

CAAHESM NEWS NEWS NEWS NEWS

Consortium for the Advancement of Adult Higher Education

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From the Chair

By Jan Jones

Greetings from HOT-lanta! How I do miss the cool weather that we enjoyed in Indianapolis.

Thanks to Dr. Mark Smith and his staff for putting together a GREAT conference. We enjoyed many wonderful sessions as well as fellowshipping with our colleagues and friends at CAAHE. I enjoyed telling my grandson that I “took a lap” around the Indy 500! Mark, this truly will be a hard act to follow!

Thanks also go to Judy Powell, CAAHE Secretary/Treasurer and Academic Affairs Coordinator for IPD and Sue Salter, IPD Vice President, Academic and Institutional Services. Sue and Judy—you are such professionals! I am so glad that we can count on your expertise.

We have just begun the planning for the CAAHE 2003 conference that will be held here in Atlanta next June. As we confirm details, we will be sharing them with you. For now, let me just say that the staff at Shorter College, School of Professional Programs is pleased to extend to you a bit of Southern hospitality and we look forward to seeing all of you next June.

Meetings and Conferences

IPD Sixth Annual Leadership Retreat September 25–28, 2002

IPD is proud to announce that the Sixth Annual Leadership Retreat for both CAAHE Presidents and Academic Vice Presidents will be held in September. This year the meetings will be held at the Hyatt Regency Scottsdale at Gainey Ranch in Phoenix, Arizona. The resort offers a central location and a 2.5-acre water park with 10 swimming pools and a sand beach. In addition, there are jogging paths and bicycling trails as well as golf available to all guests. The Native American Learning Center is also on site to tour.

Following is an overview of a preliminary schedule:

Wednesday	September 25	7:00 p.m.	Presidents Dinner
Thursday	September 26	9:00 a.m.–4:00 p.m.	Presidents Meeting
Thursday	September 26	6:00 p.m.	Joint Dinner
Friday	September 27	9:00 a.m.–4:00 p.m.	Academic VP Meeting
Saturday	September 28	9:00 a.m.–1:00 p.m.	Academic VP Meeting

This is another opportunity for these groups to once again benefit from the free exchange of ideas and knowledge in an informal setting, away from institutional pressures.

Annual Academic Services Conference October 24–25, 2002

The Annual IPD/CAAHE Academic Services Conference will be held on October 24–25, 2002, in Phoenix, Arizona. Agendas will be developed and more detailed information sent in the future.



2003 Annual CAAHE Institutional Representative Meeting

The 2003 Annual CAAHE Institutional Representative Meeting will be held in Scottsdale, Arizona beginning Friday morning, January 31 and concluding at noon on Saturday, February 1, 2003. The meeting provides adult program deans the opportunity to network and share best practices from their respective institutions. Hotel reservations should be made early by contacting the Scottsdale Marriott Suites Old Town, 7325 E. Third Avenue, Scottsdale, AZ 85251, (480) 945-1550. Ask for the group rate for the Consortium for the Advancement of Adult Higher Education—CAAHE. We have negotiated a room rate of \$88.00 per night.

2003 Annual CAAHE Conference

The dates and location for the 2003 Annual CAAHE Conference have been established—mark your calendars and plan to attend now! Shorter College in Atlanta, GA is hosting this conference and has assembled a talented team of individuals to ensure CAAHE has the best conference yet!

Dates: June 11–13, 2003, Wednesday evening through Friday afternoon

Location: Atlanta, GA (the Buckhead area)

The conference hotel and theme will be announced in the next CAAHE NEWS.

CAAHE News

12th Annual CAAHE Conference



The June 2002 12th Annual CAAHE Conference held in Indianapolis, IN was graciously hosted by Indiana Wesleyan University. Over 140 conference attendees had the opportunity to ride around the Indianapolis 500 Motor Speedway and dine alongside the track at the opening dinner hosted by the Institute for Professional Development. Participants even sang for their dinners (see above photo for proof!).

Dr. Mark Smith, Chair of CAAHE, and his conference planning committee did a fabulous job with both the logistics and the content of the conference. Held at the Marriott in downtown Indianapolis, the theme was “Racing Towards Excellence” and featured keynote speakers Dr. Trudy Banta and Dr. Thomas Angelo. The full agenda can be accessed at <http://www.caahe.org/publicationsf.htm>

New Executive Board Members

The following individuals were unanimously voted to assume roles on CAAHE’s Executive Board for the 2002–2003 year. These five individuals provide direction and oversight for all activities of CAAHE. We thank them for volunteering their time and talent!

Past Chair	Don Clardy	Baker University
Chair	Jan Jones	Shorter College
Vice Chair	Jenifer Bavifard	Medaille College
Secretary/Treasurer	Judy Powell	IPD
Executive Director	Sue Salter	IPD (non-voting)

NetOption—Tradition Meets Technology

With the arrival of e-learning, more and more institutions of higher learning are turning to the Web to enhance their on-ground programs. The addition of online delivery allows schools to become more flexible and expand their geographical reach. At the same time, academics and researchers increasingly acknowledge the benefits of “blending” traditional classroom learning with online delivery. In light of these developments, IPD has begun consulting with partner institutions in offering a mixed modality program named NetOption. NetOption’s format allows for an effective blend of the traditional adult on-ground approach with an added online component. In the local version of NetOption, for example, classes meet on-ground for the first and last sessions, and online for the classes in between. In the distance version, the first and last night of class are offered on a Saturday morning and afternoon, respectively with all classes in between offered online. IPD has developed step-by-step materials to help schools decide whether the NetOption could add value to their programs. If the NetOption program is something your institution would like to explore further, please contact Corporate Vice President, Sue Salter, sue.salter@apollogrp.edu.

NCA Visit to Baker University

The Higher Learning Commission of the North Central Association of Colleges and Schools March 2002 visit culminated with a favorable exit report by the team chairperson. The team offered verbal commendations in relation to SPGS program structure, the Baker University/IPD relationship, and strength of the SPGS faculty. Approval will be forthcoming to allow planning/implementation to offer the online MBA program. The next comprehensive review will occur in ten years. Baker seems to be poised and prepared to meet the challenges and opportunities for growth

Program Reviews

Since the beginning of 2002, IPD has conducted program reviews for Montreat College's School of Adult and Professional Studies, Gwynedd-Mercy College's Center for Lifelong Learning, and Ohio Dominican University's Learning Enhanced Adult Degree Program. Shorter College's School of Professional Programs is scheduled for August.



IPD offers consultation to its partner institutions in the form of a comprehensive, on-site review of the adult program's staffing, policies, and systems. These program reviews are often used to help prepare for program growth and expansion, to analyze the effectiveness of current staffing and systems, and/or to help prepare for a regional accreditation team visit.

During a two- to three-day visit to the adult program's center, data is collected and program staff is interviewed. A final report is then prepared which describes and analyzes the adult program's staffing, systems, and related policies and procedures. The report may include recommendations for change based on best practices in adult higher education. A preliminary draft of the report is made available to the principles prior to final distribution.

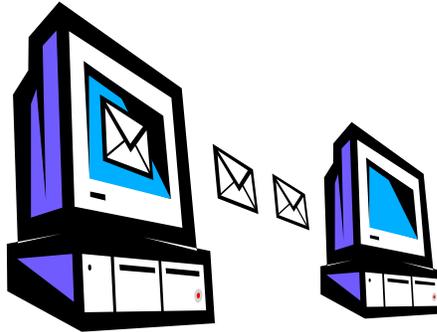
A program review may be requested by the adult program's dean or director through the IPD regional vice president or contract manager, or by contacting Sue Salter, IPD Corporate Vice President for Academic and Institutional Services 480-557-1153, or Deanna Boe, IPD Director of Student Services 480-557-1088. After receipt of the request, a review will be scheduled at a time convenient to the adult program dean and staff, and local and corporate IPD personnel.

Baker University SPGS Reopens Search for Director of Instruction and Technology

School of Professional Graduate Studies (SPGS) has reopened the search for the Director of Instruction and Technology. The SPGS director provides leadership in faculty recruitment, selection, and development; is responsible for curriculum development and integration of technology within business and management programs; and supervises a staff of three. Until this position is filled, Pete Stobie, an SPGS part-time teaching faculty member who has served for more than seven years, will provide leadership for the department on an interim basis. Pete is excited by the opportunity, yet indicates he is not in a position to accept a permanent assignment.

Academic Services

Electronic Contract Delivery is Here



Last year IPD implemented an electronic version of the Request for Contracts (RFC) to enable Curriculum Coordinators to e-mail the forms directly to IPD and thereby expedite the contract process. They are now taking that development a step further to make the entire contract process electronic. Lead Academic Affairs Specialist, Rob Long, described the benefits this way: "Given our ongoing desire to continually streamline the contract process, we have been preparing our database so that when a RFC is processed, the contract is generated and sent not only to the Curriculum Coordinators but also to the writers. Our intent is to minimize the amount of paperwork, tracking, and managing involved in processing contracts."

The new electronic contract delivery system is expected to save everyone time, both with regards to signing and organizing paperwork and in regard to mailing time. For some partner institutions, it currently takes approximately seven days for mail to reach their locations. As such, certain problems, such as lost pieces of paperwork, have arisen. With this new electronic contract process, IPD hopes to eliminate these frustrations by providing a more efficient method of managing contracts and decreasing mailing costs to CAAHE institutions.

"With the electronic delivery system, all you will need to do is to select the 'Send' button one time to send the RFC, and the 'Agree' button one time for the contract. In just two simple steps, the contract process is complete and the writer is on his/her way to being paid. There will be no more messy paperwork for the schools, the writers, or for IPD," explained Long.

Averett University agreed to test pilot this new system, and on August 1, 2002, IPD sent out the first electronic contract. The Academic Affairs Department is looking forward to receiving feedback regarding this new delivery system as they continue to improve their top-notch customer service!

Baker University SPGS Team Presents at the Assessment Conference

A team of Baker University SPGS faculty and staff participated in the AAHE/HLC Assessment Workshop entitled, "Changing Institutional Priorities: Developing a Shared Understanding of the Value of Assessing Student Learning," on June 5–7, 2002 at the Marriott in Kansas City, MO. This workshop's aim was to strengthen institutions' assessment efforts through promoting a culture that embraces change and the applied scholarship of teaching and learning. Conference goals for the SPGS team included: identifying measurable learning outcomes at the course and program level; identifying direct measures for assessing these learning outcomes; interpreting results following the implementation of assessment initiatives; utilizing results to enhance student learning; identifying and utilizing structures, processes, and resources for completing the work outlined above; expanding existing knowledge of program assessment; and disseminating that knowledge to the Baker community. Dr. Gary Heisserer, Coordinator of SPGS Educational Assessment provided leadership for the team that included Drs. Melissa Hartman and Rick Hansen.

IPD Academic Affairs Department Introduces the FlexModule

In order to meet the needs of a changing learning environment, this fall, IPD's Academic Affairs Department will introduce the FlexModule, a way to bring both on-ground and online learning to IPD partner institutions.

As its name implies, the FlexModule is designed to be adaptive to various delivery modalities including on-ground, online, and independent study learning. This adaptive quality allows the same module written for a traditional, on-ground course to be used for an online course as well. This means that an institution developing an online MBA program, for instance, will easily be able to use existing modules for the program.



The format of the FlexModule allows the individual institution to update the module's activity section based on the instructor's "best practices." Faculty notes, such as instruction tips, faculty reference material, or other current information can be added to the faculty version of the module. Specifically, tried and true successful class activities, which will only go in the faculty version, can be updated continuously. This allows the information to be more relevant and timely.

The standardized nature of the FlexModule will allow IPD Academic Affairs Specialists who work directly with the modules to return them to the institution more quickly, decreasing turnaround time from three weeks to two weeks. While the FlexModule will conform to a standard format, institutions will have some individual customization. For instance, some schools prefer to use specific terminology when referring to "learning teams" or "study groups." These types of preferences will be accommodated.

IPD Specialists will assume the responsibility for formatting incoming contracted modules into the new, FlexModule format. Specialists have also developed a new template for writers to use when creating modules in the FlexModule format. Because the Specialists will be spending less time formatting the modules, they will have more time to provide guidance and assistance to both curriculum coordinators and writers.

IPD created the FlexModule with futuristic technologies and learning methods in mind. Each institution should contact its Specialist or Dr. Deborah Hamilton for more information about using the FlexModule. Sample modules are available upon request.

MBATutor: E-learning Solutions to MBA Prerequisites

This fall, the Academic and Institutional Services Department at IPD will launch the MBATutor, an online assessment/tutorial tool. Students can use the tutorial functions of the MBATutor to help them refresh their core quantitative skills, and CAAHE institutions can use it to assess students' knowledge levels.

The MBATutor was specifically designed to provide Master of Business Administration (MBA) students with the foundation of knowledge typically acquired in undergraduate studies of statistics, economics, finance, and accounting. It was developed in response to IPD partner institutions' requests for an alternative to lengthy prerequisite courses. The MBATutor contains diagnostic tests, self-contained and self-paced content in an online learning environment, and academic reporting/monitoring features for the college administration. College faculty are responsible for reviewing the content and determining minimum competency levels students need to attain prior to taking the MBA-level course.

IPD provides this e-learning solution through an advanced Learning Management System (LMS). The LMS enables the college to generate reports on student learning. It also provides each faculty member with statistics on their students' level of preparation, enabling him or her to better tailor the advanced course for each cohort.

For maximum efficiency, the MBATutor works best if students take it immediately prior to the appropriate course. For instance, students taking statistics can take the MBATutor Introduction to Statistics tutorial several weeks before beginning Advanced Managerial Statistics. In addition, students can access and review the MBATutor material as many times as needed throughout their MBA program.

Designed to be both convenient and easy to use, students can log in to the tutorial from their home, office, or campus computing center. The user-friendly interface of the tutorial allows students to focus on their learning without interference from confusing technology. The MBATutor is easy to navigate and offers step-by-step instruction as well.

To learn more about the MBATutor, or to try it, please contact Dr. Deborah Hamilton, Director of Academic Development, at 480-557-1232.

The Best of the Web

In an effort to stay up-to-date on the best practices for using the Web to improve teaching strategies, we are happy to introduce this Best of the Web.

This issue's selections were taken from the *Wall Street Journal's Journal in Education*. We hope you find them both informative and practical.

- Program professors can search past editions of the *Wall Street Journal's* Educators' Reviews at <http://ProfessorJournal.com>. Go to the Educators' Review section and click on "Search the Database." You can also change your discipline selection and add/remove yourself to the mailing list.
- FREE Teaching Tools like the Curriculum Integration Guide and Student Handbook are available at ProfessorJournal.com. Visit: http://info.wsj.com/professor/program_tools/order_free.html to order these supplies.



Program Instructors can go to <http://wsj.com/offers/prof> to register for *The Wall Street Journal Online* and access these and other teaching tools.

Financial Aid

Financial Aid Commission Has First Meeting



The Financial Aid Commission had its first official meeting during the recent combined Financial Aid/CAAHE conference held in Indianapolis. It was a great opportunity for all attendees to interact with other colleagues who work, in relationship with IPD, with adult degree completion programs. If you weren't there, you missed a great conference!

The first business meeting of the Financial Aid Commission was held on Thursday, June 6, and the minutes of that meeting will be published via the list server. Special note should be made that by-laws were approved by the Commission and forwarded to the CAAHE Board for their approval. The CAAHE Board is currently voting on these by-laws via e-mail, which has the Commission continuing to operate under the caution flag. However, once the CAAHE board approves these by-laws, the Financial Aid Commission will be official.

Elections were also held with the 2001–2002 officers carrying over to the 2002–2003 year. The officers are Lois Kelly, Chair; Holly Ulland, Vice Chair; and Pam Harris, Secretary. Please feel free to provide feedback to them about the conference or other issues you would like addressed during the year. This is the same group that met throughout the year (via conference calls and e-mails) along with Kristen Vedder to put together the by-laws and work on the conference agenda.

What's coming next? Certainly training activities, as well as the conference, will be looked at. A task force is evaluating an appropriate time for the conference in 2003 (see the minutes of the business meeting), but do let the Financial Aid Commission know if you think a meeting time other than the CAAHE conference would be appropriate. Secondly, non-term issues related to site and online classes, which create challenges to processing federal aid for students, need to be evaluated in order to provide input to the appropriate entities as part of the reauthorization process. Please join us in ensuring that the most thorough and innovative information is provided to Congress. Let's make this the reauthorization which does more to remove than produce barriers for students.

2002 IPD Financial Aid/CAAHE Conference



The Annual IPD Financial Aid/CAAHE Conference was held on June 5–7, 2002 at the new Marriott Conference Center, located in downtown Indianapolis, Indiana.

The conference kicked off the following morning with a CAAHE session on “Assessment.” After adjourning from the general session, the Financial Aid conference officially kicked off with our first Financial Aid Commission meeting (see related article—Meetings & Conferences). Additional sessions were facilitated on a variety of current topics, including: Ethics, Electronic Signatures, Policies and Procedures, and Consumer Information. The Student Services staff’s roundtable proved to be a forum for sharing best practices within CAAHE. A session on “Fish,” brought to light customer service issues and how to enjoy our work. Many good ideas resulted from the session and were sent out in an earlier e-mail in the FA list server. To complete this year’s conference sessions, a negotiated rulemaking update also took place, providing participants with the latest on potential changes in Title IV regulations.

Results from the conference surveys will be published in the next newsletter. As discussed in the commission meeting, task force members are needed to organize and plan for next year’s conference.

For those of you unable to join us, we missed you. Conference materials have been mailed to each of you. If you have not received these materials, please contact Kristen Vedder as soon as possible.

Student Services

The Results Are In! Annual IPD/CAAHE Student Services Conference Wins the Race

Conference evaluations have been reviewed and tabulated, and the Annual IPD/CAAHE Student Services Conference, which was held at the Radisson Riverfront in Covington, KY on April 18–19, 2002, was a great success with participants! The theme of the two-day conference was “Winning the Race,” and was hosted by Thomas More College’s TAP Program. Of the 41 registrants from 14 CAAHE Member Institutions, 21 were first-time attendees.



Participants were surveyed this year using Zoomerang’s online survey services. Of 41 surveys sent out via e-mail, 30 responses were received. Conference logistics such as the site, lodging accommodations, organization, food, and entertainment all received excellent ratings. Respondents also praised the keynote speakers for this year’s conference. The opening keynote speaker, Dr. Kathie Nunley, spoke on “How the Brain Learns Through Adulthood.” She shared information and insights on brain biology, current brain research, and brain functions to show how student services professionals can juggle learning styles, multiple intelligences, and mind styles when working with adult students in and outside of the classroom. Dr. Suzanne Metzger of Corporate Masters, Inc. closed the conference on the second day with a highly motivating presentation on “Finding the Right Path to Winning.” Both speakers were enlightening and funny, passionate about their topic, and energizing to the listeners.

Here are sample comments in response to the question, “*What did you value most about the conference?*”

- Having the opportunity to meet with new student affairs members, sharing knowledge, and developing a stronger support network within the consortium.
- A reinforcement of my right to choose my attitude towards challenges in life and student services in particular.
- The presentations were great! Dr. Kathie Nunley’s speech was a great way to begin the conference.
- Of the conferences I’ve been to, this one was probably one of the best. Thank you!
- The sessions with Drs. Suzanne Metzger and Kathie Nunley were invigorating. I went back to work with a better perspective on my job and how to deal with my students.
- How well it was organized. It was obvious that a lot of planning and thought went into it. Thank you so much! The evening at the aquarium was awesome, and I loved and learned much from Dr. Nunley.
- As always, the opportunity to interact and share ideas with colleagues from other institutions. I also genuinely appreciated the efforts of the planning committee, Deanna, Judy, Peg, and Cora in putting together such an organized conference. You all make it look effortless, but I know better! Kudos to you all!
- This was my first Student Services Conference. I enjoyed it, met new people, and received insight as to what common strengths and weaknesses we have. I also learned about the differences between the schools.

The success of this conference depended on collaboration and teamwork among a large group of individuals, and I would like to take a moment to express my appreciation and thanks to Thomas More College, CAAHE and the CAAHE Student Services Commission’s Conference Planning Committee, IPD President Dr. Ron King, and our IPD Partner Institutions for their support of this conference every year.

Web-Based Training for New Student Services Personnel

The IPD Student Services Online Training, a basic training program for new student services personnel at IPD Partner Institutions, has been up and running for a year. The purpose of the training program is to assist IPD Partner Institutions in equipping knowledgeable Student Services personnel with the necessary foundation and tools to succeed. The training program will support the institution-based training on the college or university's specific Student Services policies and procedures.



Training Steps

- Ideally, new student services personnel at the director, coordinator, and advisor levels should complete the IPD Student Services Online Training within the first 30 days after hire. The IPD Student Services Online Training is a mixture of interactive training modules, a global distribution e-mail list for all student services personnel at IPD Partner Institutions, and Web-based reference materials combined with facilitator interaction. IPD continues to work on content development, and the training program will eventually include additional features. After completing the IPD Student Services Online Training, new personnel visit Phoenix, AZ and participate in the IPD Student and Academic Services Orientation, ideally within 60–120 days after the date of hire.
- New Student Services personnel at the director level visit an IPD Partner Institution for peer training and mentoring.

Program Objectives

- The program provides IPD Partner Institutions with a comprehensive, standardized training plan for new Student Services personnel in key positions as a supplement to the institutions' own training programs.
- The program provides a solid foundation to a wider spectrum of student services personnel through the use of Web-based training. The program provides basic assessment and advisement knowledge and tools to new personnel immediately, so they can reach higher levels of competency more quickly.
- The program allows new personnel to use the orientation sessions in Phoenix, AZ to build upon knowledge and tools acquired through the IPD Student Services Online Training, using case studies, discussion, role-plays, and assessment.
- The program provides continuous, accessible performance support to student services personnel in the form of an up-to-date Web site, hyperlinks to information and national professional organizations' Web sites associated with adult and higher education, a student services newsletter, and a global distribution e-mail list.
- New personnel will complete modules on the history of IPD and CAAHE, the philosophy of adult learning, Family Educational Rights and Privacy Act of 1974 (FERPA), Americans with Disabilities Act (ADA) compliance, student advisement, degree completion planning, and evaluation of military documents, prior learning assessment, national testing programs, study groups, student tracking, and many other important topics. Information and Web site addresses to national professional organizations associated with adult and higher education are included.

Awards

Paul E. Hoffner Outstanding Service Awards Given

The Paul E. Hoffner Outstanding Service Awards were created in 1993 in memory of one of CAAHE's founders and a charter member, Dr. Paul E. Hoffner. Dr. Hoffner was a guiding force in the creation and success of the consortium.

Because Dr. Hoffner recognized the importance of individuals, the Outstanding Service Awards are given to two individuals annually—a faculty member and a staff member—who consistently go above and beyond the call of duty to service the adult student. Recipients are nominated by their peers, and a committee chaired by Mrs. Paul E. Hoffner reviews all nominations.

Attributes shared by successful nominees include a personal commitment to adult higher education, involvement in program development, serving as a mentor to others and active engagement in lifelong learning themselves. It is an honor to be nominated for the Outstanding Service Award and a tribute to receive the award.

Phyllis Hart, 2002 Hoffner Award Staff Recipient

This year's staff recipient was Phyllis Hart of Medaille College. The faculty recipient was Ernie Mazzatenta of Montreat College. Both recipients were formally recognized at the June 6, 2002 CAAHE Awards Banquet.



Here are a few comments submitted on Phyllis's behalf:

"There are not that many people that I can really say have a love for what they do. However, Phyllis Hart has demonstrated on numerous occasions her love for her job, but most of all, her love for the students and her willingness to assist whenever possible," writes one student of the 2002 Staff Recipient award, Phyllis Hart. As the Director of Financial Aid for Medaille College's ACCEL program, Phyllis is a dedicated leader who consistently goes out of her way to assist both students and staff in whatever way she possibly can.

Whether it is filing cumbersome paperwork, explaining the financial aid process, or working behind the scenes to adapt more efficient technology, Phyllis never tires of assisting students with important though, often frustrating financial aid documents. Having been an adult student herself in the ACCEL program, Phyllis identifies with the experiences of the students, as many of them point out: "Phyllis Hart is a person who performs her duties above reproach. I am speaking from experience, because as an ACCEL student, Phyllis Hart addressed all my financial needs from August 1997 through January 2002. Phyllis makes everything seem effortless."

In addition to providing excellent service to ACCEL students, Phyllis serves unofficially as the ACCEL program cheerleader, boasting of the success of the program to students and staff, and making a great impact on those who may have become frustrated or despondent with the program. Phyllis has become directly involved in retention efforts by encouraging students who are thinking of leaving the program. As an adult student herself, she understands the demands of full-time work, family, and school. Her interactions with students have helped them remain in the program and complete their degrees. Students recognize her positive and helpful attitude and many choose to continue their education in Medaille's many program offerings because of it.

Congratulations to Phyllis Hart as the 2002 recipient of the Paul E. Hoffner Outstanding Service Award, Staff Category!

Ernie Mazzatenta, 2002 Faculty Recipient

Ernie Mazzatenta, the 2002 Faculty Recipient, ranks among his students and peers as both an enthusiastic and caring teacher as well as an innovative and thorough academic professional. One colleague writes, "Ernie has been a joy to work with due to his thoroughness and high level of professionalism. When called upon, he is always available to listen and assist in any way needed." Another peer adds, "He is blessed with an ability to teach adult students with compassion and understanding while helping them gain and maintain confidence. Ernie has a genuine concern for student learning and it shows in his comprehensive preparation prior to each class."



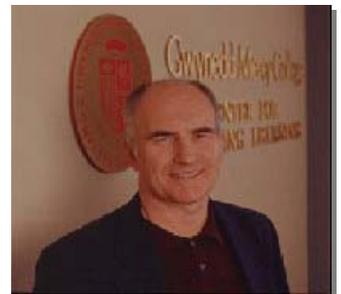
Mr. Mazzatenta is an adjunct faculty member of business communications at Montreat College's SPAS program. He also facilitates the bachelor's Orientation to Adult Learning course, one that is usually taught by full-time faculty members. Since joining the SPAS' staff in 1996, Mr. Mazzatenta rose to the rank of Senior Faculty of Communications. Last year, he also gave a presentation at the CAAHE Academic Services Conference.

In end of course surveys, Mr. Mazzatenta's students overwhelmingly state how he went above and beyond their expectations as a teacher. The words "enthusiastic," "friendly," and "helpful" constantly appear in these surveys. Students benefited from his ability to combine his knowledge of the subject matter with an encouraging and steadfast teaching style. One student states, "[Mr. Mazzatenta is] one of the best instructors I've experienced in more than two years. He knows the material and is good at communicating that knowledge." Another student says, "Ernie was extremely professional and competent in his instruction. He is extremely friendly and approachable; it was pleasure learning from him." Similarly, another student states, "He treated us as adults, and earned our respect in return."

Congratulations to Ernie Mazzatenta as the 2002 recipient of the Paul E. Hoffner Outstanding Service Award, Faculty Category.

Gwynedd-Mercy College Director Honored

Mr. Joseph Coleman, Executive Director of Gwynedd-Mercy's Center for Lifelong Learning (CLL), was honored as the Educator of the Year by the Eastern Montgomery County, PA Chamber of Commerce. Dr. Tom Stretton, CLL Adjunct Professor, introduced Mr. Coleman to those attending the Chamber's Annual Award and Induction Dinner held on July 18, 2002.



Joe Coleman joined Gwynedd-Mercy College in 1977, initially serving as an adjunct professor. Ten years later, he became the Dean of Continuing Education and in 1994 was appointed Associate Vice President of the Student Services Department. Joe held that position until the summer of 1999 when he was appointed Executive Director of Gwynedd-Mercy's CLL, which, at that time, partnered with IPD and CAAHE. The Center has enjoyed enrollment growth nearing 400 in its first three years of operation, offering degree programs in Business Administration, Nursing, and Health Science.

Joe earned his BS in Social Studies from St. Joseph's University in 1966 and his MA in Philosophy from Villanova University in 1972. He is presently completing an EdD. in Higher Education Leadership from Widener University. Prior to joining Gwynedd-Mercy full time, Joe was a teacher of History and Religion for 21 years.

Dr. Stretton, family, and fellow Gwynedd-Mercy faculty and staff want to wish a sincere congratulations to Joe Coleman, Educator of the Year!

Welcome

Averett University Names Dr. Richard Pfau as 23rd President

Averett University announced the appointment of Dr. Richard A. Pfau, PhD., as the 23rd president of Averett University following the June retirement of Dr. Frank R. Campbell, after 17 years of distinguished service to Averett. Dr. Pfau's election was unanimously approved by Averett's Board of Trustees.



Dr. Pfau has more than 25 years of experience in higher education. He currently serves as president of Illinois College, Jacksonville, IL, a position he has held since 1993. In addition to his tenure at Illinois College, he has served as provost and dean of faculty at Emory & Henry College, Emory, VA; as associate dean and associate professor at the University of Miami, Coral Gables, FL.; and as assistant professor at Dickinson College, Carlisle, PA. Claude Owen, a member of the university Board of Trustees and chairman of the search process said, "We are delighted to have an educator of Dr. Pfau's caliber and experience to come and lead Averett."

During Dr. Pfau's nine-year tenure as president of Illinois College, the endowment grew from \$41 million to \$110 million, a successful \$42 million five-year capital campaign was completed; and annual giving increased from \$300,000 to \$500,000. Dr. Pfau also improved the graduation rate by one-fourth and expanded the college's educational and student development offerings. Dr. Pfau is also credited with the implementation of creative study abroad and experiential learning opportunities at Illinois College as well as at Emory & Henry.

"Illinois College has experienced impressive growth during Dr. Pfau's tenure," said Charles Majors, chairman of the Averett Board of Trustees. "We look forward to the dynamic leadership that he will bring to Averett and to the Southside Virginia region. We can expect great things for the future of this university."

"Thanks to what President Campbell, the Board, faculty, staff, students, graduates, and community have done, Averett University stands ready to move forward," Dr. Pfau said. "I'm honored to have the opportunity to lead the university in this exciting period for higher education."

Dr. Pfau holds a Bachelor of Arts degree from Hamilton College, Clinton, N.Y., and a Master of Arts degree and a PhD from the University of Virginia, Charlottesville. He served as a communications officer in the U.S. Air Force for five years. His scholarly publications include the Pulitzer Prize nominated "No Sacrifice Too Great: The Life of Lewis Strauss" which was published in 1984 by the University of Virginia Press.

Dr. Bascuas Begins Tenure as Medaille College's Fifth President

On July 1, 2002, Dr. Joseph W. Bascuas officially began his tenure as President of Medaille College. In March, the Medaille College Board of Trustees announced the selection of Dr. Joseph W. Bascuas, PhD, as the Institution's fifth president.



Previously, Dr. Bascuas was Vice President of the Argosy Education Group—Argosy University, a publicly traded for-profit provider of educational programs, consisting of Argosy University and Western States University College of Law. As of September 2001, the American Schools of Professional Psychology, the University of Sarasota, and the Medical Institute of Minnesota were combined to form Argosy University.

In addition to his role as Vice President of the Argosy Education Group, Dr. Bascuas served as Campus President and Professor of Argosy University of Atlanta, Georgia. Dr. Bascuas represents a nontraditional story of success similar to Medaille's. He has provided leadership through a combination of solid academic background in clinical psychology with cutting edge, entrepreneurial management practices in higher education. Medaille, with its small campus and streamlined environment, has been able to develop new degree programs that meet the needs of today's employers.

Since 1990, Dr. Bascuas has held a series of senior administrative positions with the Argosy Education Group, coming to Atlanta as the founding Campus President of the Georgia School of Professional Psychology, now called Argosy University—Atlanta.

More recently, he served as one of two regional vice presidents for Argosy. Dr. Bascuas was responsible for the operations of the graduate psychology campuses in Atlanta, Dallas, Nashville, Phoenix, San Francisco, Seattle and the University of Sarasota campus in Los Angeles.

Born in Havana, Cuba in 1948, Dr. Bascuas holds a PhD in Clinical Psychology (1981) and an MA in Psychology (1972) from Temple University in Philadelphia, PA. He earned a BA in Psychology (1970), magna cum laude, from La Salle University, PA.

"I am very excited about the opportunity to lead Medaille, a college with an outstanding record in making education accessible to the local and regional community. We will continue to be very attentive to regional educational needs and we will develop new and exciting programs to meet them," states Dr. Bascuas. "Medaille will become an even more significant educational resource for the city of Buffalo, Western and Central New York, and Southern Ontario."

Presidential Transition at Gwynedd-Mercy College

Sister Linda Bevilacqua's tenure as president of Gwynedd-Mercy College ended this past June 30th and at this time she is preparing to take a yearlong personal enrichment and spiritual development sabbatical. During her nine-year tenure, Gwynedd-Mercy enjoyed record enrollment growth coupled with growth in infrastructure. Many new programs were initiated under the leadership of Sister Bevilacqua including Gwynedd-Mercy's most recent successful venture, the Center for Lifelong Learning (CLL), developed in partnership with IPD.

The athletic offerings at the Gwynedd-Mercy more than doubled—and its endowment also experienced steady growth—as it successfully completed a five-year, \$10 million capital campaign, the largest campaign in their history. Gwynedd-Mercy consistently ranked very high in *U.S. News & World Report's* "America's Best Colleges" issue for its graduation and retention rates, and best values.

Sister Bevilacqua endeared herself to the college and community during her nine-year stay, and staff, faculty, and students will miss her immeasurably. All of us here at the CLL wish her an abundance of happiness and success in her new ventures during the years to come.

"It is time to build on our recent successes and create the opportunity to present a thriving Gwynedd-Mercy to a new leader," Sister Bevilacqua said. "I have observed that it is often best to effect a leadership change from a platform of success and strength."

Dr. Kathleen Owens, PhD, will succeed Sister Bevilacqua effective August 1, 2002. As president, Dr. Owens will be responsible for the daily operations of the Gwynedd-Mercy's main campus in Gwynedd Valley, PA and the CLL at the Fort Washington campus. Enrollment at Gwynedd-Mercy has increased steadily since 1999 to a current all-time high of 2,200.

"Dr. Owens' commitment to Catholic higher education, her leadership and innovation in planning and program enhancement and development, and her demonstrated capacity to identify the mission critical factors that lead to institutional success make her an ideal candidate for this position," said Sister Christine McCann, RSM, chair of the College's Board of Directors and regional president of the Sisters of Mercy in Merion, PA.

"I am enthusiastically looking forward to working with the outstanding members of the Gwynedd-Mercy community," Dr. Owens said. "Gwynedd-Mercy has many strengths and is well positioned to continue its growth and pursuit of academic excellence."

As Vice President for Academic Affairs for the past ten years at Saint Francis University in Loretto, PA, Dr. Owens helped design a general education program that has received widespread recognition; implemented a program of student undergraduate research; developed first-year student advising and service-learning programs; developed interdisciplinary and study-abroad programs; and designed and implemented new graduate and continuing education programs, including the first doctoral program.

Dr. Owens received her doctorate in Curriculum and Instruction and her bachelor's degree in Biology from Loyola University in Chicago. Her master's in Education in Biological Sciences and Education was earned at DePaul University. Dr. Owens is married and has two grown sons, and will be relocating to the Blue Bell, PA area not far from the Main Campus in Gwynedd Valley.



Dr. Kathleen Owens, PhD, new president at Gwynedd-Mercy.



Sister Linda Bevilacqua, past president of Gwynedd-Mercy.

Enrollment Update

Ending July 2002

Albertus Magnus College		Centenary College		Ohio Dominican University	
ASBM	529	AALA	152	ASB	235
BSBM	515	BSBA	230	Bridge	12
MSM	212	<u>MBA</u>	<u>59</u>	BSBA	228
<u>MBA</u>	<u>26</u>	Total	441	<u>BSBC</u>	<u>19</u>
Total	1,282			Total	494
Aquinas College		Cornerstone University		Olivet Nazarene University	
ABM	165	ASB	241	BSN	20
BSBA	91	ASC	82	BSM	53
<u>BSMIS</u>	<u>46</u>	BSBA	36	BBA	47
Total	302	BSM	212	AAB	54
		BSML	32	MBA	182
		<u>MSM</u>	<u>23</u>	<u>MSN</u>	<u>22</u>
		Total	626	Total	378
Averett University		Eastern Nazarene College		Shorter College	
ASB	381	ASB	233	AA/AB/AC	702
BBA	552	BSBA	66	BSBA	150
BBE	28	BAM	119	BSM	230
<u>MBA</u>	<u>554</u>	<u>MSM</u>	<u>32</u>	MBA	53
Total	1,515	Total	450	<u>MAOM</u>	<u>13</u>
				Total	1,148
Baker University		Gwynedd-Mercy College		Southern Wesleyan University	
AAB	370	ASB	221	Step I	420
BBA	250	BSBA	136	Step II	237
BSM	172	BSN	13	BSM	157
MBA	601	<u>BHS</u>	<u>9</u>	BSBA	466
<u>MSM</u>	<u>190</u>	Total	379	<u>MSM</u>	<u>205</u>
Total	1,583			Total	1,485
Belhaven College		Hope International		Thomas More College	
BRID/AA1	131	AAB	19	GTWY	39
MINI/AA3	28	BSM	16	BBA	95
BBA	219	<u>MBA</u>	<u>0</u>	BBA-C	54
BSM	149	Total	35	<u>MBA</u>	<u>110</u>
AA2	115			Total	298
MBA	78	Indiana Wesleyan University		Wesley College	
<u>MSM</u>	<u>51</u>	ASB	1,537	ASB	230
Total	771	BSBIS	230	BBA	121
		BSM	701	Bridge	14
		BSBA	320	<u>MBA</u>	<u>15</u>
		BSA	124	Total	380
		MSM	219		
		MBA	860	William Penn University	
		<u>MBA online</u>	<u>99</u>	GWY	0
		Total	4,090	AAL	272
Benedictine University		Medaille College		<u>BAB</u>	<u>377</u>
AABA	173	ASB	126	Total	649
BAM	74	BBA	208		
MED	57	<u>MBA</u>	<u>126</u>		
<u>MBA</u>	<u>26</u>	Total	460		
Total	330				
		Montreat College			
Cardinal Stritch University		ASB	263		
ASB	798	BBA	266		
Certificates	67	<u>MBA</u>	<u>53</u>		
BSM	495	Total	582		
BMIS	217				
BSA	44				
BSBA	320				
MBA	656				
MSM	196				
<u>MBA-H</u>	<u>30</u>				
Total	2,823				
				TOTAL:	20,501

Article Submissions

Thank you to everyone who contributed articles and information for this issue. We encourage anyone who wishes to submit articles to be included in the December 2002 issue to do so by November 15, 2002. Please e-mail your written articles in Microsoft Word to Sue Salter at sue.salter@apollogrp.edu.

Visit the CAAHE Web site at <http://www.caahe.org> for a calendar of CAAHE activities, an archive of past CAAHE publications, an online CAAHE Member Institution Directory, and CAAHE Services such as the CAAHE Online Booklist and the CAAHE Global Distribution Lists.

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