

# CAAHE<sup>SM</sup> NEWS NEWS NEWS NEWS

Consortium for the Advancement of Adult Higher Education

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## From the Chair

### Reviewing the Institutional Representatives Meeting, Looking Ahead to the CAAHE Conference

By Dr. Mark A. Smith

Wow! What a great time we had at the CAAHE Institutional Representatives Meeting. January is always a beautiful month for a meeting in Phoenix, especially when you are from Indiana. The sun is warm, the sunsets are gorgeous, the hospitality of IPD is outstanding, and the meetings are entertaining. Yes, I love Phoenix in January. But what happened? Did we do any work?



Absolutely!

First, we now have a Best Practices notebook that was put together for the use of all the institutions involved with CAAHE. Some excellent examples of best practices were documented, disseminated, and discussed. From retention efforts by Dr. Don Clardy, Father Wisdom of Baker (Don is the longest serving member of the commission, not the oldest), to the accreditation for business programs by Cardinal Stritch University, best practices were discussed and understood. I know that I walked away with some excellent ideas on retention and other important issues. Now I challenge everyone to add to this notebook with additional best practices. Who knows, we might assist future institutions in a positive way. While I am discussing this topic, a big thank you goes to Judy Johnson, CAAHE Secretary/Treasurer and Academic Affairs Coordinator for IPD, for all of her work in putting the notebooks together. Judy, you are the best.

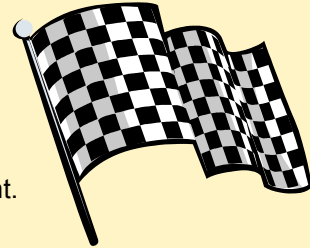
Additionally, we received updates from IPD regarding new initiatives. Several new approaches are being explored including new programs, new formats for programs, better student services, better online services, and better enrollment compatibility. Many institutions asked for assistance in matching information from the IPD database to institutional databases. The concern lies in the fact that many institutions must re-enter all enrollment data. Dr. Ron King asked for an exploration of the problem. We hope a solution will be reached soon. Thanks to Sue Salter, IPD Vice President, Academic and Institutional Services, for her work on this initiative.

Lastly, we reviewed the planning of the Annual CAAHE Conference for this year that will be held in Indianapolis at the new Marriott. The hotel is downtown, providing attendees plenty of opportunities to experience the mystique of city night life and the elegance of city shopping. Bring lots of money and look forward to a great time as we "Race Toward Excellence." And, oh yes, I almost forgot, there will be a Conference. The Conference will feature the top Assessment Speakers in the nation: Dr. Tom Angelo, Dr. Trudy Banta, and our own CAAHE experts.

## Meetings and Conferences

### Annual CAAHE Conference “Racing Toward Excellence!” June 5–7, 2002

The Annual CAAHE Conference will be hosted by Indiana Wesleyan University and held in Indianapolis, Indiana, on June 5–7, 2002. The Conference planning committee has selected the theme “Racing Toward Excellence.” The focus of the Conference is on assessment of all adult program processes and continuous improvement based upon assessment.



Dr. Trudy Banta, Vice Chancellor for Planning and Institutional Improvement and Professor of Higher Education at Indiana University-Purdue University Indianapolis, has been confirmed as a keynote speaker. Dr. Banta has authored or edited seven publications on assessment, including two recent books, *Assessment in Practice* (1996) and *Assessment Essentials* (1999). She is the founding editor of *Assessment Update* and is a noted authority on assessing quality in higher education.

Dr. Thomas Angelo, renowned International Education Researcher from The School of New Learning at De Paul University, Chicago, has also been confirmed as a keynote speaker. Dr. Angelo has written several books, including *Classroom Assessment Techniques* (with K. Patricia Cross) (1994) and *Classroom Assessment and Research: An Update on Uses, Approaches, and Research Findings* (1998).

All CAAHE Member Institutional staff are invited to attend this timely and valuable Conference. Information can be obtained from Dr. Mark Smith of Indiana Wesleyan University.

### IPD Leadership Retreat September 25–28, 2002

The Annual Presidents Meeting will be held on September 25–26, 2002. The Annual Academic Vice Presidents Meeting will be held on September 26–28, 2002. Agendas will be developed and more detailed information sent in the future.

### Annual Academic Services Conference October 30–31, 2002

The Annual IPD/CAAHE Academic Services Conference will be held on October 30–31, 2002, in Phoenix, Arizona. Agendas will be developed and more detailed information sent in the future.



## 2002 Student Services Conference Held in Covington, Kentucky

The student services professionals who serve our adult students were recognized and rewarded on April 18–19, 2002, at the Annual IPD/CAAHE Student Services Conference. The event, which was held in Covington, Kentucky, was sponsored by IPD and hosted by Thomas More College's TAP at the Riverfront Radisson Hotel. Keynote speakers for the Conference were Dr. Kathie Nunley, an educational psychologist who is the author of several books and articles on inclusion and the brain, and Dr. Suzanne Metzger of Corporate Masters, Inc. Dr. Metzger, who is noted for her wisdom and wit, wrapped up the Conference with a motivational talk on finding the right path to success in one's personal and professional life. On Thursday evening, participants enjoyed dinner and a tour of the fabulous Newport Aquarium. Both days were filled with stimulating, interactive workshops designed to assist participants in servicing adult students. Of the 43 who attended, 21 were first-time participants. Special thanks to Thomas More for hosting, to the CAAHE Partner Institutions who sponsored attendees, and to Dr. Ron King and IPD for their financial support of this event.



## CAAHE Institutional Representatives Met In Phoenix

The CAAHE Institutional Representatives meeting took place in Phoenix, Arizona, on January 25–26, 2002. The year's focus was on sharing best practices, which were submitted in advance of the meeting and reproduced in notebook form for the attendees. During the meeting, representatives explained their best practices concerning topics ranging from student retention strategy to faculty credentiality and documentation. The group also discussed IPD's interest in producing a non-term-based adult program management information system and some new e-learning initiatives.



Representatives in attendance were Joe Coleman of Gwynedd-Mercy College; Tony Hayes of Thomas More College; Gwen E. Rivkin of Cardinal Stritch University; Dr. Don Clardy of Baker University; Dr. Michele Willingham of Hope International University; Dr. Deborah Hamilton of the Institute for Professional Development; Dr. Isaac Owolabi of Montreat College; Jenifer Bavifard of Medaille College; Dr. Mark Smith of Indiana Wesleyan University; Dr. Merrill Douglass of Shorter College; Dr. Peggy Wright of Averett University; Lucie Klembara, representing Albertus Magnus College in Dr. Phyllis C. DeLeo's absence; and Dr. Thomas Griffin of Southern Wesleyan University. Also in attendance were John Horn of Aquinas College; Sue Salter of IPD, CAAHE Executive Director; and Judy Johnson of IPD, Secretary/Treasurer of CAAHE. Attending as guests were Dr. Denise Wilbur of Gwynedd-Mercy College and Dr. Abiola Awosika-Fapetu of Montreat College.

## New Dean's Orientation Held in Phoenix

IPD hosted a New Dean's Orientation in Phoenix, Arizona, on January 24, 2002. The Orientation was designed to provide new Deans of adult programs with an overview of available IPD Corporate services and information about IPD's adult learning model and organizational structure. This year, Tony Hayes of Thomas More College, Gwen E. Rivkin and Dr. Allen Klingenberg of Cardinal Stritch University, and John Horn of Aquinas College attended as new Deans of their schools' programs. Dr. Denise Wilbur of Gwynedd-Mercy College and Dr. Janet L. Fallon of Albertus Magnus College also attended as new Academic Vice Presidents.

## Academic Services

### IWU Technology Working for Distant Faculty, Advisors, and Students

The continual development of new computer technologies provides Indiana Wesleyan University with the ability to offer better services to its students and deliver information more quickly to its faculty. Due to Indiana Wesleyan's expansion in offering courses at 70 locations in Indiana and Kentucky, and the anticipated use by faculty around the world for its online courses, the need has surfaced for distance faculty and advisors to access student information without having to come to or call the Marion campus, or having to wait for files to arrive by mail.



Indiana Wesleyan University has installed a new software program this summer that allows faculty located outside Marion to access student information and records located in Indiana Wesleyan's massive database through their personal computers. The database now includes a module that interfaces with the Web, which means that the student database can be accessed over the Internet by faculty who have been given security clearance into the database.

"While before they were dependant on a phone call or mail, distance faculty and advisors are now able to have access to information at their fingertips," said Barbara Baker, the System Development Manager for the program. Previously, the information on the database was only available to faculty on Indiana Wesleyan's Marion campus, or APS advisors, by copying or faxing files.

The benefits of the new program are numerous. "Faculty can e-mail the whole class at the click of a button," says Sharon Drury, Director of Student Services, College of Adult and Professional Studies. "They can also report weekly attendance over the Internet instead of faxing in hard copy. Faculty can also pull up class lists, to have a 'live time' count of class size, and reformat their list into an Excel spread sheet to track grades."

With the availability of this administrative database on the Internet, the faculty and advisors' task of communicating with students is much simpler, allowing for a faster, more personal communication. Students are able to have their needs met quickly, and off-campus faculty are able to more simply accomplish their goal of providing a complete, high quality education for their students.

### Changes at Medaille College

Medaille College's new branch campus opened in Rochester, New York, this January with a Bachelor of Business Administration cohort and an associate's Track A. After spending 2 months occupying a temporary space, the Rochester branch is happy to be settled in its new offices, which include four classrooms, and a library room.

Medaille also has some ACCEL Program milestones: Their first Master of Business Administration cohort graduated in mid-December, and their first Bachelor of Business Administration cohort that went from Track A through the bachelor's program completed in January. In addition, their first corporate site launched in February with a Bachelor of Business Administration program for Niagara Mohawk employees.

## Shorter College Sponsors Radio Show

Barbara. A. Bailey, PhD, Program Director for Shorter College, Department of Adult Studies, started a daily radio show on January 7, 2002. Barbara created, produces, and hosts "To the Point," which airs daily from 12:00 p.m. to 12:30p.m., EST, on WGUN 1010 AM in Atlanta, Georgia. Within the next 2 months, Barbara hopes to be live and archived on the Web. Sponsored in part by Shorter College, Barbara and her guests discuss timely topics that effect the success of profit and non-profit business professionals. Her Web site, <http://www.2thepoint.info>, provides detailed information about the show and a contact e-mail address. Because Barbara can tape an interview with a guest by phone, she encourages you to write her if you have an interest in being a guest on the show or know of individuals who would be effective guests in this forum.



## CAAHE Member Institutions Continue to Recruit Military

In the wake of the tragic events of September 11, many CAAHE Member Institutions have found success in the military market—they continue to recruit service members and their families into all programs. Due to increased security, access to military facilities can be a challenge, but when calls are made ahead to set appointments, these roadblocks can be overcome.

Some CAAHE Member Institutions have taken the initiative to set up refreshment tables in airports for National Guard soldiers as a thank you for protecting transportation centers, while, at the same time, giving name recognition to their schools among military personnel. As relationships are developed with those units providing soldiers to airports, leads will follow and those same soldiers will become students.

When access is too much of a problem, another source of military leads has been found in joining military organizations where there is interaction with both the military and Defense contractors. One of these organizations is the Association of the U.S. Army (AUSA) (<http://www.ausa.org>). AUSA has chapters in almost every state, and they are not necessarily located near military installations. Some CAAHE Member Institutions have become corporate members and are starting to see some positive lead development activities as a result.

September 11 has presented new challenges, but many CAAHE Member Institutions have found successful methods of meeting those challenges and are moving forward. Military enrollments are expected to be between 1200 and 1500 by June. Military students are a great source of diversity in our classrooms and their presence is growing!

# Accreditation

## Middle States Commission on Higher Education

December is always a busy month for annual accreditation meetings. The Middle States Commission on Higher Education (MSCHE) held its annual meeting in Baltimore December 2–3, 2001, with the theme of “Excellence in Learning.” MSCHE is in the process of implementing *Characteristics of Excellence in Higher Education*, a revised set of accreditation standards and eligibility requirements. The “Standards for Accreditation” consist of 14 standards divided into two major categories, “Institutional Context” and “Educational Effectiveness.” The updated standards reflect a greater emphasis on institutional assessment and the assessment of student learning. Furthermore, the standards acknowledge the diversity of educational delivery systems that enables institutions to meet accreditation standards.

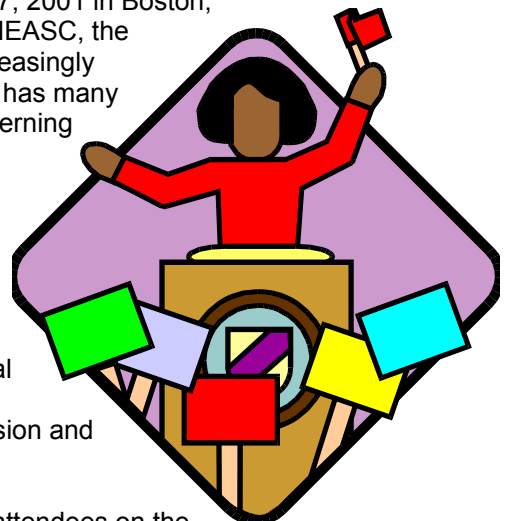
Each of the 14 standards is followed by a “Context” or narrative text providing guidance and definition to the standard. Each standard is further delineated by “Fundamental Elements,” specifying the relevant characteristics or qualities that encompass the standard. These elements serve to guide the institution through the self-study process.

In addition, each standard includes an “Optional Analysis and Evidence” section that gives examples of documentation, analysis, resources, and so forth, that could be utilized in discussion of the standard. Information from institutional effectiveness studies and assessment tools can be used as evidence under this section. A copy of the new *Characteristics* is located at <http://www.msache.org>.

## New England Association of Schools and Colleges

“Politics in Education” was the theme of the 116th annual meeting of the New England Association of Schools and Colleges (NEASC), held December 5–7, 2001 in Boston, Massachusetts. According to Dr. Sandra Bernstein, President of NEASC, the theme was a very timely topic: “Political action is becoming an increasingly important part of the job of institutional leader. The political activity has many faces. It can involve lobbying legislative bodies...working with governing boards, reacting to the political factors that influence institutional culture and a host of other political challenges.”

Dr. Bernstein went on to say, “State and federal legislation, changes in political leadership, and instant access to information and people through technology have created the appearance of a widening circle of political influence... It is incumbent upon everyone involved in education to pay close attention to the political activity within and beyond our immediate circle in order to make certain that improved student learning remains the focus of discussion and action.”



In support of this theme, a pair of sessions was held updating the attendees on the current activities in Washington DC regarding higher education. Thomas Butts, an educational consultant, briefed participants on House bill H.R. 1992.

A further session was held with senior staff members of New England congressional representatives. Jane Oates, Legislative Advisor, Office of Senator Edward Kennedy, discussed the Washington viewpoint on current educational issues, including the 12-hour rule and H.R. 1992. Mark Stephanou, Constituent Services Director, Office of Senator Christopher J. Dodd, shared his thoughts on how educators can work within their own states to inform law makers on issues critical to their institutions.

## The Southern Association of Colleges and Schools, Commission on Colleges

The Southern Association of Colleges and Schools (SACS) Commission on Colleges held its annual meeting on December 10, 2001. The site was New Orleans, Louisiana. The primary focus of this meeting was for the membership to vote to approve and accept new Commission standards. Entitled "Principles of Accreditation: Foundations for Quality Enhancement," the new accreditation standards are the result of more than two years of work by the COC.

The principles of accreditation include twelve "Core Requirements" as well as "Comprehensive Standards" covering institutional mission, governance, and effectiveness; programs; and resources. These new guidelines differ from past SACS criteria in that the number of "must statements" have been reduced considerably. A copy of the Principles of Accreditation can be retrieved at <http://www.sacscoc.org>.



At its meeting in December 2001, the Commission on Colleges of the Southern Association of Colleges and Schools reaffirmed the accreditation of Aquinas College for ten years with no sanctions. This accreditation includes approval of Aquinas' accelerated PRIMETIME degree programs. Present in New Orleans, Louisiana, for the SACS meeting were Aquinas College President Sr. Mary Evelyn Potts, OP; Academic Dean Sr. Mary Justin Haltom, OP; Self-Study Chair Sr. Teresa Benedicta, OP; and Vice President for Operations Sr. Thomas More, OP. Sister Mary Evelyn Potts and Aquinas's fine staff were very pleased when the Commission on Colleges reaffirmed the institution's accreditation. In addition, Aquinas College is celebrating its 40th anniversary this year. Congratulations to Aquinas!

## Higher Learning Commission of the North Central Association

The Higher Learning Commission of the North Central Association 107th Annual Meeting was held on March 23–26, 2002 in Chicago IL at the Hyatt Regency Chicago. The theme this year was: *Engaging the Future: Vision, Values and Validation in the New Educational Marketplace*. For additional information visit their Web site at <http://www.ncahigherlearningcommission.org>.

## Western Association of Colleges and Universities

The Western Association of Colleges and Universities, Senior Commission 78th Annual Meeting was held on April 10–12, 2002 at the Doubletree Hotel in San Diego-Mission Valley. The theme this year was: *Continuing the Dialogue: Using Accreditation to Enhance Student Learning*. For additional information visit their Web site at <http://www.wascweb.org/senior>.

# Welcome

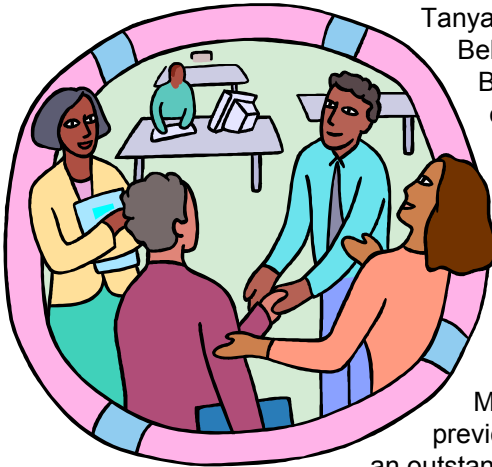
## Barbara Yendall New Curriculum Coordinator at Medaille

Medaille College welcomes Barbara Yendall as the new Curriculum Coordinator at its Amherst campus. Barbara has a Bachelor in Education degree from the State University of New York College at Geneseo. She was previously employed by Fleet Financial Group for over ten years and gained experience in preparing instructional materials as the Development Trainer at Teletech, Inc. We expect all those experiences to contribute to her ability to manage the demands of Curriculum Coordinator.

## Shorter College Welcomes New Assistant Professor

The School of Professional Programs at Shorter College announces the addition of Barbara Bowers as a full-time Assistant Professor of Management. Barbara will be assigned to the learning center in Lawrenceville, Georgia. As an adjunct instructor for the past three years, she has consistently received excellent ratings from students. She expects to receive the PhD in Organization and Management in July 2002. Previously, Barbara was Vice President of Human Resources for Georgia Power Company in Atlanta, Georgia.

## New Contract Managers



Tanya Brieger has accepted the position of Contract Manager at Belhaven College. Tanya earned a Bachelor's Degree in Business Administration from Belhaven College and a Master of Business Administration from Millsaps College. She has also been an adjunct faculty member for the adult programs at Belhaven College, teaching courses in business communications and marketing. Prior to IPD, she was the Sales Manager for Adelpia Business Solutions. With her 22 years of experience in sales and marketing, Tanya is a welcome asset to IPD.

Gary Harris accepted the Contract Manager's position at Montreat College, effective March 1, 2002. Gary was previously Contract Manager at Belhaven College where he did an outstanding job consistently leading his division to record enrollments. IPD expects a stellar performance at Montreat as Gary brings his talents to the Asheville and Charlotte campuses. IPD congratulates Gary on his accomplishments at Belhaven and wishes him continued success at Montreat College.

Buddy Shoe is the new Contract Manager at Hope International University. Hope is IPD's newest Partner Institution and is located in Fullerton, California. Buddy brings a strong background in enrollment management to his new role, having spent the last several years as Enrollment Manager at University of Phoenix's Southern California campus. He has been with Apollo Group, Inc. for over five years in the area of student recruitment. He earned his undergraduate and Master of Business Administration degree from the University of Phoenix. In addition to overseeing campus recruitment efforts, Buddy teaches in the adult programs and will provide additional expertise to the students at Hope.

# Enrollment Update

## Ending March 2002

<b>Albertus Magnus College</b>		<b>Centenary College</b>		<b>Ohio Dominican College</b>	
ASBM	566	AALA	175	ASB	231
BSBM	502	BSBA	205	BSBA	236
<u>MSM</u>	<u>270</u>	<u>MBA</u>	<u>52</u>	BSBC	19
<b>Total</b>	<b>1,338</b>	<b>Total</b>	<b>432</b>	<u>Bridge</u>	<u>35</u>
				<b>Total</b>	<b>521</b>
<b>Aquinas College</b>		<b>Cornerstone University</b>		<b>Olivet Nazarene University</b>	
ABM	164	ASB	250	BBA	47
BSBA	82	ASC	102	AAB	40
<u>BSMIS</u>	<u>50</u>	BSBA	34	BSM	56
<b>Total</b>	<b>296</b>	BSM	185	BSN	20
		BSML	51	MSN	29
		<u>MSM</u>	<u>23</u>	<u>MBA</u>	<u>177</u>
		<b>Total</b>	<b>645</b>	<b>Total</b>	<b>369</b>
<b>Averett University</b>		<b>Eastern Nazarene College</b>		<b>Shorter College</b>	
ASB	375	ASB	251	AA/AB/AC	699
BBA	494	BAM	103	BSBA	176
BBE	29	BSBA	76	BSM	211
<u>MBA</u>	<u>520</u>	<u>MSM</u>	<u>57</u>	Gen. Ed.	0
<b>Total</b>	<b>1,418</b>	<b>Total</b>	<b>487</b>	<u>MBA</u>	<u>64</u>
				<b>Total</b>	<b>1,150</b>
<b>Baker University</b>		<b>Gwynedd-Mercy College</b>		<b>Southern Wesleyan University</b>	
AAB	380	ASB	222	Step I	425
BBA	223	BSBA	138	Step II	236
BSM	166	BSN	14	BSBA	494
MBA	592	<u>BHS</u>	<u>9</u>	BSM	168
<u>MSM</u>	<u>200</u>	<b>Total</b>	<b>383</b>	<u>MSM</u>	<u>175</u>
<b>Total</b>	<b>1,561</b>			<b>Total</b>	<b>1,498</b>
<b>Belhaven College</b>		<b>Indiana Wesleyan University</b>		<b>Thomas More College</b>	
BRID/AA1	120	ASB	1,509	GTWY	48
MINI/AA3	15	BSBIS	234	BBA	97
BBA	247	BSM	742	BBA-C	49
BSM	147	BSBA	363	<u>MBA</u>	<u>109</u>
AA2	114	BSA	115	<b>Total</b>	<b>303</b>
MBA	99	MBA	876		
<u>MSM</u>	<u>34</u>	MBA online	109		
<b>Total</b>	<b>776</b>	<u>MSM</u>	<u>342</u>		
		<b>Total</b>	<b>4,290</b>		
<b>Benedictine University</b>		<b>Medaille College</b>		<b>Wesley College</b>	
AABA	171	ASB	128	ASB	260
BAM	68	ASB	128	BBA	121
MED	31	BBA	204	Bridge	8
<u>MBA</u>	<u>27</u>	<u>MBA</u>	<u>126</u>	<u>MBA</u>	<u>22</u>
<b>Total</b>	<b>297</b>	<b>Total</b>	<b>458</b>	<b>Total</b>	<b>411</b>
<b>Cardinal Stritch University</b>		<b>Montreat College</b>		<b>William Penn University</b>	
ASB	822	ASB	267	GWY	0
Certificates	63	BBA	295	AAL	253
BSM	537	<u>MBA</u>	<u>67</u>	<u>BAB</u>	<u>422</u>
BMIS	219	<b>Total</b>	<b>629</b>	<b>Total</b>	<b>675</b>
BSA	50				
BSBA	309				
MBA	632				
MSM	203				
<u>MBA-H</u>	<u>41</u>				
<b>Total</b>	<b>2,876</b>				
				<b>TOTAL:</b>	<b>20,813</b>

## 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 August 2002 issue to do so by July 15, 2002. Please e-mail your written articles in Microsoft Word to Megan Basham at [megan.basham@apollogrp.edu](mailto:megan.basham@apollogrp.edu).

Send comments and questions for the CAAHE Newsletter to Sue Salter at [sue.salter@apollogrp.edu](mailto: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.

### Editorial Staff

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