepts that we talked about is...you know one of the hard things or a couple of hard things about #SACchat and we can...if it's okay with the community [members on the call] we can kind of go there...in talking to particular past L-team members...

So for those of you newer to the community #SACchat is a moderated, usually by guest moderators or current Leadership Team members and in talking with past and current L-team members, there are kind of three things came up about tensions or kind of why some of you think #SACchat has become kind of stagnant.

One is that MODding is hard so when you are a moderator...I don't know if anyone in the community has MODded before I know I talked about I had done some for NASPA. It's really overwhelming and moderating is facilitating conversation, it's not being a content expert necessarily or a conversant in the discussion. So when you're MODing, it's about moderating and that's one of the things that's made it hard. Unfortunately, I think Twitter chats in general, not just #SAChat, sometimes have been too formulaic. It's "what's the term that we're talking about?", "how do you define the term?", "how have you seen the term defined by the community?", "what ways does this manifest within your professional life?" and I really think that formulaic conversation can be beneficial but, I think because #SAChat has been around for so long that many of the conversations have already happened and we kind of figured those areas.

The last piece that I think we've seen more and more recently and again I've been part of the community, in particular the chat since it started in '09, is when #SAChat first started...and I know we have some of the more veteran individuals who've been on and I'm curious if this resonates with you...initially this was about people grasping for power and trying to seem the most knowledgeable so, "this is my content area and I'm going to talk and tweet a lot and try to look like an expert in this area". Whereas now, unfortunately, I think because the community is so large, SAChat, sometimes, not all the times, can sometimes be more about looking for the best tweet that'll get the most retweets or the most likes rather than a discussion.

So it's not you know the moderator tossing out a question, Laura saying a comment, and Judd commenting back to Laura, and then Melissa commenting back to Judd who commented to Laura, and then a conversation that would evolve. Again it does happen within the chat but it has become more this jockeying and retweeting and likes and what we're hoping is that there could be some evolution to the chat area and I'm going to take a, just a quick second to read the...

Jasmine: ...I think what you're already talking about kind of starts to address Laura's question about "so how are we thinking differently about the #SAChat format on Twitter". It has scaled a bit since 2009, both the involvement of the professionals and topics...so do you want to dig into a bit more Nathan? In terms of new formats and kind of content ways we've chatted about.

[31:22]

Nathan: Absolutely! So five kind of points around this so and we welcome thoughts and feedback from the community as we're going through. One is looking at how chats are currently designed and looking at its Twitter poll. Sabina...hopefully I can

reveal the curtains behind the scenes so that the community can kind of know what's happening. I'm so sorry, I'm going to do it! I'm going to do it! *jokingly*

Currently now the SAC team leadership members have conversations about the week before, around how if there are topics that people think are relevant, are there things going on in the community that might be good chats, kind of on that Monday and Tuesday. On that Tuesday, Sabina gets the four topics, and the four topics get loaded into a Twitter poll, on Wednesday that Twitter poll is released, then the community have the opportunity to kinda share their feedback on what those topics are. Then once that topic's identified either questions were pre-populated depending on topic or then questions are determined that day [day of the chat]. And that's kind of how the current #SACchat functions.

What we're thinking and what we're seeing is what would it look like to schedule out SACchat topics? So this idea that we still remain sensitive to what the community wants and if there's a topic that has popped up or if there's a community involvement going on in the world...we would still maintain that level of flexibility.

But what would it look like to still get feedback from the community on what those topics are but that we can calendar them out so we can see the idea of maybe next week, or this week we can do a call for August topics and then we can have the community give their feedback but then we'd have an August schedule so we can see the first Thursday of August be this, the second this, third this, fourth this.

One of the reasons that we're looking, moving on to point two, of doing this scheduling is how do we better integrate SACchat within the other initiatives of the Student Affairs Collective and the other work of the community members are doing. So as we were looking at the Twitter feed over the past couple of days, I forget who it was, someone made a comment that many people don't realize that #SACchat is more than the Twitter hashtag and that there's a blog, and pointing out the podcast and all these sorts of things. So I think the idea is how we better utilize the other community involvement and the other community knowledge and peer-to-peer learning to look at broadening out or giving more foundation to have the Twitter chats because it's hard to have a nuanced conversation in 140 characters. And sometimes some of the conversations that community wants to talk about, there's a base level of knowledge around those so how do we get that base level of knowledge so that then everyone can then have a further conversation.

With that being said, moving on to point three, there's four different types of chats we're thinking about, kind of theming the chats within those four areas. Not necessarily saying every first Thursday will be this kind of chat or every fourth Thursday will be that chat, more just themes around the different chats. So the first kind of chat is the community chat, and we're thinking this kind of chat will be how it

currently exists. There'd be a poll early in the week, everyone would vote for their decisions, and then we'd have that kind of community conversation. We do need to keep in mind though, at least right now, only about 30-40 maybe around 50-60 depending on the week people are voting, and we know there are so many more members of the community. So that's why, how do we kind of increase that community voice for that community chat.

The second chat topic area is maybe a content chat, so it's a chat driven on a specific content area. So maybe based around the CAS Standards, or maybe based around the ACPA/NASPA Professional Competencies, or maybe there are other content areas that people see as very relevant and that's what the chat is based around. And the thought is, within that chat, you could also better connect the podcast and the blogs. So one example is, for those of you who are a bit more tangible, undocumented and DACA students. That hasn't been a topic that the SAC has really delved into, hasn't been that focused during a monthly chat and whatnot. But what would it look like to have a podcast from maybe individuals that identify as DACA or individuals that serve those students and then that podcast would be released, a couple of blogs posts who might be current students who identify as DACA and how they've navigated student affairs, or maybe even student affairs professionals who identify or are working on more conflict driven ideas. And then the chat, maybe that following week, can be on the same topic. So that chat could be streamed and themed, and maybe that chat is guest moderated or maybe there's questions for the chat facilitated by, NASPA has an Undocumented Immigrants and Allies Knowledge Community so they could better serve and support in that conversation. So that's the idea around a content chat and those sort of components.

Third area, third type of chat that we've seen are connections and current issues, so can we inspire actions and conversations, or conversations about what's currently going on around the world outside of student affairs. So unfortunately, there's been a lot of tragic shootings and other opportunities [for discussion], how does this affect us as humans, as individuals? Maybe not directly related to student affairs but how is that connected? Maybe there's an upcoming conference so an ACUHO-I conference that happens every late June or early July, how do we connect with ACUHO-I, maybe a community conversation about navigating professional conflicts. Again, third area: connections and current issues.

And last but not least, the fourth area are collaboration conversations. So how do we chat or how do we bring in groups or entities, maybe who are outside of the traditional student affairs space...but if we don't get out of our bubble of student affairs we won't be as successful. So maybe it's a conversation with NACUBO, NACUBO is the business officer's organization, and it's a group chat around better financial management. Maybe it's a chat with CityYear, and it's a chat of how to use

an AmeriCorps gap year to propel careers for those who don't want to go straight into their master's.

So again, whether it's a collaboration conversation, connections and current issues, content chat, or community choice, those are four things that have already been happening in #SACchat since 2009 but we kind of wanted to better codify what that looks like.

Last but not least, two other main areas and then Jasmine, I know you've been chatting, seeing the chats, the synopsis of the feedback... How do we evolve the evening chat? So we do know that the evening chat has become a place for individuals who don't have that 1PM Eastern free, but we do know that sometimes the evening chats are hard, and sometimes there isn't as much engagement. So the community chats, and last but not least, how do we capture the chat experience post-chat? So for those who are unable to make that time are there ways to kind of capture that information, whether it is transcripts, blog posts, podcasts, etc. those are two other areas and I will zip my mouth now.

Jasmine: Okay, I've been chatting with people as things have been coming in the Zoom chat. Something that Laura brought up which is "how do we expand our current offerings?" and so great ideas around the podcast. So, do we make sure we have a transcript for those who need it or who prefer to read it and also can we do facilitated teaching guides to go along with it. I mentioned that that was a great way to extend what we're doing and we also talked about how we can provide additional resources around even the Twitter chats so, I matched what you said Nathan about not everyone coming in around the same base level and are there ways we can kind of expand that to prep people to be actually engaged in the conversation...so we're not just defining words, that we're actually digging deeper into the topics and how they affect us as professionals and the students in our institutions. And I'm going to keep going...

[40:00]

Jackie brought up a great question about #SACchat be partnering with other professional organizations to cohost a chat with other knowledgeable people from that topical area. And my response was yes, absolutely! So I think we're open to working with other professional organizations. I know when we first talked about making this transition, that was something that I personally felt really strongly about...that we have phenomenal people in other content areas and they span our associations, they're all not just NASPA members, ACPA members, they're not just members of AERA.

People go to different associations for different reasons so we're definitely open to tapping into that expertise to what makes sense...and a good example of that is the #SACareer series that happens with ACPA right now. That's a phenomenal series, it's very strong writing from very knowledgeable professionals, and we wouldn't simply just cut that off just because now NASPA's taking leadership of the SAC. Those writers still want a venue to talk about these issues and it's important so, we're going to keep those things.

Nathan: Great, so was it Jackie who brought up the idea of partnering with other professional organizations...so I think that's one of the other areas that I'm interested. For those on the call currently and for those listening afterwards – and we welcome a tweet or an email – what's the right connection with any and other professional organizations?

You know with corporate partners or other nonprofit organizations, I think that's one of the pieces that we have ideas here in the office but we definitely want to acknowledge part of the ethos, I guess, of #SAChat and as being the moderator, it was organization agnostic. And we recognize for some people, for whatever reason maybe feel more compelled or [an] association with one organization or another.

And some of the ideas we've had about better connecting the professional organizations is...does SAC become a clearinghouse of the free and open opportunities for people to get engaged and involved? For those of you who don't know, NASPA's a member of SAHEC which is the Student Affairs Higher Education Consortium, I believe is what it stands for. And SAHEC is made up of 29 different organizations that work within student affairs so it's NASPA, ACPA, ACUHO-I, NODA, NACA, AFA, ASCA, a whole bunch of other professional orgs and the goal of these professional organizations is to support student affairs, and student affairs programming and the executive directors and presidents of these organizations come together.

Would the community [SAHEC] be interested in and would it be supportive of better collaborations between those organizations within SAC? So I tweeted out those two online pre-briefings that we've done, I know that many other professional orgs have internship opportunities, or resources on their website. What would it look like if maybe SAC became a clearinghouse or maybe an opportunity to help market those opportunities again for those that are free and open. Currently SAC does have #SAGrad scholarships for graduate students who are interested in going to professional organizations. What would it look like if in addition to that monetary amount, maybe NASPA could work to be a clearinghouse and maybe we can get the other organizations to give a complimentary registration to their annual conference? So it wouldn't necessarily be a monetary amount but maybe NASPA and ACUHO-I and ACPA and NODA and NACA and other orgs that I mentioned could have a free

registration and the application could be open for anyone and then they could reference which pro org they are interested in.

Initial reactions, thoughts, components of that? For better connections with other professional organizations, nonprofits, for-profits companies, reactions, thoughts?

[long pause]

If not, and again for those watching the recording feel free to offer some feedback...updates to the website will eventually happen, and again, just going back to other changes that we've potentially talked about is the website. I know that Tom talked about when SAC started, and for those of you who have been around, believe that the theme from WordPress was the 2009 theme that they originally started on.

So it's been eight years, there's some technology that's changed perhaps, you know iPhones, Androids, Twitter...but I think there is some conversation that we've had. And again, not that we want to change the WordPress site and we'd still keep that access, but are there newer themes that are a bit more accessible or that are a bit more mobile friendly than the current theme?

[45:20]

More support to the community, so I believe it was Paul earlier who talked about that tension and dance in between the great support from Tom and Sabina and other SwiftKick team members have supported. I think we hope to keep following that up, it wasn't shade, it was love, just saying that perhaps we transitioned and evolved in the eight years and had the website up too. But this idea of support to the community members so how do we better provide documentation and better support to bloggers, what makes a great blog, how do you make a great post, are there some of those sorts of resources that we can provide to the community.

Any thoughts about the evening #SACchat that I raised earlier? So again this idea of the evening chat, how does it evolve, how does it work?

[long pause]

I think we're wrapping, we're coming close to that hour mark...Sabina or Melissa? Do you have anything to add in closing? Yes, I'm putting you on the spot.

Sabina: You know me! You know of course I always have things to say. *laughter* Stop laughing, Melissa! I just wanted to say to anyone who's listening first of all the support that the community has given us and past L-team members who may or may not be here right now, just thank you. Everything that I have been able to be a

part of has been wonderful and I've made some really great friends through SAC, and I also just wanted to, from my perspective, say that this transition I know that some people saw the transition as "So what, what's happening?" but I do think, in the end, it will benefit the whole community because like it has been said already, I've sort of hit my limit with how far I could even think about changing the site because you know I work for SwiftKick and therefore I have contracts to send out and travel to book and all these things I do for my other job, same job whatever it is, however you want to look at it.

And so there really was not room for me mentally to say "maybe we should change the process of something" or whatever it is. And so this transition is sort of the way that we can give more resources, more time, more energy, more out-of-the-box SAC thinking that I just, I can't do anymore. And I would love to grow more within SwiftKick personally so that's just another...I wanted to share like why this is great.

We're really excited about the transition and I have gotten to spend a lot of time with Jasmine, showing her the ropes. I've taught her everything that I know so there is no sense of like 'this is going to be completely different and everything's changing,' she literally knows everything that I do. Everything should stay fluid...that was in the plan and even if it does change I think it will only be an effort to make things better. Yeah, thank you to everyone and that's all I have to say. Melissa said ditto *laughs* Clearly, it's a little weird over here, but okay thank you.

Nathan: Thanks Sabina, thanks Melissa. Jasmine, do you have any closing remarks or comments?

Jasmine: I don't know if they're closing remarks or comments but just encouragement that this is an on-going conversation. And, I think the state of our community is always going to be fluid and we're going to be reexamining as different issues come to light...so I think our team is committed to doing this and doing the work.

We know that everyone's not happy with the community right now. We know that some people don't feel included within the community right now. And so our mission is to make sure that *does* happen and everyone feels like they can share their voice, and if not publicly on Twitter then through a blog, or if not through a blog, with someone else that you meet through the community to share offline. So we're committed to doing that work.

I think the heart of SAC is that peer-to-peer online learning and that's what we want to keep. Our goal with NASPA is just to enhance that experience to make it better for everyone. So if you have other questions, please tweet at us, put it in a blog or email, we're happy to continue the conversation, always.

Nathan: Thanks, Jasmine. I think the only other thing I would add is, and Tom and Sabina talked about it earlier, we recognize that August is a very busy time on campuses, having all worked on campuses beforehand, and I think that that being said, we recognize that SAC and the community will be a little lighter. So I think that though there are the areas that we talked about, the podcast, the blogs, the Twitter chats, there are areas we plan on maintaining, I think August might be a little bit lighter than what you've seen in the past, with transitions still going on and knowing that y'all within the community are focused on campus and welcoming new students and not necessarily in your professional development outside.

That being said, September will definitely be a rollout possibly of the SAC chat ideas, some of these ideas that have popped out to us. And last but not least, please continue to offer us feedback so I think there was the survey that was tweeted out and again that's just a way to gather current thoughts on the community as well as offer up ways to get people volunteering and involved and continue to share those comments and concerns.

So with that, again we did record this, so we will be making it available afterward, as well as a transcript, and some brief writing around some of the major topics that we talked about. Thank you to all of you who offered your feedback, with the written or verbal or the cyber land...and as I said...as you come up with new ideas or ways to enhance the community, please do send them along. Thanks to you all and have a great rest of the day!