

WELCOME

Each year, our region gathers to learn, share, reconnect, and recharge. We discuss the finer points of program management, marketing, financial models, and industry trends. Through the Emerging Leaders Pre-Conference and countless informal opportunities, newer professionals have a matchless opportunity to pick the brains of some of the preeminent leaders in our field. We celebrate the faculty, staff, and programs that are innovating and making a difference in our divisions, campuses, and communities.

As we head into this year's conference, I fully expect us to continue all of the things that have made it one of the highlights of my year. I also look forward to us tackling a number of questions that have been on my mind recently. Perhaps they have been on yours as well.

- How do we make space within our programs and our organizations for underrepresented voices?
- How do we handle the sometimes intense changes in our organizations and the broader higher education landscape?
- How are we building partnerships in our campus and community?
- What are we doing to support and uplift the next generation of professionals and continuing education professionals?
- How do we balance innovation, revenue generation, and our ideals?

The questions on your mind may be different. Whatever they are, I encourage you to ask them and to find the connections between your work and needs and those of others. And, as we always do at UPCEA West, try to have a little fun while doing so.

Saralyn Smith
Program Manager for Continuing Education,
Pacific Lutheran University
UPCEA West Region Chair 2018

AT-A-GLANCE

MONDAY, OCTOBER 15

8:30-11:30am	UPCEA Emerging Leadership Program Pre-Conference (pre-registration required)	Atlantic
10–11am	Newcomer's Welcome Session	International Ballroom 4-5
Noon-1pm	Welcome Luncheon	International Ballroom 4-5
1–5:15pm	Exhibit Hall Open	International Ballroom 3
1–1:30pm	Break with Exhibitors	International Ballroom 3
1:30-2:30pm	Concurrent Session Block #1	Refer to Program Guide
2:45-3:45pm	Concurrent Session Block #2	Refer to Program Guide
3:45-4:15pm	Exhibitor Showcase; Networking	International Ballroom 3
4:15-5:15pm	Keynote Session A New Vision for Workforce Development - Jennifer Hernandez	International Ballroom 4-5
5:15-6:30pm	Poolside Terrace Reception with Exhibitors	Poolside Terrace
6:30pm	Optional Dinner Groups / Dinner On Your Own	

TUESDAY, OCTOBER 16

8-4:15pm	Exhibit Hall Open	International Ballroom 3
8–9am	Breakfast / Networking	International Ballroom 3
8:30–9am	UPCEA West Regional Update**	International Ballroom 4-5
9–10am	General Session PCO 2025: The Future of Professional, Continuing, and Online Education**	International Ballroom 4-5
10–10:30am	Exhibitor Showcase; Networking	International Ballroom 3
10:30-11:30am	Concurrent Sessions Block #3	Refer to Program Guide
11:30am-1pm	Awards Luncheon	International Ballroom 4-5
1:15-2:15pm	Concurrent Sessions Block #4	Refer to Program Guide
2:15-2:45pm	Break with Exhibitors	International Ballroom 3
2:45-3:45pm	General Session The Millennial Manager - Jim Fong	International Ballroom 4-5
3:45-4:15pm	Prize Drawing and Announcements	International Ballroom 4-5
5-7:30pm	Off-Site Reception at California State University, Long Beach	Meet in Hotel Lobby

WEDNESDAY, OCTOBER 17

8:30am-Noon	Exhibit Hall Open	International Ballroom 3
8:30-9:30am	Breakfast / Networking	International Ballroom 3
8:30-9:30am	Emerging Leader Program Capstone Session (breakfast available for EL registrants)	Atlantic
9:30-10:30am	Concurrent Sessions Block #5	Refer to Program Guide
10:45am-Noon	General Session West Accelerator: Table Talks with Senior Leaders	International Ballroom 4-5
Noon	Wrap-up and Grand Prize Drawing	International Ballroom 4-5
12:30-1:30pm	Optional drop-in meeting for anyone interested in joining the Regional Planning Committee	Meet in Hotel Lobby



NEWCOMER'S WELCOME SESSION

MONDAY, OCTOBER 15 10–11am | International Ballroom 4-5

Are you a first-time UPCEA West conference attendee and wondering how to maximize your conference and UPCEA experience? Look no further than the opening Newcomer's Welcome Session where we will help to fully immerse you in the following ways:

- » Meet fellow first time attendees and other UPCEA colleagues (We make friends fast!)
- » Learn about UPCEA benefits and website resources (We all love swag!)
- » Learn how you can participate in future conferences (Yay participation!)
- » Become stewards for your organization (Spread the love!)
- » and more (If we can pack it in!)

* * Sessions marked with ** are part of the Emerging Leaders Program.

EMERGING LEADER REGIONAL PROGRAM**

Pre-Conference: Identifying and Leveraging Strengths for Leadership Excellence in Professional, Continuing, and Online Higher Education

MONDAY, OCTOBER 15 8:30–11:30am | Atlantic

Participants of this pre-conference workshop will have an opportunity to explore their leadership strengths and ways of leveraging these strengths within the context of professional, continuing, and online higher education.

Dr. Ralph Gigliotti, Director of Leadership Development and Research from the Rutgers University Center for Organizational Leadership, will lead the group in an interactive facilitation of the Clifton Strengths Finder assessment, and participatns will discuss ways of applying their unique strengths to address the current needs of their unit, department, or institution. The session will conclude with an overview of recommended strategies for enhancing these strengths as individuals consider future leadership roles within higher education.

Capstone Session: Recapping the Program and Next Steps

WEDNESDAY, OCTOBER 17 8:30–9:30am | Atlantic

Participants will be guided in this opportunity to reflect upon their experiences and invited to consider next steps, including opting-into a future cohort of peers, earning a credential (badge) recognizing this experience, and to learning about future volunteer leadership opportunities within UPCEA.

FACILITATORS

Ralph A. Gigliotti, Ph.D.

Director of Leadership Development and Research,
Rutgers University Center Organizational Leadership

Amy Claire Heitzman, Ph.D.

Deputy Chief Executive Officer and Chief Learning Officer,
UPCEA

Shelly Wang UNLV

AGFNDA

Locations for concurrent sessions are listed throughout the detailed program agenda on pages 4–9. Please find locations for all meals, receptions and general sessions on the At-A-Glance schedule on page 2.

Monday, October 15

8:30-11:30am	Emerging Leaders Pre-Conference Program
10-11am	Newcomer's Welcome Session
Noon-1pm	Welcome Luncheon
1-5:15pm	Exhibit Hall Open
1-1:30pm	Break with Exhibitors
1:30-2:30pm	Concurrent Session Block #1

Reengaging Former Students: A Statewide Approach**

Community and Economic Engagement Location: Atlantic

WHO SHOULD ATTEND?

Professionals interested in regional initiatives in workforce development / Collaborators between multiple institutions, industry partners, and local/regional/state governments / institutions with degree completion programs / Student support professionals / Financial aid officers / Registrars

PRESENTER(S):

Saralyn Smith, Pacific Lutheran University

Gray Sterling, Washington Student Achievement Council

DESCRIPTION:

Adult learners who began but never completed a degree or credential can benefit greatly from finishing their education and improve the quality of our workforce, but often do not have the information or support to do so. Learn how Washington State is working to change this via a cohesive Adult Reengagement Framework that includes components such as an interactive web-based tool, a microgrant to cover small dollar pre-enrollment barriers, and engaging institutional and industry partners.

The Student Experience from Start to Finish

Marketing, Enrollment, and Student Services Location: Pacific 2

WHO SHOULD ATTEND?

Department Leaders / Marketing Managers / Program Managers

PRESENTER(S):

Radhika Seshan, San Diego State University

Casey Rothenberger, San Diego State University

DESCRIPTION:

We focus a lot of time on finding the right program or making the most money. Often times we forget the student experience can be more important than anything we offer because a happy student is a returning student. Come learn what a successful student experience looks like from marketing to registration to matriculation to alumni status.

Business Development Opportunities for Higher Education

Business and Operations Location: Pacific 1

WHO SHOULD ATTEND?

Department Leaders / Program Developers / Program Managers / Marketing Managers

PRESENTER(S):

Darcy Richardson, Arizona State University

Aaron Olanie, Emsi

DESCRIPTION:

Lifelong learning is no longer an option for career development and advancement, but a requirement to remain relevant in the everchanging labor market. So what role can higher education play in supporting the ongoing need to address skills gaps and upskill the workforce, on a local, regional, national and international level? Effective labor market evaluation will provide you with the tools needed to not only identify labor market needs, but also allow you to target specific industries, organizations and corporations. In this session, we will explore how to identify skills gaps in the market, new corporate outreach strategies, alignment between alumni and businesses, and opportunities to connect your programs to what the job market is lacking.

2:45-3:45pm Co

Concurrent Session Block #2

Strategy in a "Catch All" Department**

Business and Operations / Emerging Leaders Location: Pacific 1

WHO SHOULD ATTEND?

Department Leaders

PRESENTER(S):

Meni Sarris, Story+Structure

Sarah Spicci, National University

Roxanne Kymaani, National University
Joe Miera, University of Nevada, Las Vegas

DESCRIPTION:

Sometimes extended learning units can be used for the dumping ground for non-traditional and/or programs that just didn't fit anywhere. Sound familiar? Come learn how they went from being the "catch all" to a thriving, well-respected business unit. In the process, you will gain some strategy and it will probably feel like a good therapy session for all of us CE professionals.

Current and Emerging Trends in Non-Credit Continuing Education

Program Planning and Implementation / Emerging Leaders Location: Atlantic

WHO SHOULD ATTEND?

Everyone working in non-credit continuing education

PRESENTER(S):

Sandra von Doetinchem, University of Hawai'i at Mānoa

DESCRIPTION:

Over the last decades, continuing education has seen major transformations in the delivery of programs, with the growth of online education being one of the most significant changes. These technological developments together with shifting economies and population demographics have led to changed educational needs. In this 60-minute open-discussion round-table session, participants are invited to discuss current and emerging trends in non-credit continuing education and to share ideas on how the different institutions address these changes.

West Talk*: Strengthening Your Online Program - Identifying Gaps and Overlaps in Curriculum

Program Planning and Implementation Location: Pacific 2

WHO SHOULD ATTEND?

Program Managers / Program Developers / Instructional Designers / Deans / Faculty Development Professionals

PRESENTER(S):

Erik Hjorten, University of Utah Nathan Sanders, University of Utah

DESCRIPTION:

The University of Utah's UOnline programs have grown dramatically in the past four years. With our rapid growth in building online programs we have found that one key element, which is often overlooked, is program curriculum mapping. In this WestTalk, we will emphasize the

importance of curriculum mapping in how it prepares instructors for course development, assists in State Authorization and Compliance, and eliminates gaps and overlaps in curriculum outcomes.

West Talk*: Degree Program Recruitment Tactics Using Salesforce

Marketing, Enrollment, and Student Services Location: Pacific 2

WHO SHOULD ATTEND?

Program Managers / Program Developers / Program Coordinators / Academic and professional program professionals

PRESENTER(S):

Matthew Reimers, California State University, Long Beach

DESCRIPTION

The purpose of this West Talk is not to promote Salesforce, but rather to demonstrate to our fellow colleagues that being equipped with a tool such as Salesforce has its advantages when recruiting prospects to fill a program. More and more we are tasked with growing existing, as well as new degree and graduate-level certificate programs. The main focus will be on existing programs that are not performing well in terms of student enrollment.

3:45-4:15pm	Exhibitor Showcase; Networking
4:15-5:15pm	General Session

A New Vision for Workforce Development

Location: International Ballroom 4-5

Workforce development is an integral piece of many PCO units and for ensuring the economic and social vitality of our communities. But are we always serving the right populations? What if there are people being left behind or ignored in our workforce development units?

Jennifer Hernandez (Associate Secretary for Farmworker & Immigrant Services, California Labor & Workforce Development Agency) has been focusing on increasing access to programs and services for immigrants across all departments of the labor agency, including leading new efforts in workforce programming. Jennifer will share the lessons learned working across agencies to better serve immigrants, the need to innovate and challenge our existing delivery systems, and the opportunities that can be created by engaging unlikely partners. She will offer a new framework for how we can redefine our vision for workforce development and servicing vulternable populations, including immmigrants.



Jennifer Hernandez, Associate Secretary for Farmworker & Immigrant Services California Labor & Workforce Development Agency

* West Talk sessions consist of two 15-minute presentations on related content during the same concurrent session hour, and the audience stays for both. There is time allotted for Q&A with each group.



5:15–6:30pm Poolside Terrace Reception with Exhibitors

6:30pm Optional Dinner Groups / Dinner On Your Own

Tuesday, October 16

8am-4:15pm Exhibit Hall Open

8-9am Breakfast / Networking

8:30–9am Regional Update**

UPCEA West Regional Update**

Location: International Ballroom 4-5

New day, new format! We're trying something new with the business meeting. Come learn a bit about the past, present, and future of UPCEA West!

9-10am General Session

PCO 2025: The Future of Professional, Continuing, and Online Education**

Emerging Leaders Location: International 4-5

Engage in a highly interactive session with a panel of senior leaders on where our dynamic field is headed. Alternative credentials, shifting demographics, and new models are already shaping how institutions serve students. This group of panelists will provide their unique perspectives on organizational and market forces that are emerging, how they are responding at their institutions, and how UPCEA members will lead us into the near-term future (2025!).

PANELISTS:



Nelson Baker, Dean, Professional Education Georgia Institute of Technology



Laurie Dodge, Vice Chancellor of Institutional Assessment and Planning and Vice Provost Brandman University



Sandi Pershing, Assistant Vice President Engagement University of Utah President, UPCEA

MODERATOR:



Bob Hansen, CEO UPCEA

10–10:30am Exhibitor showcase; Networking

10:30–11:30am Concurrent Session Block #3

Building a Community: Using Canvas to Create a Sense of Belonging for Online Students

Marketing, Enrollment and Student Services Location: Pacific 2

WHO SHOULD ATTEND?

Academic Advisors / Academic Counselors / Student Services

PRESENTER(S):

Bethany Ulman, Oregon State University Ecampus Brittni Racek, Oregon State University Ecampus Amy Munger, Oregon State University Ecampus

DESCRIPTION:

This session will walk you through our two-year process of creating a First Term Canvas studio site that focused on resources, to its current configuration as the Ecampus Learning Community (ELC). We will share our successes, failures, and lessons learned along with our vision for the future.

Balancing Life, Work, and a Terminal Degree: Completion Strategies for Professional Development

Emerging Leaders Location: Pacific 1

WHO SHOULD ATTEND?

All Attendees

FACILITATOR:

Amy Heitzman, UPCEA

PRESENTER(S):

Donna San Miguel, CSU San Marcos

Kate White, CSU East Bay

Regina Cash, CSU Long Beach

Sandra von Doetinchem, University of Hawai'i at Mānoa

Shelly Wang, UNLV

DESCRIPTION:

This interactive discussion will provide you with insights on how to balance the demands of a 40+ hour/week job, family/personal life, and the pursuit of a terminal degree. Whether contemplating the journey or

already under way, this session will help you see it to completion and avoid becoming ABD.

Professional Development Through Exploring Power, Privilege, and Empathy**

Community and Economic Engagement / Emerging Leaders Location: Atlantic

WHO SHOULD ATTEND?

Directors / Direct Service Providers

PRESENTER(S):

Nicole Batt, University of Utah

Rachel Everitt, University of Utah

DESCRIPTION:

The Office of Engagement at the University of Utah works to build a cohesive, continuous, and accessible pipeline of K-16 programs, engaging K-16 students and their families. However, it is not simply enough to provide services to the community but it's also important to develop leadership, collaboration, communication and interpersonal relationships with our engagement and access providers. In this workshop, participants will learn ways to have a constructive and meaningful dialogue around privilege, diversity, leading from a limited position of power, empathy, and many others. This will be an active workshop in which attendees will participate in activities around growing from conflict, privilege, and reflection on their work.

11:30am-1pm Awards Luncheon

1:15–2:15pm Concurrent Session Block #4

Boise State Passport to Education: Integrating 21st Century Degree Pathways with a 21st Century Partnership and Tuition Model**

Marketing, Enrollment and Student Services / Emerging Leaders Location: Atlantic

WHO SHOULD ATTEND?

Adult and Non-traditional Student Services / Degree Completion
Program Representatives / Retention and Recruitment Representatives
/ Admissions / Marketing and Communications / Workforce and
Engagement / Development Representatives / Financial Affairs /
Student Affairs / College and University Leadership

PRESENTER(S):

Peter Risse, Boise State University

Rebecca Morgan, Boise State University

Jon Schneider, Boise State University

DESCRIPTION:

Boise State University's Passport to Education is an exclusive offer that

connects corporate and community partners - such as our inagural partner, CapEd Credit Union, to affordable, accessible, high-quality online degrees from Boise State University. We have developed a subscription-based tuition model that reduces the overall cost of the degree and potential student debt while offering the same high-quality education that all students enjoy at Boise State.

Continuing Education: The Relationship Hub of the Future University

Business and Operations Location: Pacific 1

WHO SHOULD ATTEND?

Senior Divisional Leaders / Institutional Administrators with a passion for non-credit education / Individuals looking to rethink the role their unit plays in the broader institution

PRESENTER(S):

Amrit Ahluwalia, The EvoLLLution

Sheila LeBlanc, University of Calgary

DESCRIPTION:

Continuing Education divisions sit at the hub of a triangle that brings together students, employers and the main campus. But as main campuses lag in meeting the needs of the other two groups, CE divisions have a major role to play in modernizing the campus and positioning themselves at the center of the modern and future university. This presentation will share insights from leaders across North America - and examples from a long-tenured administrator with leadership experience at numerous types of institutions - on how this can be accomplished.

Supporting K-20 Educational Program Innovation: The Essential Role of University-District Partnerships

Program Planning and Implementation Location: Pacific 2

WHO SHOULD ATTEND?

Staff and Directors in a college of continuing education / Faculty and Administrators involved with academic departments and colleges, Staff and Administrators in school districts

PRESENTER(S):

Babette Benken, California State University, Long Beach Regina Cash, California State University, Long Beach

DESCRIPTION:

Information about programs developed through a long-standing, nationally recognized university-district partnership will be shared, including expedited pathways for secondary students (e.g., dual enrollment) and prospective/practicing teachers. These collaboratively developed and supported programs foster innovation that supports

student success and teacher professional development needed to address the teacher shortage and teachers' ability to effectively support student learning. Strategies for developing and maintaining partnerships, generating and monitoring programs, and securing and sustaining funding will be explored.

2:15–2:45pm Break with Exhibitors
2:45–3:45pm General Session

The Millennial Manager

Location: International Ballroom 4-5

This presentation by Jim Fong, Chief Research Officer for UPCEA, will focus on how higher education is being shaped by the growing audience of millennials which is quickly becoming the majority of decision-makers, influencer, managers, directors, and organizational leaders.



Jim Fong, Founding Director
UPCEA Center for Research and Strategy

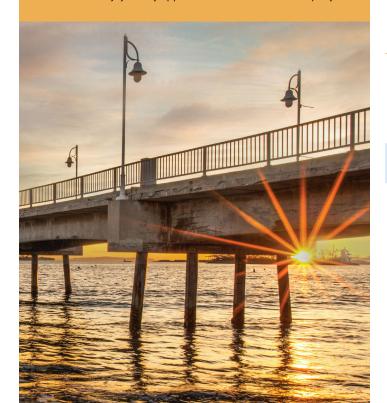
3:45–4:15pm Prize Drawing and Announcements

Off-site Reception at California State Long Beach

5-7:30pm | Meet in Hotel Lobby

Join your fellow UPCEA West attendees for an evening of socializing at California State University, Long Beach - located just a short ride from the conference.

Shuttles will be provided to and from the reception location, where attendees can enjoy hearty appetizers and each others company.



Wednesday, October 17

8:30am-12pm	Exhibit Hall Open
8:30-9:30am	Breakfast / Networking
8:30–9:30am	Emerging Leadership Program Capstone Session
9:30-10:30am	Concurrent Session Block #5

Bronco ReConnect: How Boise State University Re-engaged and Re-enrolled Their Students

Marketing, Enrollment and Student Services Location: Pacific 2

WHO SHOULD ATTEND?

Retention and Recruitment / Admissions / Non-traditional Student Services / Academic Advisors / Student Affairs / Leadership Staff / Degree Completion Programs

PRESENTER(S):

Jon Schneider, Boise State University Rebecca Morgan, Boise State University Peter Risse, Boise State University

DESCRIPTION:

This "stop-out" campaign was piloted in 2017 as an outreach initiative to re-engage and re-enroll former Boise State University students who discontinued between 1999 and early 2017 with 90+ credits and no degree. Our call to action for the student was "See how close you are to finishing!" Students received a concierge approach to admissions and advising, which, for many students, quickly led to both enrollment and graduation. The campus community recognized the need to partner more effectively across administrative units, colleges, and departments and created "advising advocates" to help reintroduce many of these returning students back to Boise State, find them the right path, and put them in a position to complete their bachelor's degrees. The success of the program led to a high-priority follow-up campaign called Bronco ReConnect.

Building Healthcare Apprenticeships

Community and Economic Engagement Location: Pacific 1

WHO SHOULD ATTEND?

Program Developers / Marketing and Promotion Professionals

PRESENTER(S):

Sally Pestana, Kapiolani Community College

DESCRIPTION:

In this time of tightening budgets and lean staffing, the traditional "internship" model is no longer as effective as it has been in health education programs. As a result, more and more registered healthcare apprenticeships are being created. Learn how Kapiolani Community

College took Hawaii from zero registered health apprenticeships to twelve in one year! Learn how your program can be in the driver's seat for delivering the mandated "related technical instruction" (RTI) that is part of all apprenticeships.

Noon	Wrap-up and Grand Prize Drawing	
12.20 1.20	Out the later of the out the	
12:30–1:30pm	Optional drop-in meeting	

Building Your Professional Profile**

Emerging Leaders Location: Atlantic

WHO SHOULD ATTEND?

Early and Mid-Career Professionals

PRESENTER(S):

Amy Heitzman, UPCEA

Vance Peterson, AGB Search

Joe Miera, University of Nevada, Las Vegas

Kate White, California State University East Bay

Jenni Murphy, California State University, Sacramento

Radhika Seshan, San Diego State University

DESCRIPTION:

Your everyday job can be part of a bigger story. Learn about building your professional profile and actively shaping your career from those who've been there before. Hear about the key inflection points on their career paths, how to identify your own, and key steps you can take today to create the career opportunities you want for yourself, your teams, and your organization.

10:45am-Noon General Session

West Accelerator: Table Talks with Senior Leaders

Location: International Ballroom 4-5

The professional and continuing education department is the entrepreneur of the professional education sphere. We balance the consideration for excellent educational experiences with financial viability. How do these seemingly contradictory concepts form the decision-making bases for leaders in the field? What unique challenges do leaders face when navigating within the respective institutions?

Rovy Brannon, University of Washington

Eric Bullard, CSU Los Angeles

Katy Campbell, University of Alberta

Jeet Joshee, CSU Long Beach

Joe Miera, University of Nevada, Las Vegas

Jenni Murphy, CSU Sacramento

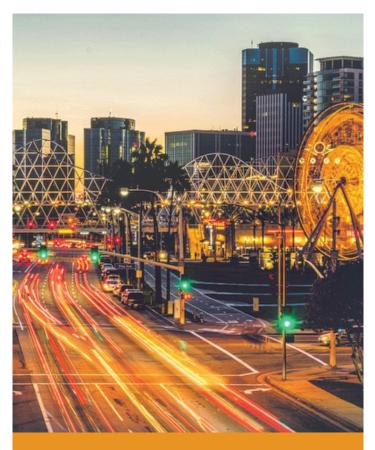
Sandi Pershing, University of Utah

Reed Scull, University of Wyoming

Lisa Templeton, Oregon State University

Sheila Thomas, CSU Chancellor's Office

Kevin Vaughn, University of California, Riverside



UPCEA 2018–19 West Regional Leadership

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2018 UPCEA WEST REGION CONFERENCE PLANNING COMMITTEE

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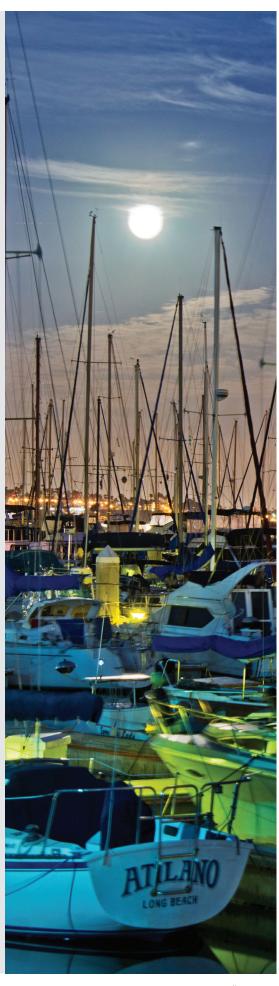
Regina Cash (CSU, Long Beach)

PHOTO CREDITS

COVER: Destinations Magazine

PAGE 1: Steven Pahel

PAGE 3, 6, 8-10: Long Beach Convention & Visitors Bureau



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Institutional sponsors of the 2018 UPCEA West Region Conference make a vital contribution to our association by helping us provide this outstanding professional development opportunity for leaders in continuing education.

Thank you for your sponsorship—your generous contribution highlights your leadership in our association and helps keep costs down for the general membership, so that West Region institutions large and small can participate in the regional conference.













With special thanks to 2018 UPCEA West Region Conference host institutions:

CALIFORNIA STATE UNIVERSITY

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COLLEGE OF CONTINUING AND PROFESSIONAL EDUCATION



EXHIBITORS

Thank you to the following exhibitors who are supporting the 2018 UPCEA West Region conference.



















