

CAAHE NEWS

CONSORTIUM FOR THE ADVANCEMENT OF ADULT HIGHER EDUCATION

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Upcoming Meetings and Conferences

- **IPD Financial Aid Conference**

April 11-12, 2005
Wyndham Buttes Resort
Tempe, AZ

- **Student Services Conference**

April 13-14, 2005
Embassy Suites
Jamaican Court
Orlando, FL

- **CAAHE Conference**

June 1-3, 2005
Gaylord Opryland Resort
Nashville, TN
Registration due April 29, 2005!

From the Chair

**By John Horn
Aquinas College**

Dear Colleagues,

First, the CAAHE Executive Board would like to thank the membership for your overwhelming response to the call for proposals for the 2005 CAAHE Conference. The Consortium received more proposals in absolute numbers and more high quality proposals for this conference than in recent memory. So many were received that the Executive Board had to develop a selection process, which consisted of prioritizing the submissions based on their applicability to the theme and their perceived interest to the members. This process by its design had to eliminate some proposals.

We are fortunate to have Dr. Stephen Flatt, President of Lipscomb University, as our keynote speaker. A brief biography for Dr. Flatt appears below. Preparation for the 2005 CAAHE Conference is at full speed. We are in the process of finalizing all the contracts for the hotel, meeting rooms, meal menus, break menus, transportation, and so forth. The excitement is building!

Don't forget to call the Gaylord Opryland Resort directly at (615) 883-2211 for reservations. Some, this writer included, had problems getting the reservations clerk to recognize the CAAHE Conference. This should be fixed by the time you read this, but if you experience problems, please call me.

This will be my last time to write to you "From the Chair." I wanted to thank the membership for allowing me to serve the Consortium and particularly for the support this past year. It has been my honor and privilege.

Stephen F. Flatt, Keynote Speaker

Dr. Flatt has served as President of Lipscomb University since 1997. A Dayton, Ohio, native, he graduated from Nashville's McGavock High School as co-valedictorian in 1973 and from Lipscomb University in 1977, where he earned a Bachelor of Arts in Mathematics and was also co-valedictorian of his class and president of the student body, among numerous other honors.

Dr. Flatt holds a Master of Arts and a PhD in Higher Education Administration from George Peabody College of Vanderbilt University. Upon graduating from Lipscomb University, he was immediately appointed assistant to the vice president, then as Director of Admissions in 1978. In 1980, he was appointed Assistant Vice President for Business Affairs, then Vice President in 1982. He became Vice President for Institutional Planning in 1983. In 1986, he was appointed President of Nashville's Ezell-Harding Christian School while also serving as the preaching minister for Madison (TN) Church of Christ. In 1990, he became a full-time minister at Madison and served in that role until returning to his alma mater as President. (Information taken from <http://www.lipscomb.edu/page.asp?SID=&Page=110>.)

CAAHE News



More than 100 look on as Warner Pacific College President Dr. Jay A. Barber, Jr. cuts the ceremonial ribbon at the Grand Opening celebration. Pictured left to right: Stephen Prisby, IPD Contract Manager; Dr. John Hawthorne, Vice President of Academic Affairs/Chief Academic Officer; Jim Teague, Chairman of the Warner Pacific College Board of Trustees (in background); Dr. Barber; Dr. Ron King, IPD President; Wayne Pederson, Vice President and Chief Financial Officer; and Ed Whitehead, Executive Director of Adult Degree Program.

Celebration Marks Opening of Warner Pacific's East Campus

Warner Pacific College celebrated the Grand Opening of the East Campus, which is home to the Adult Degree Program (ADP). More than 120 people attended the event on February 16, 2005, which was commemorated with raffles, live music, great food, an admissions information table, a PowerPoint presentation of ADP, a golf skills challenge, and a ribbon-cutting ceremony.

Dr. Ron King, IPD President; Sue Salter, IPD Corporate Vice President of Academic and Institutional Services; Butch Jones, IPD Corporate Vice President of Contract and Business Development; and Kristen Vedder, IPD Assistant Regional Vice President attended the event to show support for all the hard work that went into this partnership between Warner Pacific College and IPD.

Warner Pacific College has offered degree completion programs for adults since 1988. The new site and ADP are housed about one mile east of the main campus and is conveniently located off I-205 and Division. ADP has enrolled nearly 80 students as of mid-February in three degree programs: 29 in the Associate of Arts in Organizational Dynamics, 27 in the Bachelor of Science in Business Administration, and 22 in the Bachelor of Science in Human Development. Planning is underway to expand into master's programs by late 2006. The 10 staff members of ADP are very excited about having their new space to build and grow. The marketing team has been very active in the community to spread the word about this wonderful resource in the community.

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Articulation Initiative Facilitates Student Transfers

IPD has partnered with University of Phoenix's Prior Learning Assessment Center (PLAC) to assist CAAHE member institutions in developing articulation agreements with community colleges, nationally accredited institutions, and corporations. The goals of this initiative are to facilitate student transfers, improve retention, foster positive working relationships with other local and regional higher education institutions, and create an additional tool for recruiting qualified students.

Wallis Stemm, Director of Articulation and Assessment for PLAC; Ruth King-Cole, Associate Director; and Ann Hall, Associate Evaluator, are working with Deanna Boe, IPD Corporate Director of Student Services, who is overseeing the project for IPD.

Since the initiative began, Deanna and PLAC have worked with nine CAAHE member institutions and have completed 33 transfer guides for 18 community and technical colleges. Currently, they are actively working with Belhaven College–Houston, Cornerstone University, Hope International University, and Southern Wesleyan University.

The articulation initiative is available to all CAAHE member institutions and addresses adult program staffing and resource issues. Developing articulation agreements can be labor intensive, but with the assistance of Apollo Group's seasoned professionals, staff time is considerably reduced. Available services include the development of a formal agreement and course and program transfer guides. Please contact Deanna Boe (deanna.boe@apollogrp.edu) for further details.

Stop Attrition!

During fiscal year 2004, a little more than 42 percent of the students who started their associate program at CAAHE member institutions dropped out permanently. Nationally, nearly 30 percent of freshmen attending private 4-year colleges drop before reaching their sophomore year. At the community college, 47 percent of these students drop.

What is your institutional drop-to-start rate? Is it closer to that of other private 4-year colleges or closer to that of the community college? Where would you like it to be? How do you improve the retention of your freshmen adult students?



IPD will soon release a Student Retention Model that contains data, retention strategies, links to relevant Web sites, and sample tools that can be used to improve retention at your college. Watch for an e-mail announcement in the very near future to access this tool from IPD's Web site.

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Belhaven College Expands into Texas



Karen Jones

Belhaven College recently announced its expansion to Houston, TX. The recruiting department officially opened for business February 22, 2005. Advertising and marketing began in March.

The first lead and application was from a Belhaven graduate seeking to complete his graduate degree. Additionally, several other Belhaven alumni have called requesting program information for their children and grandchildren. The Houston location will offer an Associate of Arts, a Bachelor of Business Administration, and a Master of Business Administration.

The staff members include Karen Jones, Director of Enrollment; Byron Davenport, Enrollment Counselor; Toni Brown, Enrollment Counselor; Rosa Zurbriggen, Director of Corporate Relations, and Sherry Banks, Marketing Support Coordinator.



Toni Brown



Byron Davenport



Rosa Zurbriggen

Medaille's Amherst Campus Hosts First Alumni Event

Medaille College's Amherst Campus Accelerated Learning Programs held its first alumni event on February 18, 2005, hosted by College Relations at the Main Campus.

The alumni who attended say it best:

- "Very nice evening with our fellow alumni ... looking forward to the next alumni event. A good time had by all, great to see the faculty members and administrative staff."—Patti Danni
- "I'm glad my class rep called me about the alumni event; otherwise, I would have missed out on a great time."—Mary Ruth Davis
- "It was a fun evening, especially meeting the other cohort members."—Ann Horn-Jeddy

Medaille President Dr. Joseph Bascuas, full-time Amherst faculty, and Amherst administration participated in the festivities.

In other news, the first cohort of 16 students enrolled in the Master of Organizational Leadership completed the program in early March. The popularity of this graduate degree program is growing, and Medaille has a sixth cohort planned to start in May.

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Belhaven Ranks Among Top Christian Business Colleges

'We should be able to attract some of the best and brightest students throughout the nation, not just regionally, who desire this value-added education.'

*Dr. Chip Mason,
Dean,
School of Business,
Belhaven College*

Belhaven College was recently selected as one of the top Christian business colleges in the country by *Business Reform* magazine in its September/October 2004 issue. Belhaven College also received special recognition as an editor's pick for most biblical curriculum and focus.

"It is gratifying to get this kind of recognition," said Chip Mason, Dean of the School of Business. "Such recognition is only possible if your faculty is committed to teaching from a biblical worldview, and with this recognition we should be able to build on an already strong faculty."

The editors of *Business Reform* magazine researched and surveyed more than 100 schools nationwide that met the qualifications in four main components. They examined the foundation of the program, the emphasis placed on running a business vs. teaching students to get a job, how the school's business department heads rank other programs in overall quality, and what colleges offered the most business degrees and courses.

"We should be able to attract some of the best and brightest students throughout the nation, not just regionally, who desire this value-added education," Mason said.

Business Reform is a Christian ministry magazine approaching today's business issues from a Christian worldview and assisting Christian business people through publications, audio resources, conferences, seminars, networking, and consulting.

This article originally appeared on Belhaven College's Web site.

Interactive Tool Allows Users to Compare Graduation Rates

The latest issue of *Student Access and Success News*, published by the Lumina Foundation for Education, highlights an online tool that allows users to view graduation rates from U.S. colleges and universities. The Education Trust created this tool, available at <http://www.collegeresults.org>, from the U.S. Department of Education's Graduation Rate Survey. A highlight of this tool is the ability to compare the graduation rates of similar institutions that serve similar student populations.

The Education Trust also released two reports in conjunction with the interactive tool: [*One Step from the Finish Line: Higher College Graduation Rates are Within Our Reach*](#) and [*Choosing to Improve: Voices from Colleges and Universities with Better Graduation Rates*](#). The first report assists readers in how to use the online tool; the second examines the successful practices of colleges and universities with high graduation rates.

For more information about The Education Trust, visit its Web site at <http://www2.edtrust.org/edtrust>.

You may find more information about the Lumina Foundation for Education or sign up for its electronic newsletters at <http://www.luminafoundation.org/>.

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Cornerstone Professionals Visit China, Tour Businesses

The Professional and Graduate Studies division of Cornerstone University, in partnership with EC Institute, offered a 9-day trip to China in March for professionals interested in learning about global business within a Christian worldview.

Through touring operations and dialoguing with executives, participants came away with an initial understanding of faith application in the Asian marketplace; obstacles and opportunities to conducting business in China as North American business people; how economic globalization may or may not impact their respective industries and how they might better equip themselves and their companies for this opportunity/threat; and the growing role of business to be missionary in other countries.

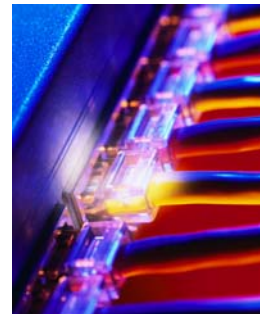
The trip included tours and presentations in the fields of banking, human resources, information technologies, factory start-ups, and manufacturing in China. Participants were given the opportunity to see the creative capacity of the global economy to meet the physical and spiritual needs in communities as well as the business needs of clients and customers both in Asia and North America.

Similar trips are being considered for the future MBA program in Professional and Graduate Studies.

Institutional Reps Approve New CAAHE Commission

At the annual CAAHE Institutional Representatives meeting held in January 2005, approval was granted for the creation of a CAAHE Information Systems & Educational Technologies (IS & ET) Commission. Preliminary approval had been granted at the June 2004 CAAHE Conference for the group to create bylaws and a mission statement.

The mission of the IS & ET Commission is to advance the understanding, use, and integration of information systems and educational technology services among CAAHE member institutions. The Commission seeks to foster an environment to facilitate technology information sharing through open dialogue and collaboration in order to provide Consortium members with models and best practices.



The creation of the Commission comes at a critical juncture characterized by increasing demand for e-learning and Web services and decreasing or stagnant university information technology (IT) budgets. Goals for the committee include benchmarking current IT resources at each institution, sharing best practices, and investigating opportunities that can leverage Consortium size and makeup.

The first meeting of the Commission will be held at the 2005 CAAHE Conference in June at which time officers will be elected. In addition, research results from two surveys—one focusing on determining how each CAAHE member institution's academic leadership team views online learning and the other on the current IS & ET systems at CAAHE institutions—will be shared.

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Time Running Out to Honor Outstanding Faculty, Staff

Each year, CAAHE recognizes two outstanding individuals from member institutions with the Paul E. Hoffner Outstanding Service Award. "Outstanding" may be measured in a variety of ways and is intentionally broad. Institutions may look to end-of-course survey comments, the involvement of the faculty or staff member in areas outside of the classroom such as performance evaluations, registration survey comments, knowledge of dedication and contributions to the adult program, or other measures valued by your institution. The faculty member's primary involvement in the program should be teaching, while the staff member should report to a Program Dean/Director or Institutional Representative.

Nominations submitted will be reviewed by a committee selected and chaired by Mrs. Paul E. Hoffner. CAAHE will support travel expenses up to \$500 for the recipient to attend the June CAAHE Conference, a cash award of \$100, a plaque honoring his or her achievement, and formal recognition at the CAAHE dinner on June 2, 2005, in Nashville, TN.

Time is running out! Please complete the nomination form, attach relevant supporting documentation, and fax it to (480) 966-9429, Attn: Marina Aguilar or e-mail it to marina.aguilar@apollogrp.edu **as soon as possible**. Nominations submitted within the next week may be considered.

IPD Seeks Nominations for Annual Achievement Award

The Institute for Professional Development will award a sixth outstanding employee with the IPD Annual Achievement Award (AAA) during the CAAHE Annual Conference Awards Banquet on June 2, 2005, in Nashville, TN. This award will be given to the one IPD employee who best exemplifies outstanding achievement, which will be measured according to the following criteria:

- Demonstrates exceptional service to IPD and IPD partner institutions, strengthening the partnership
- Contributes to the growth and success of both organizations
- Practices superior relationship building with all customers, including all staff, administration, faculty, students, corporations, vendors, management, and so forth
- Expresses dedication to continual improvement and growth in all responsibilities assigned
- Proves successful in problem solving when faced with any challenge
- Displays model ethical behavior and uncompromising integrity

IPD is soliciting nominations through the joint efforts of all IPD employees and CAAHE members. E-mail Janell Harrison at janell.harrison@apollogrp.edu to receive a copy of the nomination form. **Please submit your nomination packet to Janell Harrison via e-mail or via fax at (480) 966-9429 by Monday, May 16, 2005.** Be sure to include supporting documentation that will help the committee make an educated decision. Examples of support include copies of letters of commendation, recommendation, and support from students, faculty members, institutional staff members, and IPD colleagues. Management endorsement and an additional support letter must accompany each nomination.

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Please assist us in honoring our best employees.

Academic Services

Indiana Wesleyan University to Offer MBA Specializations

After nearly 20 successful years and thousands of graduates from its traditional Master of Business Administration program, Indiana Wesleyan University will introduce a new format offering subject area specializations.

The new specializations will be offered beginning July 1, 2005, and will include Accounting, Health Care Management, and Applied Management. Students will take a nine-course (30-credit-hour) common core followed by a four-course (12-credit-hour) specialization.

More specializations will be added as dictated by market surveys. The MBA with specializations will be offered on-site and online as well as through the Ed-U-Flex model using both on-site and online instruction.

IPD Broadens Faculty Development Services

To better serve the faculty development needs of CAAHE member institutions, IPD is working to expand its faculty development offerings, most specifically by offering multiple courses online. This allows more flexibility for faculty members to incorporate development into their busy schedules as well as collaborate with faculty members from other CAAHE institutions. It also provides CAAHE institutions the ability to strategically target faculty members in their institutions who are in need of specific training and offer that training without expending their own resources.

IPD has just completed the third offering of the online *Accelerated Module Development* course. Participants from five CAAHE institutions took part in the course, where they exchanged ideas and best practices. The course expands on the material covered in the *Guidelines for Module Writing* tutorial and offers a closer look at the process of module writing and best practices for the development of modules. The course also covers issues specific to CAAHE institutions such as how to develop courses that address and meet the needs of adult students and how to develop activities that are engaging, given the time frame of accelerated classes.



For those institutions moving toward or developing their own online courses, IPD soon will offer a 2-week workshop, *Designing a Modality Addition*, that covers “nuts and bolts” topics such as what constitutes a modality addition and the process for modifying or creating modules to include a modality addition. Other topics concentrate on online pedagogy, effectively incorporating online discussion, creating engaging online activities, and other related quality issues.

If you have any suggestions for training courses or would like more information, please contact IPD Faculty Development Manager Robert Barnes at bob.barnes@apollogrp.edu.

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Student Services

Annual Conference Focuses on Providing World-Class Service

“Providing World-Class Service to Our Students” is the theme for the Annual IPD/CAAHE Student Services Conference, which will be held in Orlando, FL, April 13–14, 2005. Workshop and panel discussions will center on best practices in customer service for the working adult. Nearly 50 student services staff members from 18 CAAHE member institutions are registered for the conference, which is sponsored by IPD and will be hosted by Belhaven College again this year.



Mark Gotsch, the keynote speaker, will present opening and closing sessions on key strategies and techniques for creating outstanding customer service. Gotsch is a trainer and speaker for EdFund, one of the nation's leading providers of student loan services under the Federal Family Education Loan Program, and comes from a well-rounded public service background.

Retention, career services, online student services, building community service into the curriculum, and student transfer through articulation are among the related workshop topics on the program.

On-site conference coordination activities are being handled by Kristin Wilkie of Belhaven College. Other conference planning committee members are Cora Hils, Chair of the CAAHE Student Services Commission; Renee Columbus, Vice Chair of the Commission; Liz Nutzal, Secretary of the Commission; and Deanna Boe and Marina Aguilar from IPD.

Student Services Training Grows Online

As IPD continues to expand online to address the needs of CAAHE member institutions, IPD Corporate Director of Student Services Deanna Boe is developing programs to be delivered online for the training of student services personnel.

A self-paced training module on learning teams will be available soon. This module will help train student services personnel by providing efficient instruction on a national level through the use of IPD's Blackboard learning system. It will be followed by a moderated course on learning teams that will expand on the self-paced module and cover the subject matter in greater depth with facilitated discussion of the issues surrounding the policies and procedures of implementing learning teams.

Deanna Boe also is currently developing other training programs, such as training in FERPA policies and procedures, which will be available as both self-paced and moderated courses. By supplementing face-to-face training with online delivery, IPD will be able to increase the efficiency and effectiveness of the training of student services personnel for CAAHE institutions.

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Financial Aid

Audits Target Return of Title IV Funds Noncompliance

Return of Title IV (R2T4) funds noncompliance is one of the areas of Title IV administration that is most frequently cited in audits and program reviews. According to an article published in the National Association of Student Financial Aid Administrators (NASFAA) *Student Aid Transcript* (Volume 15, No. 2, 2004, "Recurrent Program Review and Audit Findings and How to Avoid Them!"), these citations can generate major compliance exceptions because the regulations treat late or inaccurate payments as an indication that the institution lacks financial responsibility.

In addition, if an audit or program review reveals that 5 percent or more of Title IV returns sampled were late or inaccurate, the institution automatically must post within 30 days a letter of credit equal to 25 percent of the aid that the institution returned for withdrawn students during its most recent fiscal year [34 CFR §668.173(c) and (d)]. The article goes on to state that appeal rights may be invoked if the institution can show that the untimely payments identified are the product of exceptional circumstances or were wrongly cited [34 CFR §668.173(e)]. To access the Electronic Code of Federal Regulations (e-CFR), click <http://ecfr.gpoaccess.gov/>. A NASFAA member login is required to view the article at http://www.nasfaa.org/publications/2004/Transcript/vol15no2/index15_2.html.

According to federal regulations, the institution's date of determination that a student withdrew is the starting point for counting several time frames in which the institution must perform certain activities.

Untimely return of funds [funds that are returned more than 30 days after the school's date of determination (DOD) that a student withdrew] is one of the most common findings related to Return of Title IV funds.

Another area of concern is valid Title IV leave of absences. If a leave of absence does not meet the conditions in 34 CFR 668.22(d), the student is considered to have ceased attendance and to have withdrawn from the school. As a result, the institution is required to perform a return of funds calculation (*2004–2005 FSA Handbook*, pp. 5–17) within the above-mentioned time frame.

Given the time-sensitive nature, effective processes and adequate internal controls should be implemented to ensure the applicable regulatory requirements are met. To assist in this process, the Accounting Manager for each location will be completing a template listing any outstanding determinations for Title IV recipients that are no longer in attendance. This template will be sent to the appropriate contact at your institution on a regular



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Welcome

St. Gregory's University Welcomes New Dean

St. Gregory's University appointed Dr. Robert A. Cornesky the Dean of the College for Working Adults, effective January 17. Dr. Cornesky holds a doctoral degree in public health microbiology from the Graduate School of Public Health at the University of Pittsburgh, and a Master of Science in Medical Microbiology from The George Washington University Medical School in Washington, D.C.

Dr. Cornesky has had a long and distinguished career in higher education as both a faculty member and as a member of various administrative teams. He was an assistant professor in the department of biological sciences at Carnegie-Mellon University in Pittsburgh. He then held professorships in biology and health sciences and was the chair of the department of health sciences at California State College in Bakersfield, CA. Following this, he was a professor and Director of the School of Health Professions at Governors State University in University Park, IL. He has served as the Dean of the School of Allied Health, Director of Tele-networking, professor of medical technology in the School of Allied Health, and professor of health organization management in the School of Medicine at Texas Tech University Health Sciences Center in Lubbock, TX.

In 1986, Dr. Cornesky founded and then served as Dean of the School of Science, Management, and Technologies at Edinboro University of Pennsylvania, in which position he was responsible for seven academic departments containing 130 full-time tenure track faculty and 10 staff positions, and oversaw six major degree programs at the associate's, bachelor's, and master's degree levels. Until recently, he was Director of Faculty and Curriculum Services in the Adult and Graduate Studies Program of Southern Wesleyan University.

Along with this aspect of his professional service, Dr. Cornesky has become known for his expertise, workshops, and publications in continuous quality improvement (CQI) and total quality management (TQM), and for his ability to bring these principles to the context of education, especially higher education. Since 1991, he has served as the President of Cornesky & Associates, a consulting firm that specializes in training for faculty and administrators in educational institutions.

As Dean of the College for Working Adults, Dr. Cornesky will provide leadership in the further assessment and development of all of degree and non-degree programs for working adults. He also will take a leadership role in the expansion of College for Working Adults program offerings, including the development of master's degree programs.

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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 2005 issue to do so by July 15, 2005. Please e-mail your written articles in Microsoft Word to Carrie Powell at carrie.powell@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 other CAAHE services.

Editorial Staff

Sue Salter **CAAHE Executive Director**

Carrie Powell **Assistant Editor**

Thank you to the following individuals who contributed article information for the April 2005 issue of the CAAHE News: Marina Aguilar, Robert Barnes, Jenifer Bavifard, Amber Beery, Deanna Boe, Tanya Brieger, Dr. Deborah Hamilton, Janell Harrison, John Horn, Karen Jones, Jim Kraai, Jane Baker Pierce, Stephen Prisby, Chris Saulnier, Rev. Lawrence Stasyszen, and Kristen Vedder.

The *CAAHE News* is produced and distributed by the Institute for Professional Development (IPD), a higher education development and management corporation that assists private colleges and universities in developing unique adult-oriented degree programs. IPD is a member of the Consortium for the Advancement of Adult Higher Education (CAAHESM).



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