**A Session: Monday, October 16th, 9 – 9:50 a.m.**

**A - AR Ballroom: Difficult Conversations: Recognizing Cultural Competence in Academia**

*Eddie Dry, Associate Professor, Arkansas State University - Mountain Home*

*Mason Campbell, Program Specialist, Arkansas Department of Higher Education*

*Rebecca Baird, Associate Professor, Arkansas State University - Mountain Home*

Addressing complex social issues about diversity and inclusion in college offices and classrooms can be challenging. This session will provide information about cultural competence through a reader's theater-like performance. This relatively brief performance will help launch session participants into discussions about how provocative and delicate situations in the workplace related to diversity and inclusion may be handled. \*Note: the real-world language used in the performance part of the session may be offensive to some.

**A - Chicot: CJI Certificates and AAS Program Partnerships for Law Enforcement Professionals**

*Cheryl P. May, Ph.D., Director, Criminal Justice Institute*

*Laura Clark, Vice Chancellor for Academics, UA-Hope & Texarkana*

*Glen Ritta, Certificate and AAS Coordinator, Criminal Justice Institute*

This presentation will provide review and discussion of the Certificate of Proficiency, Technical Certificate, and Associate of Applied Science programs offered for active members of the Arkansas Law Enforcement community through partnerships between the Criminal Justice Institute (CJI) and two- and four-year institutions across the State. Degree plans, program requirements, MOUs and program implementation will be discussed. This presentation will benefit CAOs as well as faculty and academic advisors who would like additional, or new, information about these certificates and AAS degrees.

**A - Conway Lecture Hall: Don't Tromp Through the Crime Scene - How to Respond to a Data Breach on Your Campus**

*Sean Tassi, Partner, Husch Blackwell*

As colleges and universities collect more sensitive personal electronic information, they become more likely to experience a data security incident. Regardless of whether the incident is accidental or malicious, an institution need to know what to do when it happens. During this presentation, Husch Blackwell attorneys will explain how to respond to a campus data breach. The presenter will discuss steps an institution can take to avoid an accidental breach and the strategies that can be employed to be prepared if criminal activity is involved.

**A - Grampas: Enrollment Support Center**

*Jason Degn, Chief Information Officer, NorthWest Arkansas Community College*

*Dr. Todd Kitchen, Vice President of Student Affairs, NorthWest Arkansas Community College*

*Beverly Grau, Director of Enrollment Support Center, NorthWest Arkansas Community College*

This presentation will discuss the creation of the Enrollment Support Center at NorthWest Arkansas Community College. With a goal of centralizing services offering better customer service, NWACC began the creation of a center that would offer students an all-encompassing approach to meeting their enrollment needs. From the planning stage, to collaboration with the IT team, to the launch of the new center, presenters will share experiences and lessons learned. The ESC has not only changed the way NWACC serves students, but also the way in which collaboration with other areas of campus takes place.

**A - Harris Brake Lecture Hall: ArFuture is BRIGHT**

*Alisha Lewis, Associate Director of Communications, Arkansas Department of Higher Education*

*Angela Taylor-Lasiter, Program Specialist, Arkansas Department of Higher Education*

*Jonathan Coleman, Financial Aid Director, Arkansas Department of Higher Education*

The newest scholarship program in the state, ArFuture, is designed to increase the skills and in assist in obtaining goals of Arkansans. It also encourages community involvement and interaction. Hear about how other colleges are making ArFuture work for them and get answers to frequently asked questions.

**A - Hoffman: Lessons Learned from the Launch of a Customer Relationship Management (CRM) Tool**

*Scott Kuttenkuler, Vice President for Student Affairs, Southeast Arkansas College*

*Barbara Dunn, Director of Recruitment, Southeast Arkansas College*

Prospective student recruitment is critical to the mission of each and every college. The ability to have clear, consistent and efficient messaging is difficult and recruiters often spend as much time determining who to contact as actually contacting prospective students. This session will review the lessons learned by Southeast Arkansas College as the recruiters progressed through the selection and initial deployment of a Customer Relationship Management (CRM) tool.

**A - Manning: "Affirmations: Not Just for Stuart Smalley"**

*Deborah J. Frazier, Chancellor, UA Community College at Batesville*

*Dr. Brian Shonk, Vice Chancellor for Academic Affairs, UA Community College at Batesville*

In April 2016, UA Community College at Batesville personnel completed The Chronicle of Higher Education’s ModernThink Higher Education Insight Survey©. Analysis of the results of the survey indicated that the campus community believed additional emphasis should be placed on communication. Campus discussions convened to further understand communication challenges and it was learned a need existed to increase the focus on recognizing employee contributions. This session will examine UACCB’s utilization of The 5 Languages of Appreciation in the Workplace, authored by Gary Chapman and Paul White, as a framework for better communicating appreciation for employee contributions.

**A - Neosho: Lowering Barriers to Student Success: Our Journey to a New LMS**

*Dr. Kate Burkes, Director of Distance Learning, NorthWest Arkansas Community College*

*Dr. Susan Holmes, Assistant Professor, NorthWest Arkansas Community College*

Ever wonder how a Learning Management System (LMS) might affect student success and completion rates? NWACC did! That’s why NorthWest Arkansas Community College’s Distance Learning Task Force spent months reviewing LMS options ahead of a Spring 2017 pilot. Online faculty were recruited to develop and deliver courses using the LMS Canvas and Blackboard Ultra which is scheduled to replace the existing Blackboard platform. Whether exploring technology options or utilizing Blackboard like NWACC is, and curious to know the impact of Ultra, join this robust discussion of what worked, what didn’t, and what was learned about student engagement online.

**A - Ouachita: Get Your Name in the Game: Growing Enrollment by Providing Opportunities for Underserved Students**

*Dr. Ashley Buchman, Vice Chancellor for Student Affairs, Arkansas State University - Newport*

*Candace Gross, Dean of Enrollment Services, Arkansas State University - Newport*

*Dr. Brad Patterson, State Lead - Arkansas, ACT*

Arkansas public high schools graduate approximately 30,000 students per year and, on average, only about half of those go to college (ADHE, 2015). While there are many reasons why a student may decide to not pursue higher education, the Georgetown University Center on Education and the Workforce (2013) reports that 65% of all jobs will require some form of postsecondary education by 2020. In this workshop-style session, attendees will learn how the ASU-Newport enrollment management team is using ACT’s “Get Your Name in the Game Program” to reach students who have few opportunities to go to college.

**A - Petit Jean: "Not Yet": How to Respond When Opportunity Knocks!**

*Mason Robinson, Director of Workforce Development, College of the Ouachitas*

This presentation will highlight the opportunities that have knocked on the door of the Workforce Development Department at College of the Ouachitas. COTO’s Director of Workforce Development has adopted a philosophy that, when someone asks if COTO offers training that is not currently in place, the response is, “not yet.” This presentation will address COTO’s workforce training and partnerships that the team have developed during the past year. Partnerships include: Entry Level Welding, the Professional Development Academy for business and industry, contract training in the Professional Truck Driving Program, and more.

**A - Riverview: Faculty Lightning Round Discussions**

Building a Culture of Community through Learning Communities

*Eddie Supratman, Instructor of World History & Comparative Religion, Arkansas State University - Beebe*

*David Jones, Associate Professor of English, Arkansas State University - Beebe*

The disciplinary distinctions within college courses often examine the same topics from different perspectives. However, all too often, this diversity creates information silos rather than building bridges to greater intellectual enlightenment. Across the curriculum, students learn best when they understand commonalities among concepts and events. This lightning-round discussion seeks to engage in conversations around Learning Communities and how to utilize them in building a culture of community.

Closing the Assessment Loop

*Nathan Crowder, Instructor, NorthWest Arkansas Community College*

Coming up with learning outcomes and instruments to measure whether or not students have mastered these outcomes may seem simple. But what happens if students fall short in meeting expectations? Join this discussion on how to improve teaching and learning as it relates to closing the assessment cycle loop, with the focus being on mathematics courses.

Collaborative Learning in Online Quantitative Literacy

*Sarah Buford, Instructor of Mathematics, Arkansas State University - Beebe*

*Amber Strain, Instructor of Mathematics, Arkansas State University - Beebe*

With the creation of the Quantitative Literacy course in the online environment, there is a need for collaboration among students to better mimic the on-campus classroom environment where many instructors rely on more activity-based learning. This session will address the importance of collaborative assignments in the online environment and presenters will share experiences from how ASU-Beebe used group discussion board assignments to facilitate interaction among online students. Topics discussed will include: the structure of assignments created in the online management system, the types of assignments, including examples from the Quantitative Literacy curriculum, and grading policies and procedures.

Implementing a Health Sciences Advisory Seminar Series on Community College Campuses

*Dr. Brian Weaver, Instructor of Biology/Microbiology, Arkansas State University - Beebe*

*Joseph Scott, Instructor of Biology, Arkansas State University - Beebe*

Community colleges are a popular venue for students to explore interests in healthcare professions. Many aspiring to enter a healthcare field, such as Nursing, do so with less than a full understanding of the educational requirements. Students sometimes have difficulty finding information on pre-requisite courses and other requirements for acceptance into healthcare education programs. The creation of an academic advisory seminar series is one avenue to alleviate this issue. The presenters will share experiences and information on starting a productive pre-health sciences seminar series on a two-year college campus.

Scaling the ALPs: What's Working? What Can We Do Better?

*Amanda Ritter-Maggio, Instructor of English, UA - Hope & Texarkana*

The ALP co-requisite remediation model is gaining traction across the state and nation. Colleges are now integrating reading and writing instruction and expanding the model into other disciplines such as math. However, instructors are often left wondering how to best implement the ALP model in order to benefit students and help them successfully complete their required remediation. In this lightning-round session, anyone with experience or interest in ALP is encouraged to share experiences and ideas, discuss best practices, and pass along helpful tips in order to improve the ALP experience for both instructors and students.

**A - Salon C: Co-Curricular Assessment: A Rock Solid Approach**

*Kelly Owens, Vice Chancellor for Student Services, UA - Pulaski Technical College*

*Dr. Susanne Ashby, Assessment Coordinator, UA - Pulaski Technical College*

UA-Pulaski Technical College has partnered student services with academics in its approach to measuring student learning outcomes for co-curricular services. This session will review the complete plan that UA-PTC is following, including a look at the inception of the plan, the timeline for implementing the plan, the forms used, and the strategies that will be used for measuring student learning outcomes. Additionally, presenters will allow time for sharing ideas in hopes of showcasing best practices for co-curricular assessment at two year colleges in the state.

**A - White Oak Lecture Hall: ACE**

*Cheryl Wiedmaier, Associate Director of Career and Technical Education, Arkansas Department of Career Education*

*Monieca West, Federal Programs Manager, Arkansas Department of Higher Education*

**B Session: Monday, October 16th, 10:30 – 11:20 a.m.**

**B - AR Ballroom: Business Meeting - ACC Leadership Institute**

**B - Chicot: From Course Design to Best Practices: Enhancing Instructor Presence Online**

*Dr. Jillian Hartley, Professor of History & Political Science, Arkansas Northeastern College*

*Lance Morris, Associate Professor in Life Science, Arkansas Northeastern College*

*James Hartley, Professor of Criminology & Sociology/Digital Production Specialist, Arkansas Northeastern College*

In 2015, the Distance Education Advisory Committee at Arkansas Northeastern College implemented a policy for Best Practices in Online Teaching. The core of Best Practices for Online Teaching includes encouraging interaction between students and faculty as well as developing an online environment that enhances active learning. Going beyond the format of a course, best practices encourages instructors to engage students in weekly forums, give prompt feedback, and maintain consistent deadlines for assignments. This presentation will cover the process, rationale, and advantages of adopting a “Best Practices” approach for online courses.

**B - Conway Lecture Hall: Simulation Education Solutions for Nursing**

*Russell Smith, RN, BS, CHSE, Education Solutions Executive, Laerdal Medical*

This session will provide an overview of how The National League for Nursing and Laerdal Medical have extended their partnership to provide services that will help simulation programs achieve high quality training opportunities. These services include faculty development in simulation, program assessment and guidelines-based recommendations, as well as success management services and customized offerings. Participants can expect a brief discussion around current simulation guidelines, standards, theory, accreditation and credentialing, and how these relate to Laerdal’s new offerings.

**B - Grampas: Pathways to the Teacher Workforce**

*Joan Luneau, Educator Preparation Coordinator, Arkansas Department of Education*

*Melissa Jacks, Educator Licensure Coordinator, Arkansas Department of Education*

In Arkansas, there are many routes to becoming a teacher. This session will provide information on requirements for each route and how best to advise students on what it takes to enter the pathway to the teacher workforce. Included in the presentation will be the regulatory changes that are currently being implemented state-wide.

**B - Harris Brake Lecture Hall: Student Loan Defaults and Solutions**

*Tony Williams, Executive Director, Arkansas Student Loan Authority*

*Amy Neathery, Higher Education Programs Manager, Arkansas Student Loan Authority*

Student loan defaults can put a school’s federal financial aid at risk. This session will explore revealing data related to student loan borrowing in Arkansas and share the positive impact the Arkansas Student Loan Authority has on default rates for schools and Arkansas’s rate overall. ASLA has provided significant default reductions at Arkansas schools since beginning its Default Prevention Services program in early 2013. Presenters from ASLA will provide information related to the options colleges have to reduce student loan defaults and information about the risks high rates pose to federal financial aid dollars.

**B - Hoffman: Linking the Strategic Plan to Budget**

*Dr. Richard Dawe, President, Ozarka College*

*Tina Wheelis, Chief Financial Officer, Ozarka College*

*Dr. Deltha Sharp, Associate Vice President of Planning and Institutional Research Ozarka College*

The realization that planning should be linked to the budget is important. But in reality, it is rarely done as effectively as desired. Administrators at Ozarka will share an automated process that is user-friendly and effective in achieving desired outcomes. Most every higher education institution does this to some degree, as required by HLC, but Ozarka has developed a process that directly links strategic and yearly priorities of all departments to their budget requests. Hopefully, sharing what is proving to work well at Ozarka may generate ideas for enhancing other existing programs and processes.

**B - Manning: Are You Ready? Use of a Mock Site Visit (or Peer Review) to Prepare for HLC**

*Dr. Sandra C. Massey, Chancellor, Arkansas State University - Newport*

*Dr. Barbara Jones, President, South Arkansas Community College*

The closer an institution gets to its Higher Learning Commission (HLC) peer review, the harder it is to assess the institution objectively. During this session, two colleges will share the value of reciprocal mock visits during their own re-affirmation preparations. The experience increased employee awareness of the process while putting campus faculty, staff, and students at ease. By following a “typical” HLC re-affirmation visit agenda, and by utilizing administrators from the partnering campus, the trial-run visits identified gaps and strengths in institutional knowledge and preparation. Those who participated found the experience extremely beneficial and both institutions felt better prepared as a result of this process.

**B - Neosho: Setting the Stage for Student Success: Academic Coaching for First-Year Students Upon Entry**

*Eric Vest, Director, Student Success, NorthWest Arkansas Community College*

*Ashley Byrd, Associate Director, Student Success, NorthWest Arkansas Community College*

This session will provide insights into the work being done through the Office of Student Success at NorthWest Arkansas Community College, which strives to better support students who have risk factors (academic placement, technology and transportation access, low high school GPA, lack of direction/motivation, etc.). More specifically, this session will address how the office is collecting and using data to identify and provide Academic Coaching to support these students. Exploration of the Academic Coaching strategies and intervention practices will also be discussed.

**B - Ouachita: Innovation and Insights for Community Colleges in Arkansas***Jennifer Albrecht, Director of Sales Strategy and Development, Ellucian*

Community colleges across the country, and in Arkansas, are facing unprecedented challenges to do more with less, but still deliver superior learning experiences and achieve measurable outcomes. Ellucian is continually innovating to help institutions anticipate, prepare for, and successfully navigate these challenges. Join this session for an informative look at the biggest challenges facing higher education and community colleges today, and how campus leaders can proactively help their campus to: prepare for the growing complexity of student expectations, ‘unlock the enterprise’ by improving data access and insights, and empower more data-driven decision-making.

**B - Petit Jean: 10 Proven Strategies to Make the Most of Internships**

*Dr. Jan McCormick, Career Coach, NorthWest Arkansas Community College*

*Marcus Williams, Director of Grants/Perkins/Adjunct Instructor, NorthWest Arkansas Community College*

Students with internship experience are significantly more likely to get hired after college and tend to have much higher starting salaries. If that is the case, why, then, is the Average Offer Rate only 45.5%? What makes an outstanding intern? What behaviors do they display that are different? Successfully navigating the transition from student to professional entails strategic preparation, and specific responsibilities. Session participants will be informed, inspired, and empowered to re-examine critical job readiness training needs and potential cross-platform changes in school and employer outreach programs.

**B - Riverview: Administration/Leadership Lightning Round Discussions**

Adult and Lifelong Learning Graduate Programs Defined

*Dr. Kit Kacirek, Associate Professor/Program Coordinator for Doctoral Studies, Adult & Lifelong Learning Program, University of Arkansas*

*Dr. Kenda Grover, Assistant Professor, University of Arkansas*

*Dr. Mike Miller, Dean, College of Education and Health Professions, University of Arkansas*

This session will provide details on U of A's online Doctoral Program in Adult and Lifelong Learning, Community College Cohort, from professors and members of the 1st and 2nd cohort. Come hear about a great opportunity for continued education.

Evolving Library Spaces

*Gwen Dobbs, Library Director, NorthWest Arkansas Community College*

This session will cover how NorthWest Arkansas Community College re-thought and re-configured library spaces to serve the evolving needs of its students. Those needs, such as group study, reference collections, and technology, are addressed in the presentation as well as how these changes impacted student use of library services.

Igniting Change: Maintaining an Internal Textbook Rental Service/OER Program in Higher Education

*Relinda Ruth, Director of Educational Resources, UA - Cossatot*

In 2015, UA-Cossatot became the first college in Arkansas to institute an internal textbook rental program. Preparation began in March of 2015 and launched the following fall. The program has been successful, and currently, the school is operating at 30% open-resource. Since first presenting this concept at ACC in 2015, many improvements and much progress has been made. Come hear an update on the progress and some suggestions that may encourage other institutions to initiate a textbook rental service and OER initiative which challenge the textbook expense dilemma students face today.

Interdisciplinary PhD in Leadership & Public Leadership 101

*Joyce Ajayi, Graduate Assistant, Interdisciplinary PhD in Leadership, University of Central Arkansas*

With insights from public leadership scholars, UCA presents the basics of leading for the public good within a community college context. Also presented during the lightning round is information about the Interdisciplinary PhD in Leadership Studies program at the University of Central Arkansas for those who are interested in continuing their education and enhancing their knowledge and skills relative to public leadership.

**B - Salon C: Digital Student Engagement - Making the Mobile App Work at the Community College**

*Deb Pyland, Director of Student Retention, Southeast Arkansas College*

*Nancy Pearce, Director of Student Support Services, Southeast Arkansas College*

*JoAnn Dupra, Director of Technology Services, Southeast Arkansas College*

The cell phone has quickly established itself as a life-line for students of all ages that are currently enrolled in college. Students rely on mobile technology for communication, educational access, and social interaction. This session will review the selection process and deoloyment of a campus app by Southeast Arkansas College, and discuss the different approaches for engaging students through their phones. Specific topics will include app adoption, organizational management, student/faculty interation, and activity promotion.

**B - White Oak Lecture Hall: Career Ready Internship Grant**

*Mary Kay Wurm, Director of Career Services, National Park College*

*Terry E-Bright, Coordinator of Career Services, National Park College*

National Park College received a Career Ready Internship Grant from Great Lakes Community Investments that began on January 2, 2017 and continues through May 31, 2018. This session will give an overview of the grant, to date, which creates paid internship opportunities for students with financial need. Start up activities, best practices, and lessons learned will be included in the presentation. Experience indicates that getting students into relevant paid internships increases their chances of graduating and entering the job market. Learn the unique needs two-year colleges face when developing and administering paid internship programs.

**C Session: Monday, October 16th, 1:40 – 2:30 p.m.**

**C - AR Ballroom: Desperately Seeking Soft Skills**

*Elizabeth Reves, Outreach Coordinator/Workplace Essentials Instructor, UA-Pulaski Technical College*

*Bentley Wallace, Vice Chancellor for Economic Development, UA-Pulaski Technical College*

Employers routinely list teamwork, collaboration, and communication as the most valuable, yet hard to find, employee qualities – ranking them above problem-solving and quantitative skills. As a common problem with new-hires, the soft skills gap becomes a larger issue when trying to promote employees into leadership positions. Potential leaders have technical skills, but often lack the interpersonal skills necessary to be successful in higher-level positions. UA – Pulaski Tech is bridging the “Success Skills” gap with open-enrollment and custom courses, pre-hire talent acquisition programs, and long-term leadership development programs. Come find out how these programs can meet the needs of other regions in the state!

**C – Caraway I: How to Thrive from 9 to 5 and Cure the Silent Killer: Mediocrity***Darla Thurber, Special Assistant to the President/Chief Diversity Officer, National Park College*

According to a 2015 Gallup Employee Poll, the percentage of U.S. workers who were considered engaged in their jobs averaged 32%. This is largely on par with the 2014 averages and reflect little improvement in employee engagement since 2000. Why? Join this session as best practices are shared on ways to thrive both personally and professionally and improve engagement in the workplace.

**C - Chicot: First Steps in Title III Grant Implementations: The Quality Matters Teaching Online Certificate Program**

*Sean Elkin, Instructor, College of the Ouachitas*

*Jason Hancock, Instructor, College of the Ouachitas*

*Patty Weak, Instructor College of the Ouachitas*

*Cathy Boyett, Instructor, College of the Ouachitas*

The U.S. Department of Education recently awarded a five-year $2.24 million Title III grant to the College of the Ouachitas. The grant will provide COTO with the ability to improve both the quality of its online courses and campus technology infrastructure. COTO will use the award to strengthen existing distance education offerings by providing professional development activities to faculty and adding new and innovative technologies to enhance the course experience for students. In this session, five members of the first faculty training cohort will discuss experiences from phase one: the Quality Matters Teaching Online Certificate Program.

**C - Conway Lecture Hall: End to End Campus Security**

*Cisco Systems, Inc.*

In this session, participants will learn about campus safety from physical security, to traffic shaping, to managing antivirus software on devices, and more.

**C - Grampas: Productivity Model**

*Dr. Maria Markham, Director, Arkansas Department of Higher Education*

*Tara Smith, Deputy Director, Arkansas Department of Higher Education*

*Mason Campbell, Program Specialist Arkansas Department of Higher Education*

Arkansas Community Colleges have long demonstrated their diligence to student success. The new productivity funding model will now incentivize a college based on the success of its students. Learn strategies that can help maximize efforts in advising, remediation, and in the classroom.

**C - Harris Brake Lecture Hall: Performance Based Funding Forces the Need for a Comprehensive Student Success Strategy (Strategic Student Support from the Point of Acceptance through Completion)**

*Rachel Alderton, Director, EAB*

*Lindsey Klein, Managing Director, EAB*

While there is still significant debate over the right formula for performance-based funding, consensus is that completion rates remain a key indicator for success. The reality for many college students is that the path to completion is fraught with obstacles – administrative hurdles, available financial assistance, and lack of clarity around course requirements – which prevent students from achieving goals. Learn how Navigate, EAB’s student-facing technology for community and technical Colleges, is revolutionizing – and simplifying – this daunting process by helping students choose and enter an academic pathway, connect with the campus resources at the right time, and overcome obstacles along the way.

**C - Hoffman: Academic Ranks and Faculty Productivity**

*Deborah Parker, Assistant Chief Academic Officer, Arkansas Northeastern College*

*June Walters, Executive Vice President/Chief Academic Officer, Arkansas Northeastern College*

*Dr. Gary Yarbrough, Associate Professor of Psychology Arkansas Northeastern College*

Arkansas Northeastern College implemented a system of Academic Ranks in the fall of 2016. ANC’s ranking system incentivizes, promotes, and rewards objectively measured faculty performance in the areas of Teaching, Service, Scholarship, Student Success, and Professional Development. The first promotions were awarded in the fall of 2016. As a result, a positive impact on faculty use of ANC’s Early Alert System, participation in professional development, scholarly productivity, and service work has been observed. The presenters will discuss the process of designing the academic ranking policy, faculty feedback, implementing the policy, and the impact the policy had on faculty productivity.

**C - Manning: Improving College Completion Using Data-based Decision Making**

*Dr. Barbara Jones, President, South Arkansas Community College*

*Dr. Stephanie Tully-Dartez, Interim Associate Vice President of Workforce and Career Education, South Arkansas Community College*

This session focuses on the use of multiple changes and interventions to improve the college completion rate 15% over four years. The college committed to reform its delivery of instruction and services to support college completion. Changes implemented include intrusive advising, early alert systems, redesign of the student orientation course, use of supplemental instruction, development of co-requisite remedial courses, and more. Use of data and the Voluntary Framework of Accountability (VFA) measures enabled the college to meet goals through identifying populations and areas of focus for improved student success and completion.

**C - Neosho: A First Attempt at Using the CAS SAG Assessment Method**

*Joseph Scott, Instructor of Biology, Arkansas State University - Beebe*

*Victoria Hickey, Office Assistant for the UA Little Rock Student Experience Center, UA Little Rock*

The Council for the Advancement of Standards in Higher Education (CAS), a consortium of professional associations in higher education, promotes the use of its professional standards for the development, assessment, and improvement of quality student learning, programs, and services. This presentation will be a summary of the presenters’ first attempt to use CAS SAG (Self-Assessment Guides) as an assessment tool in a higher education setting. The presenters will highlight areas of the process, offer advice, discuss struggles, and discuss other topics based this first CAS SAG assessment attempt.

**C - Ouachita: Get the Word In! Using Blackboard Enterprise Surveys to Increase Survey Participation**

*Peter Rognrud, Blackboard Administrator, National Park College*

National Park College has been using the Blackboard Enterprise Survey tool to deliver surveys. By delivering these via Blackboard, students find it easier to participate in the course surveys. As a result, participation has increased to over 30%, inching closer to NPC’s long-term goal of 50% or higher. This session will address how NPC created the surveys, used the Enterprise Survey tool for deliver in a variety of ways to ensure they are easy and convenient for the target audience to access and complete, and how they released this information to faculty automatically after the semester has ended.

**C - Petit Jean: A System Approach for Enhancing College and Career Readiness AND Achieving National Designation as an ACT Work Ready Community**

*Sherri Bennett, Vice President for College Readiness, Arkansas Northeastern College*

*Michelle Bennett, Assistant Director of ANCTC, Arkansas Northeastern College*

Arkansas Northeastern College has partnered with businesses, industries, and K-12 educators to build capacity for college and workplace readiness. Using knowledge and skills gained from ACT’s KeyTrain, Soft Skills Suite and the Work Keys certification, students are expanding their education and career opportunities by developing career navigation knowledge, basic workplace skills, and by gaining an industry recognized credential.

**C - Riverview: Wildcard Lightning Round Discussions**

How to Have a Successful Transfer Fair

*Chris Riggins, President, Arkansas Association of Collegiate Registrars & Admissions Officers (ArkACRAO), UCA*

This session, conducted by ArkACRAO, will discuss how to host a successful Transfer Fair and how to measure its success. Organization members will share successes of past Transfer Fairs and discuss best practices for future events. Faculty and staff in charge of planning Transfer Fairs should come prepared to gather useful information on how to increase attendance, enthusiasm, and success of future events!

Insight on the Pell Experiment for Dual Enrollment

*Edessa Walton, Financial Aid Analyst Dual Pell Enrollment, UA - Hope & Texarkana*

The goal of this session is to briefly explain the Pell Experiment for Dual Enrollment, what UA-Hope & Texarkana’s participation entailed, and to share information regarding the outcomes of year one in this three year pilot program.

Well Yes! We Are!

*Janet Brewer, Associate Vice President of Human Resources, National Park College*

*Amy Watson, HR Program Representative, National Park College*

National Park College employees are saying Well Yes! to a healthier, more productive way of life. Over 50% of the college's employees are participating in this new, innovative wellness program. In the 2016-2017 year, NPC employees logged over 6,000 active hours, 26,000 miles, and lost over 300 pounds. Come hear how this college has transformed itself by creating a culture of health and wellness.

**C - Salon C: Business Meeting - ARNEC, 2-4 p.m.**

**C - White Oak Lecture Hall: Simplify & Focus - Why Canvas Shines**

*Jeremy Smithson, Regional Director, Higher Education, Canvas*

This session will address and show why other community colleges have chosen Canvas, and its impact on the college, by sharing experiences and showing how Canvas simplifies and focuses efforts. The session will provide insight into why Canvas Shines. Presented during the session will be Canvas Mobile, which allows ease of grading assignments and use of navigation and creation. Join a great discussion!

**D Session: Monday, October 16th, 3:30 – 4:20 p.m.**

**D - AR Ballroom: ADAPTing to Industry Demand: ADTEC's Regional Workforce Grant Initiative**

*Jeff Gray, ADAPT Grant Project Manager, Arkansas State University Mid-South*

*Sherri Bennett, Vice President for College Readiness, Arkansas Northeastern College*

*Joe St. Columbia, Workforce Training and Development Coordinator, Phillips Community College of the U of A*

*Pete Selden, Associate Vice Chancellor for Workforce Education, Arkansas State University Mid-South*

*Tiffany Billingsley, Associate Vice President for Community & Business Outreach, East Arkansas Community College*

*Jeff Bookout, Vice Chancellor for Strategic Initiatives, Arkansas State University-Newport*

In this session, presenters will share the design and outcomes, to date, for the ADAPT grant. The ADAPT grant, a regional workforce grant awarded to ADTEC, is designed to train and educate students for employment in the high-demand fields of Advanced Manufacturing and Transportation, Distribution, and Logistics. In addition to learning about this model and how it equips students with industry-recognized skills and credentials, attendees will also be provided a detailed overview of the grant's accountability processes and structure.

**D - Caraway I: Advancement Strategies and How to Implement Them (An Interactive Discussion)***Cynthia Reyna, SouthArk Foundation, South Arkansas Community College*

Join an informal discussion with fellow Advancement colleagues and chat about some important topics colleges are facing today: alumni engagement strategies, social media, fundraising, special events, measuring the success of the department, and more. Come prepared to share best practices and add to the interactive discussion with your counterparts on other campuses.

**D - Chicot: Mining for Mindfulness**

*Melissa G. Chance, Assistant Professor-English, Arkansas State University - Newport*

Distraction and stress, inside and outside of the classroom, have become an increasing concern for educators and students. Practicing mindfulness through exercising controlled breathing, brief meditations, physical activity, and exercises in self-awareness has emerged as a meaningful way to engage students and instructors with a more productive, positive attitude towards learning. This session will not only discuss what mindfulness in higher education can look like, but also how to apply mindfulness strategies and techniques in the classroom.

**D - Conway Lecture Hall: Simulation Center: Preparation and Impact**

*Kim Tinsley, Health Education Simulation Center Director, North Arkansas College*

*Cindy Mayo, Dean of Nursing and Allied Health, North Arkansas College*

This session will provide information on how Northark prepared for, and initiated, a new state-of-the-art Health Education Simulation Center. Key components , including human and fiscal resources, will be addressed, as well as how students have received this new way of engaging in hands-on learning. Short videos of student feedback will be presented in addition to a video tour of the new space.

**D - Grampas: Opportunists for Student Success in Composition I: ALP**

*Mark Chapel, Instructor, National Park College*

*Ashlyn Dugan, Instructor, National Park College*

*Stephanie Warner, Instructor, National Park College*

Presenters will share varied strategies that propel learners through successful completion of Composition I with an Accelerated Learning Plan. The presenters will discuss the ALP program and why it is successful, as well as discuss additional strategies to further student success. This presentation will offer opportunities for other ALP instructors to share success stories and strategies. This method can be used in other subject areas, though the session focuses on the use in Comp I courses.

**D - Harris Brake Lecture Hall: Under Pressure: A Crisis Management Response**

*Edward Lamb, Dean, UA-Hope & Texarkana*

*Jeff Cook, Faculty, UA-Hope & Texarkana*

This session will demonstrate possible student responses to a crisis management situation in an effort to assist in the creation of emergency management plans. Utilizing previously recorded film, the presenter will showcase students reacting to different events that are designed to stretch an institution’s ingenuity and organizational skills during a crisis situation. The ‘before and after’ scenarios will be used as a discussion starter and time will be allowed for open discussion.

**D - Hoffman: Three Little Words You Want to Hear: What Coach Says**

*Deborah J. Frazier, Chancellor, UA Community College at Batesville*

*Dr. Brian Shonk, Vice Chancellor for Academic Affairs, UA Community College at Batesville*

Like many institutions, UA Community College at Batesville continually evaluates new methods to retain students - especially in high-wage, high-demand career fields. In November 2016, UACCB was the recipient of a Great Lakes Corporation College Completion grant. The grant allows UACCB to assist students in the Nursing and Industrial Technology programs by providing program specific tutoring, academic advising, and life coaching. Data will be shared regarding the retention and successes of the first cohort of Practical Nursing students that utilized the wrap around services provided by this grant.

**D - Manning: Leadership Lessons from Dr. Seuss**

*Dr. Kerry Keith Mix, Provost, Arkansas State University - Beebe*

*Roger Moore, Interim Chancellor, Arkansas State University - Beebe*

Dr. John P. Kotter, professor emeritus and NY Times best-selling author, might be surprised to hear his management messages translated through the children’s favorite Green Eggs and Ham. Illustrating the themes in Kotter’s seminal work Leading Change, this entertaining session will provide insights on leadership and change management that will be useful for anyone leading or facing change in their community college.

**D - Neosho: Why Student Media Is a Good Idea for Your School**

*Denise Nemec, English and Journalism Professor; Student Newspaper Faculty Adviser, NorthWest Arkansas Community College*

The Arkansas College Media Association is dominated by four-year schools. Community college students have the talent, intelligence, and curiosity necessary for student media to flourish and succeed. Student media includes newspaper (print and online), radio, television, yearbook, magazine, and literary journals. Visit this session to learn about at least one community college's experience and discuss what might be possible for students at other colleges.

**D - Ouachita: Increase Critical Thinking with the Socratic Seminar Technique**

*Dr. Marla Bennett, English Faculty, UA Community College at Batesville*

Looking for a fresh approach to teaching literature? The Socratic Seminar method facilitates critical thinking through student generated discussion. Springboard students into active learning while guiding them through literary analyses. This method will be discussed and handouts will be provided, so instructors can immediately begin using this method to enhance course curriculum. While this session focuses on Literature, this method can be extended to subjects such as Sociology, Psychology, Physical Education, Ethics, and Philosophy.

**D - Petit Jean: Guided Pathways: A Discussion on Institutional Progress and Support Needs***Mike Leach, Director, Center for Student Success, Arkansas Community Colleges*

This session will provide an update on ACC’s intended activities to support institutions to implement guided pathways reforms, and an opportunity for discussion among participating institutions about implementation progress and support needs.

**D - Riverview: Workforce Development Lightning Round Discussions**

7 Smart Ways to Update Your Resume - Immediately!

*Dr. Jan McCormick, Career Coach, NorthWest Arkansas Community College*

*Marcus Williams, Director of Grants/Perkins/Adjunct Instructor, NorthWest Arkansas Community College*

With stiff job competition in a data-driven world, job seekers need a well-crafted resume to land an interview. This session will offer smart tips and creative fixes for updating resumes, profiles and more! Participants will leave this session with new ideas and proven techniques to help students thrive in the job search.

Career Services Provider Training

*Monieca West, Federal Program Manager, Arkansas Department of Higher Education*

The path to the Certified Career Services Provider or the Global Career Development Facilitator certifications begins with Facilitating Career Development training. The Arkansas Department of Higher Education through its Carl D. Perkins program offers this training at no cost to high school career coaches, college career advisors or others who assist students with career choices. The course is 120 hours of face to face and online training with participants accepted through an application process. This session will provide details on the training program and subsequent certification options.

Establishing and Managing Apprenticeship Programs

*Kelli Albrecht, Vice President for Workforce & Strategic Initiatives, National Park College*

This session is tailored to apprenticeship program coordinators or for anyone looking to establish new apprenticeship programs! Join this idea-sharing discussion on how to move programs into an apprenticeship model for renewed success. National Park College will share how it shifted its HVAC program into a DOL-approved apprenticeship model in less than a year. Additionally, discussion about potential apprenticeship programs that extend beyond the traditional trades, such as computer science and industrial technology, will happen.

Microsoft Imagine Academy

*Brinda Berry, Federal Program Manager, Arkansas Department of Higher Education*

Microsoft Imagine Academy is an online teaching resource used by instructors in computer science, IT , data science and business courses to complement their existing curriculum, with the ultimate goal of students achieving industry-leading professional certification through Certiport/Pearson VUE that is recognized globally by employers across industries. The Arkansas Department of Higher Education through its Carl D. Perkins program is making no-cost site licenses available to colleges statewide which will include industry recognized certification for students with supporting resources to help instructors.

**D - Salon C: Business Meeting - ARNEC, 2-4 p.m.**

**D - White Oak Lecture Hall: Microsoft Word: Time Saving Tricks**

*Jayne Pyle, Director, UA-Pulaski Technical College*

The average person will use only a small portion of the many tools and features packed into Microsoft Word. Most users do no more than create simple documents, possibly with formatted text and simple images. This session will cover a few tools to increase productivity and help documents look more professional and polished. These tips are applicable to anyone who creates simple, one-page documents or to anyone who writes books or develops a variety of more-complex documents.

**E Session: Tuesday, October 17th, 8 – 8:50 a.m.**

**E - Chicot: Assessment Coach Model**

*Vicki Badgley, Assessment Coach, South Arkansas Community College*

*Genevieve White, Assessment Coach, South Arkansas Community College*

*Christy Wilson, Assessment Coach, South Arkansas Community College*

Faculty assessment coaches work closely with division deans and faculty to develop and improve master syllabi, course learner outcomes, and the assessment process. Additionally, coaches train faculty on collecting and analyzing raw data, creating action plans for improvement, and data entry in WEAVE, an assessment and accreditation management software. Some expected outcomes from using assessment coaches are: improved faculty involvement, increased data collection, improved training for the assessment process, and increased information to deans in regards to course assessments. The assessment coach model has been beneficial in obtaining compliance with assessment of student learning and continued academic improvement.

**E - Conway Lecture Hall: Welcoming the Wanderers**

*Stephanie McCoskey, Administrative Specialist II, UA-Hope & Texarkana*

Both first-time and returning students often wander into the first office they come across; they are lost, confused, and, perhaps, scared. With the right enthusiasm and tools, campus faculty and staff can be the difference makers; creating a welcoming environment and empowering students to confidently end their wandering ways and walk with conviction and purpose toward their future. Join the presenter in working to develop a welcoming mindset that is key to making students feel as if they belong, thereby increasing retention and completion rates.

**E - Grampas: Beating the Odds: High Success Rates in INET Classes**

*Dr. Gary Yarbrough, Associate Professor of Psychology, Arkansas Northeastern College*

*James Hartley, Professor of Criminology & Sociology/Digital Production Specialist, Arkansas Northeastern College*

*Dr. Jillian Hartley, Professor of History & Political Science, Arkansas Northeastern College*

*Carol Mills, Academic Technology/Distance Education, Arkansas Northeastern College*

National trends indicate that student success is lower for students enrolled in online courses compared to those enrolled in face-to-face courses. Success rates in Arkansas Northeastern College’s Arts and Humanities division indicate that students do as well, or better, in some online classes compared to face-to-face classes. This session will focus on factors that contribute to high success rates in ANC’s online courses. Further, the process of collaboration between distance education experts and faculty that have resulted in online educational outcomes at ANC superior to those seen on the national level will be presented.

**E - Harris Brake Lecture Hall: Growing Leaders the NPC Way!**

*Janet Brewer, Associate Vice President of Human Resources, National Park College*

*Eric Boardway, NPC Leadership Academy Class I, National Park College*

*Dr. Yolanda Mitchell, NPC Leadership Academy Class I, National Park College*

*Bill Ritter, NPC Leadership Academy Class I, National Park College*

*Dr. Tamara St. Marthe, NPC Leadership Academy Class I, National Park College*

*Amy Watson, NPC Leadership Academy Class I, National Park College*

*Diane Meredith, NPC Leadership Academy Class I, National Park College*

With its investment in the NPC Leadership Academy, National Park College is committed to the professional development of its future. This year-long program consists of educational opportunities, mentoring, and projects that benefit the campus community. Come hear about this program from the inaugural class themselves and get the details on how to create your own program.

**E - Hoffman: Business Meeting - Presidents & Chancellors, 8-10 a.m.**

**E - Manning: Business Meeting - CAOs & CSAOs, 8-10 a.m.**

**E - Neosho: Appreciative Advising: A Comprehensive Approach to Advising**

*Kellie Thomas, English Instructor, Arkansas State University - Mountain Home*

*Shawn Dennis, Computer Networking Instructor, Arkansas State University - Mountain Home*

In 2015, ASU-Mountain Home adopted the Appreciative Advising Model to help improve retention and completion rates. This collaborative model consists of six stages in the advising process: Disarm, Discover, Dream, Design, Deliver, and Don’t Settle. The six stages guide the adviser and student in ways that help optimize a student’s educational experience so the student can fulfill dreams, goals, and potential. The presenters have provided numerous professional development opportunities on the ASUMH campus and will present an overview of the six stages. Additional discussion on how this model integrated with the standard advising practices already in use at ASUMH will take place.

**E - Ouachita: In-Class Work Sheets in Physical Science (and other) Courses**

*Gaumani Gyanwali, Instructor of Chemistry and Physical Sciences, UA-Rich Mountain*

This session will discuss the impact of using in-class work sheets in student engagement and success. Use of worksheets is applicable for all Physical Science courses, including Chemistry, Physics, Geological and Environmental Sciences, and more. Mathematics is another subject area that can largely benefit from this idea. Student survey results will be presented and student comments will be displayed. The overall impact on the final grades will also be presented. There will be an opportunity for open discussion of improvements, suggestions, and possible future developments.

**E - Riverview: Business Meeting - Workforce Development**

**E - White Oak Lecture Hall: "Put Me in Coach" ECO Recruiting High School Students**

*Angie French, Recruitment Specialist, Black River Technical College*

*Jennifer Hibbard, Nurse Educator, Black River Technical College*

*Sandra Green, Nurse Educator, Black River Technical College*

*Ramonda Housh, Director of Allied Health, Black River Technical College*

*Donna Statler, Division Chair for General Education, Black River Technical College*

Black River Technical College wanted to specifically target high school juniors and seniors for a recruitment day. Staff and faculty organized a high-energy day centered around a "baseball" theme and invited over 400 high school students to campus. The day started a lively skit portraying all the programs that BRTC has to offer. One faculty member sang "Put Me in Coach, I'm ready to Play" as members of other departments danced across stage behind him. Students were given tours and a free hotdog lunch. Feedback from the students who attended indicated that several decided to attend BRTC as a result of this event.

**F Session: Tuesday, October 17th, 9 – 9:50 a.m.**

**F - AR Ballroom: STEM Students: Knowing the Right Time to Transfer for Success!**

*Bryan Hill, Assistant Dean, University of Arkansas*

*Eric Specking, Director of Undergraduate Recruitment, University of Arkansas*

STEM degrees are challenging and require high level math and science courses. Therefore, the preparedness and timing of transferring can significantly impact a transfer student's success. In this session, the University of Arkansas College Of Engineering will share lessons learned.

**F - Chicot: Ditch the Clickers and Use Plickers**

*Lynnlee Vance, Math Faculty, UA-Hope & Texarkana*

*Lisa Butler, Science Faculty, UA-Hope & Texarkana*

Plickers are "paper clickers" that allow real-time assessment without the need for student devices. Student cards are scanned with the Plickers app on the teacher's device. Almost instantly, feedback on lessons is available. The results are anonymous (to students) and allow enjoyment and the feeling of comfort while participating in the activity. Come prepared to participate in this fun approach to formative feedback.

**F - Conway Lecture Hall: The Best and Brightest: Creating an Honors Program at National Park College**

*Dr. Christopher Thrasher, Instructor, National Park College*

*Dr. Chuck Argo, Chair of Social Sciences, National Park College*

*NPC Honors College Students, National Park College*

Community colleges often focus on helping academically struggling students. While this is an important task, it often means that colleges fail to serve the best and brightest students in their communities. In an effort to remedy that deficiency, National Park College founded an honors program in 2017. This session will explain the lessons learned by administrators, faculty, and students. It will also describe the program’s administration and discuss teaching honors classes. Students from the honors program will be present to share experiences from a participant’s perspective.

**F - Grampas: Creating an Inclusive College Campus**

*Austin Schader, Associate Director of Enrollment Support, NorthWest Arkansas Community College*

*Gina Johns, Executive Assistant to the Vice President of Student Services, NorthWest Arkansas Community College*

This session is intended to enlighten participants in order to create an inclusive environment that involves the active, intentional, and ongoing engagement of campus diversity. By implementing universal design, each person is valued, respected, and supported for his or her distinctive skills, experiences, and perspectives. The result is the creation of a working and learning environment where everyone has an opportunity to experience personal fulfillment and participate fully in creating a successful and thriving campus.

**F - Harris Brake Lecture Hall: Enhancing Nursing & Allied Health Education with Interdisciplinary Simulation**

*Bridgette Kasinger, BSN, RN, Nursing Clinical Site Coordinator, Black River Technical College*

*Jessica Alphin, BS, RRT, Respiratory Clinical Director, Black River Technical College*

Black River Technical College hosted its first Nursing & Allied Health interdisciplinary simulation involving the Practical and Registered Nursing, Respiratory Therapy, Paramedic, Phlebotomy and Dietetics Programs. This activity involved 65 students in a one-day, seven-time run of a patient experiencing stroke-like symptoms. The simulation transitioned from the public setting to the emergency department setting. In addition to a 6-minute sequential video compilation of the simulation, the preparation, facilitation, and evaluation of this exercise will be presented during this session.

**F - Hoffman: Business Meeting: Presidents & Chancellors**

**F - Manning: Business Meeting: CAOs & CSAOs**

**F - Neosho: Suicide Prevention**

*Susie Reynolds Reece, Violence Prevention Specialist, CHI St. Vincent*

This session will address both the need and importance of help-seeking and self-care within suicide prevention. Emphasis on the importance of recognizing warning signs in potentially suicidal individuals, proper communication through appropriate language with the at-risk individual, and how to connect that person to resources and get them the help they need will be addressed as well. The presenter will also discuss strategic planning and implementation concerning programming at the campus level.

**F - Ouachita: Marketing & Development: Traditional Advertising & Today's Enrollment**

*Jeremy Shirley, Director of Marketing and Communications, Arkansas State University - Newport*

TV, Radio, & Cable...do they still have a place in a college’s advertising budget to reach today's potential students? Take a look at traditional advertising to see if it can help grow enrollment, and learn what national brands and other colleges are doing to increase brand awareness and build customer loyalty.

**F - Petit Jean: Understanding the Purpose, Process, and Benefits of OSD Grants**

*Cody Waits, Deputy Director, Office of Skills Development*

Come meet the new Deputy Director of the Office of Skills Development and learn about the process, purpose, and benefits of working with OSD Grants. During the presentation there will be discussion of how the OSD was created and future plans of the Office.

**F - Salon C: Digital Accessibility: A Collaborative Approach**

*Melanie Thornton, Coordinator of Access and Equity Outreach, University of Arkansas CURRENTS*

Providing access and inclusion for all students is a priority for colleges and universities. Creating digital environments—websites, documents, online applications—that are accessible, has proven to be a challenge for many institutions of higher education. Several colleges in states across the U.S. have approached this challenge by forming a consortium and pooling resources to establish a centralized training and technical assistance center. This session will review the various models that exist and propose a model for Arkansas that would provide support specifically to Arkansas’ two-year schools.

**F - White Oak Lecture Hall: Collaborate Ultra - Different Usages for the Software**

*Tamara Griffin, Division Chair Business, Technology and Public Service, UA Community College at Batesville*

*Jo Stephens, Director of Educational Technology, UA Community College at Batesville*

*Marietta Candler, Division Chair Nursing and Allied Health, UA Community College at Batesville*

*Tracy Broadwater, Faculty - Business, UA Community College at Batesville*

*Karla Wilson, MSN, RN Program Coordinator for Online Nursing Track, UA Community College at Batesville*

*Vernon Hoffman, Faculty - Science, UA Community College at Batesville*

Collaborate Ultra is one of several online collaborative learning solutions. During this session, faculty will discuss the different uses being implemented in courses at UACCB. Collaborate delivers a level of engagement that makes learners feel like they are in the same room via collaboartion and conference tools From the classroom to online, faculty will share the implementation of this software and how it might benefit students.