

**IPD/CAAHE Student Services Conference  
"Rock Around Technology"**

**Memphis, Tennessee  
April 15 – 16, 2004**

**CONFERENCE AGENDA**

**Thursday, April 15, 2004**

- 7:30 a.m. - 8:30 a.m. Full Breakfast Buffet  
(Pre-function area of Adams Room - 1<sup>st</sup> Floor)
- 8:30 a.m. - 9:00 a.m. **Welcome** - (Adams Room - 1<sup>st</sup> Floor)  
Deanna Boe  
Director of Student Services, IPD
- Ms. Renee Columbus  
Director of Student Services, Belhaven College-  
Memphis  
Ms. Alexa Behmer  
Director of Student Services, Belhaven College-  
Jackson
- Ms. Terri Beauregard  
Director of Student Services, Baker University,  
and Chair of CAAHE Student Services  
Commission
- 9:00 a.m. - 11:00 a.m. **Plenary Session 1** (Adams Room - 1<sup>st</sup> Floor)  
***Don't Leave Your Students in the Heartbreak Hotel***  
Ms. Lucy MacDonald  
Emeritus Faculty, Chemeketa Community College
- 11:00 a.m. - 11:15 a.m. Break
- 11:15 a.m. - 12:30 p.m. Lunch (Hotel Lobby)
- 12:30 p.m. - 1:30 p.m. **Workshop 1** (Adams Room - 1<sup>st</sup> Floor)  
***Financial Aid Regulatory & Technology Update***  
Ms. Kristen Vedder  
Regional Director of Accounting, IPD  
and Director of Student Financial Services  
Ms. Dawn Davison  
Affiliated Computer Services, Inc.
- 1:30 p.m. - 2:30 p.m. **Workshop 2** (Adams Room - 1<sup>st</sup> Floor)  
***Transitioning from Paper to the Web***  
Ms. Renee Columbus  
Director of Student Services, Belhaven College-

Memphis  
Ms. Alexa Behmer  
Director of Student Services, Belhaven College-  
Jackson  
Ms. Amanda Roden  
Director of Student Services, Belhaven College-  
Orlando

**Workshops 3 & 4** (Gayoso Room - 2<sup>nd</sup> Floor)  
***Evaluation of Military Training (Two Hours)***

Dr. Fred Bolton  
Director of Military Programs, Averett University

2:30 p.m. - 2:45 p.m.

Break (Liquid Refreshments)  
(Adams Room - 1<sup>st</sup> Floor)

2:45 p.m. - 3:45 p.m.

**Workshop 4 (continuation of Workshop 3)**  
***Evaluation of Military Training***

Dr. Fred Bolton  
Director of Military Programs, Averett University

**Workshop 5** (Adams Room - 1<sup>st</sup> Floor)

***The Leadership Secrets of Santa Claus, Revealed!***

Ms. Terri Beauregard  
Director of Student Services, Baker University

4:30 p.m.

**Dinner and the Orpheum for “The Producers”**

Please meet in the hotel lobby. We will be  
boarding a bus for dinner and entertainment.  
(Please be prompt.)

**Friday, April 16, 2004**

8:00 a.m. - 9:45 a.m.

Full Breakfast Buffet (Adams Room - 1<sup>st</sup> Floor)  
**Panel Discussion**  
2004 Student Services Conference Committee

9:45 a.m. - 10:00 a.m.

Break

10:00 a.m. - 12:00 p.m.

**Plenary Session 2** (Adams Room - 1<sup>st</sup> Floor)  
***What Defines Good Online Student Services  
and How Can You Create High Tech/High Touch?***  
Ms. Darlene Burnett  
Student Services Consultant

12:00 p.m. - 1:30 p.m.

**Lunch, Wrap Up, and Door Prizes**  
(Beale Room - 1<sup>st</sup> Floor)