

**National Association of Presidential Assistants
in Higher Education • 24th Annual Conference**



Reaching Higher: Navigating Higher Education
as a Presidential Assistant

MARCH 4-6, 2011 • WASHINGTON, D.C.



March 2011

Dear NAPAHE Conference Attendees,

On behalf of the NAPAHE Board of Directors and Conference Committee, we would like to welcome you to our nation's capitol and the 24th Annual National Conference of the National Association of Presidential Assistants in Higher Education. In the challenging economic environment that all of us are in today, we especially appreciate that you have committed your time and resources to join us. It is from experience that we can assure you that you will find the next three days to be an outstanding professional development and networking opportunity.

The theme of this year's conference is "Navigating Higher Education as a PA." Throughout the conference schedule, you will find opportunities to participate in sessions that have been developed for Presidential Assistants who are brand new to the field as well as those who have served a long tenure in this profession. The interaction you will have with fellow Presidential Assistants is invaluable and there have been several opportunities built into the conference to allow you to draw from one another's experience and background. Be sure to take advantage of all that is offered, from the networking dinners to the reception at Howard University and the breakout sessions covering a broad range of work-related topics, as well as our roundtable discussions. There is literally something for everyone, and the friendships that develop here will last a lifetime.

If this is your first time to attend the NAPAHE conference, welcome! You have found a wonderful cohort of colleagues. A special thanks goes out to our conference sponsors. To those sponsors who are new, as well as those of you who have returned year after year, we appreciate your support. Our conference simply would not be at the caliber that it is without you and your generous support.

In closing, we are so glad you are here. Enjoy the 2011 NAPAHE National Conference and your time in our nation's capital.

Kimberly A. Luse
Chair
NAPAHE Board of Directors

Lynnette Heard
Chair
NAPAHE Conference Committee

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Conference at a Glance

FRIDAY, MARCH 4, 2011

1:00–5:00 PM	Registration
1:00–3:45 PM	NAPAHE Hospitality Room for Networking and Surprises
4:00–5:15 PM	Decompression Session and Sign up for Dinner Groups
5:30–6:30 PM	Opening Reception and Welcome by NAPAHE Leaders
6:30 PM	Dinner with NAPAHE Groups—“Dine Out in DC”

SATURDAY, MARCH 5, 2011

8:00–10:00 AM	Registration
8:00–9:00 AM	First Time Attendee Orientation
8:00–9:00 AM	Continental Breakfast and Roundtable Discussions
9:00–10:15 AM	Opening Plenary Session
10:30–11:45 AM	Concurrent Sessions I
12:00–1:30 PM	Luncheon and Annual Business Meeting
1:45–3:00 PM	Concurrent Sessions II
3:00–3:15 PM	Break
3:15–4:30 PM	Concurrent Sessions III
5:15–7:30 PM	Reception

SUNDAY, MARCH 6, 2011

8:00–9:00 AM	Breakfast Buffet and Roundtable Discussions
9:00–10:15 AM	Concurrent Sessions IV
10:15–10:45 AM	Break
10:45–11:45 AM	Closing Plenary Session
11:45 AM–1:00 PM	NAPAHE Hospitality Room for Networking

Conference Schedule

FRIDAY, MARCH 4, 2011

- 1:00–5:00 PM **Registration**
Columbia Hall, Terrace Level
- 1:00–3:45 PM **NAPAHE Hospitality Room for Networking and Surprises**
Fairchild Room, Terrace Level
- 4:00–5:15 PM **Decompression Session and Sign up for Dinner Groups**
Lincoln Room, Concourse Level
- 5:30–6:30 PM **Opening Reception & Welcome by NAPAHE Leaders**
Georgetown Room, Concourse Level
- Dr. Kimberly Luse, Board Chair, NAPAHE
 - Lynnette Heard, Conference Chair, NAPAHE
 - Molly Corbett Broad, President, ACE
- 6:30 PM **Dinner with NAPAHE Groups—“Dine Out in DC”**
Convene at the Terrace Level Lobby

SATURDAY, MARCH 5, 2011

- 8:00–10:00 AM **Registration**
Columbia Hall, Terrace Level
- NAPAHE Hospitality Table**
Outside the Fairchild Room, Terrace Level
- 8:00–9:00 AM **Continental Breakfast and Roundtable Discussions: “Ask the Pros”—Part I Roundtables**
Lincoln Room, Concourse Level
- 1 **“Back to the Future – A Look Ahead to the Next 5 Years”**
David Persky, Assistant to the President, Saint Leo University
 - 2 **“Relationships between the Presidential Assistant and Vice Presidents/Vice Chancellors”**
Max Allen, Chief of Staff, University of North Carolina Wilmington
 - 3 **“Trustee Spouse Engagement”**
Edie Boatright, Chief Executive Officer Assistant, Drury University
 - 4 **“Dissecting the Complexities of a President’s Office”**
Jessica Hallam, Director for Presidential Operations, DePaul University
Willie Larkin, Executive Assistant to the President, Morgan State University
 - 5 **“What a Presidential Assistant Should Know about the President’s Compensation”**
Marc Schaeffer, Former Chief of Staff to the President and Board of Trustees, William Paterson University
 - 6 **“Doing More with Less: Sharing Thoughts on How University Presidents’ Offices are Dealing with Budget Cuts”**
Mary Ann Shallberg, Executive Associate to the President, University of Houston-Clear Lake
 - 7 **“Balanced Life Issues: How to be Both Successful and Sane”**
Theresa Singletary, Director of Operations, Office of the Chancellor/President, University of Houston

8 “The Importance of Building Professional Networks”

Twila K. Yoder, Assistant to the President, Corporate Secretary to the Board, Eastern Mennonite University

9 “A Staff of One”

Heather Palermo, Executive Assistant to the Dean, Montana State University-Great Falls

10 “How to Work Well With Everyone”

Lisa Jackson, Assistant to the President and Secretary to the Board of Trustees, Ohio Wesleyan University

11 “Speak Softly and Carry a Big Stick: Leading with Charisma and Authority”

Evelyn Young, Executive Assistant to the President, California State University, Bakersfield

12 “Birds of a Feather: Navigating Presidential Transitions”

Ijade Maxwell Rodrigues, Chief of Staff to the President, York University, Canada

13 “It’s Your Problem, Not There’s: The Death of Grammar and Syntax as We No It”

Ken Butler, Executive Assistant to the President, Muhlenberg College

14 “The Great American Time Suck: Managing Your Email Avalanche”

Helen Brewster, Assistant to the Provost and Vice President for Academic Affairs, University of New Hampshire

15 “Ask Flo” Open Discussion — You are the Expert

8:00–9:00 AM

Continental Breakfast and First Time Attendee Orientation

Mary McIntyre, Assistant to the President, Duquesne University
Fairchild Room, Terrace Level

9:00–10:15 AM

Opening Leadership Plenary and Awards Presentation

“Effective Elements of a CEO-Executive Assistant Relationship in a Transition of Leadership: My Experiences at AACC”

Dr. Walter Bumphus, President, American Association of Community Colleges
Lincoln Room, Concourse Level

10:30–11:45 AM

Concurrent Sessions I

1 President’s Office Manual: Dissecting the Complexities of a President’s Office

Ms. Jessica Hallam, De Paul University; Dr. Willie Larkin, Executive Assistant to the President, Morgan State University; and Dr. Adriel Hilton, Upper Iowa University
Jay Room, Lobby Level

This session will give Presidential Assistants (PAs) the opportunity to analyze, in collaboration with colleagues, the various critical and complex components that make up office operations of the President’s office. Through a facilitated session, PAs will learn techniques that will assist them in re-evaluating their current office operations. An exercise will be used to identify collectively the key elements needed in creating an office operations manual, and designing a table of contents template that PAs can customize to fit their individual office environments. Additional focus will be on creating tools and practices that will include an office calendar, operations, scheduled operations self-review and check points, organization and access of critical information, staff cross training and the ultimate calendar management tool.

2 Comprehensive Emergency Planning and Crisis Response

Dr. Blake Fry, Special Assistant to the Chancellor, University of Wisconsin – River Falls
Gunston Room, Terrace Level

The session will provide participants an overview of all-hazards emergency preparedness and concrete crisis mitigation, preparedness, response and recovery strategies that will successfully

navigate institutions of all sizes and missions through crisis situations. A special emphasis will be placed on those communications methods that are most effective and appropriate during and immediately following a crisis situation. Example communications from previous crisis situations will be made available to session participants. The session presenter serves as the emergency manager and public information officer for the University of Wisconsin-River Falls.

3 **Managing Access to Student Health Information per HIPAA Compliance**

Dr. Joan M. Kiel, Ph.D., CHPS, Chairman, University HIPAA Compliance and Associate Professor, Health Management Systems and Chairman [voluntary], American College Health Association National HIPAA/HIM Coalition, Duquesne University
Kalorama Room, Lobby Level

All colleges are familiar with the Family Educational Rights and Privacy Act (FERPA). But, given a crisis situation where a student's physical or mental health is involved, such as the circumstances at Virginia Tech University, student health information and the need to share information has come into the spotlight (the HIPAA FERPA intersection). The Health Insurance Portability and Accountability Act (HIPAA) has jurisdiction over patient health information, but the caveat is only in certain organizations that perform certain duties. Therefore, only some colleges are under HIPAA and that must be determined first. In addition, what areas of the college are under HIPAA (i.e., human resources, health services, research)? What does the college have to do to remain HIPAA compliant? Presidential assistants play a major role as a student's health information is discussed with medical withdrawals, tuition refunds, faculty discussions regarding a student's condition, and overall strategic planning for campus services. This presentation will provide the attendee with the knowledge and take-away handouts on understanding HIPAA's role in higher education, determining if the institution is under HIPAA, looking at what areas to focus on, and then putting a HIPAA program in place.

4 **The Many Faces of Facebook and Other Social Networking Sites**

Investigator Jennifer Frank, Special Investigator for Crimes Against Women, Plymouth State University Police Department
Fairchild Room, Terrace Level

In an ever-changing technological world, it is incumbent upon us to stay abreast of new technologies and the plethora of social networking sites. These sites have changed the face and nature of stalking as well as perpetrators' methods of attack and information gathering. This presentation explores the issue from a two-pronged approach: technological advances and the inherent danger of cyber stalking. Topics covered include an introduction to what social networking is, the history of it, how it is being utilized, the liabilities of various social networking sites and your use of them, social media outlets and your privacy, legal and personal implications of use of these sites, and an opportunity to view the digital footprint left behind by the use of these various internet sites.

12:00–1:30 PM

NAPAHE Luncheon and Business Meeting

Lincoln Room, Concourse Level

1:45–3:00 PM

Concurrent Sessions II

5 **Communications and Media**

Dr. Graham Spanier, President, The Pennsylvania State University
Fairchild Room, Terrace Level

In this workshop, Dr. Spanier will share some of the ways technology has helped him connect more effectively with Penn State's many constituency groups. President Spanier will discuss how higher education administration can use communication and media to advance the mission of the University.

6 Crisis Management 101—Preparing for the Unthinkable

Ms. Mary Beth Walker, Sr. Executive Assistant to the President, University of Alabama in Huntsville; Mr. B. Art Kirkland, Associate Director, Office of Emergency Response, Tulane University; Ms. Dori Hooker, Executive Assistant, President’s Office, Northern Illinois University
Kalorama Room, Lobby Level

Three presidential assistants from institutions that have survived crises will provide instructions on how President’s Offices and their institutions can be prepared. Each panelist will describe his/her institution and the incident(s) that occurred. During this panel discussion, they will cover such topics as: Establishing a Crisis Management Program and Special Circumstances for Presidents and President’s Assistants.

7 Leadership: Balancing the Current Demands with the Unpredictable Future – A Journey of Purpose and Resilience

Dr. Soraya Coley, Provost and Vice President for Academic Affairs, California State University, Bakersfield, and Board Member of ACE’s Office of Women in Higher Education
Gunston Room, Terrace Level

In such unsettling times in higher education, the Presidential Assistant must possess the ability to look at the future without trepidation, but with the confidence to say, “Bring it on. I can handle it.” In this unpredictable time, leadership must be about doing purposeful work and being resilient to manage what is coming ahead.

8 Special Session—To Be Announced

Jay Room, Lobby Level

3:15–4:30 PM

Concurrent Sessions III

9 Crisis Management 101—Preparing for the Unthinkable (Repeat Presentation)

Ms. Mary Beth Walker, Sr. Executive Assistant to the President, University of Alabama in Huntsville; Mr. B. Art Kirkland, Associate Director, Office of Emergency Response, Tulane University; Ms. Dori Hooker, Executive Assistant, President’s Office, Northern Illinois University
Kalorama Room, Lobby Level

Three presidential assistants from institutions that have survived crises will provide instructions on how President’s Offices and their institutions can be prepared. Each panelist will describe his/her institution and the incident(s) that occurred. During this panel discussion, they will cover such topics as: Establishing a Crisis Management Program and Special Circumstances for Presidents and President’s Assistants

10 Effective Federal Advocacy: A Primer for University Presidents and Those Who Advise Them

Mr. David B. Lee, Esq., Attorney at Law and Mr. Michael Kennedy, Chief of Staff, Office of Senator Orrin Hatch
Fairchild Room, Terrace Level

This Presentation provides helpful insights for University Presidents into the “DOs” and “DON’Ts” of federal advocacy. Drawing on over 40 years of experience, Mr. Lee and Mr. Kennedy highlight what works and what doesn’t when it comes to making your case in the nation’s capital. The presenters take a light-hearted but serious-minded look at a President’s role as “lobbyist-in-chief” for the university.

11 Presidential Assistants: Fostering Change You Can Believe In
Mr. Edward Summers, Assistant to the President/Presidential Fellow and Ms. Elisabeth Tarez, Special Assistant to the President, Marist College
Gunston Room, Terrace Level

The role of the PA has always been complex, ranging from writing correspondence to preparing the President for special events, not to mention “other duties assigned.” Over the past five years, Marist College has experienced tremendous growth in its physical plant, faculty, staff and student body. With this growth comes the need to provide employees with professional development opportunities and to strengthen the College’s sense of community. With their access to the President and exposure to many parts of the College, PAs are in a unique position to initiate and facilitate programs that address these institutional needs. PAs at Marist have been closely involved in the creation of special initiatives such as the Women in Higher Education Initiative, the Marist Professional Women’s Mentor Program, the Affirmative Action Committee, the Diversity Website and Recruitment Program, special luncheons to recognize Hispanic Heritage Month and Black History Month, and a community-building program called the Marist Mosaic. These initiatives were made possible because of the special role PAs have as the people whose job it is to ensure that the President has a finger on the pulse of the institution. In addition to supporting the President, PAs at Marist have shown that it’s possible to better an institution by fostering change you can believe in.

12 The Paperless President’s Office
Ms. Heather Fehn, Executive Assistant to the President and Secretary to the Board of Trustees, The College of New Jersey
Jay Room, Lobby Level

Imagine an office without file cabinets, where all paper is immediately converted to electronic format and stored in files with easy access from your computer desktop. Imagine finding a document from five years ago in a matter of seconds with just a few key strokes. Imagine the ability to track and distribute mail effortlessly. With the realities of reduced staffing and increased accountability, there are ways to increase your entire office’s productivity and make the most of the valuable time you spend at your desk. This session will include demonstrations of document imaging, indexing, and searching hardware and software. Other topics to be covered include databases, and the creation and manipulation of pdf documents. Come learn how you can implement and make the best use of the technology to which you may already have access, learn about low-cost enhancements you can make to your current systems and increase the square footage of your office space by eliminating the need for paper storage.

5:15 PM **Departures Begin for Reception**
Convene at Terrace Level Lobby Entrance

5:15–7:30 PM **Reception at Blackburn Center Art Gallery, Howard University**
Off-site

7:30 PM **Evening on Your Own**

SUNDAY, MARCH 6, 2011

8:00 AM

Breakfast Buffet and Roundtable Discussions: "Ask the Pros"—Part II

Lincoln Room, Concourse Level

9:00–10:15 AM

Concurrent Sessions IV

13 Comprehensive Emergency Planning and Crisis Response (Repeat Presentation)

Dr. Blake Fry, Special Assistant to the Chancellor, University of Wisconsin – River Falls
Georgetown West, Concourse Level

The session will provide participants an overview of all-hazards emergency preparedness and concrete crisis mitigation, preparedness, response and recovery strategies that will successfully navigate institutions of all sizes and missions through crisis situations. A special emphasis will be placed on those communications methods that are most effective and appropriate during and immediately following a crisis situation. Example communications from previous crisis situations will be made available to session participants. The session presenter serves as the emergency manager and public information officer for the University of Wisconsin-River Falls.

14 Setting Your Personal Compass

Dr. Elizabeth Ortiz, Vice President of Institutional Diversity and Equity, DePaul University
Morgan Room, Lobby Level

This workshop focuses on professional development. It is designed to assist participants to examine their current position and how it fits into their overall career trajectory and the overall mission of their organization. Special emphasis will be placed on defining participants' career goals and helping them to begin thinking about creating an action plan to set them on the path to success. In addition, this workshop will allow participants to explore personal mission and help to align their values with their current job responsibilities and role within the academy. Tools and methods to achieve these objectives will be presented and explored.

15 The Many Faces of Facebook and Other Social Networking Sites (Repeat Presentation)

Investigator Jennifer Frank, Special Investigator for Crimes Against Women, Plymouth State University Police Department
Cardozo Room, Terrace Level

In an ever-changing technological world, it is incumbent upon us to stay abreast of new technologies and the plethora of social networking sites. These sites have changed the face and nature of stalking as well as perpetrators' methods of attack and information gathering. This presentation explores the issue from a two-pronged approach: technological advances and the inherent danger of cyber stalking. Topics covered include an introduction to what social networking is, the history of it, how it is being utilized, the liabilities of various social networking sites and your use of them, Social Media outlets and your privacy, legal and personal implications of use of this site, and an opportunity to view the digital footprint left behind by the use of these various internet sites.

**16 Promoting Campus Inclusion as a Presidential Assistant**

Dr. Adriel Hilton, Executive Assistant to the President & Chief Diversity Officer, Upper Iowa University and Mr. Edward Summers, Assistant to the President/Presidential Fellow and Director of Marist Africa Programs
Oak Lawn Room, Lobby Level

Diversity efforts are vital to colleges and universities that hope to compete in the national and international marketplace. It is important to know that diversity is about more than race; it is also about culture, ethnicity, gender, sexual orientation, nationality, religion, expression, and, on a college or university campus, it includes diversity of thought and perspective. Diversity is fundamental to the quality and intellectual culture of any institution of higher learning but beyond that, it is increasingly being listed as an important factor in helping students with their college selection. The literature is clear that diversity enhances student development and learning outcomes and thus serves as a means to further the goals of higher education.

Research shows that an increasing number of Presidential Assistants are serving multiple roles: chief diversity officer, Presidential Assistant, and secretary to the board of trustees at their particular institution. These individuals are charged with creating a supportive, welcoming environment for diversity, building rapport and establishing relationships with students, faculty, staff and board members, as well as developing systems of accountability to make sure that the University is moving to diversify the institution with scarce resources. This presentation will highlight the benefits of Presidential Assistants serving multiple roles, as well as the impact these roles have in improving campus climates that will make for a more inviting environment for persons of varying cultures, remove obstacles to learning, and enhance the educational experience for all persons with regard to diversity.

10:45–11:45 AM

Closing Plenary Address
Leadership on the Front Lines

Dr. Juliet García, President, The University of Texas at Brownsville
Lincoln Room, Concourse Level

11:45 AM–1:00 PM

NAPAHE Hospitality Room
Fairchild Room, Concourse Level

Speaker Bios



Dr. Walter G. Bumphus, President, American Association of Community Colleges

Dr. Walter Bumphus is president and CEO of the American Association of Community Colleges. Prior to assuming the presidency of AACCC, from 2007 to January 1, 2011, Dr. Bumphus served as a professor in the Community College Leadership Program and as chair of the Department of Educational Administration at the University of Texas at Austin. He also held the A. M. Aikin Regents Endowed Chair in Junior and Community College Education Leadership. Dr. Bumphus previously served as president of the Louisiana Community and Technical College System (LCTCS) from 2001 to 2007. LCTCS later conferred upon him the title of President Emeritus of the Louisiana Community and Technical College System. From November 2000 to September 2001 he was chancellor of Baton Rouge Community College (BRCC).

Dr. Bumphus holds a B.A. in speech communications, an M.A. in guidance and counseling from Murray State University, and a Ph.D. in higher education administration from the Community College Leadership Program at the University of Texas at Austin. Dr. Bumphus holds the distinction of being one of the few educational leaders to receive the National CEO of the Year Award, to chair the AACCC Board of Directors, and to receive the AACCC National Leadership Award.



Dr. Soraya Coley, Provost and Vice President for Academic Affairs, California State University, Bakersfield; and Board Member of ACE's Office of Women in Higher Education

Dr. Soraya Moore Coley feels that a quality education remains one of the few pathways to social and economic well-being in a global society. Her life's work is dedicated to creating access and opportunity for those for whom an affordable education is the least likely. Often referred to as a "community-minded" administrator, Dr. Coley has built bridges between the university and the community through her service, her research, and her work as an administrator.

Dr. Coley has over 25 years of academic and administrative experience. She is Provost and Vice President for Academic Affairs at California State University, Bakersfield, and was Senior Research Fellow at Children and Family Future's National Center on Child Welfare and Substance Abuse. She has also served as Provost and Vice President for Academic Affairs at Alliant International University and is Professor Emeritus at California State University, Fullerton, where she served as Dean of the College of Human Development and Community Service. She is a board member of ACE's Office of Women in Higher Education.

Dr. Coley earned her bachelor's degree from Lincoln University (PA), and her M.S.W. and Ph.D. degrees in Social Planning and Policy at Bryn Mawr College's School of Social Work and Social Research.



Ms. Heather Fehn, Executive Assistant to the President and Secretary to the Board of Trustees, The College of New Jersey

Heather Fehn has served as the Executive Assistant to the President and Secretary to the Board of Trustees in the Office of the President at The College of New Jersey (TCNJ) since April 1996. She graduated in 1994 from TCNJ with a B.A. in Psychology and in 1996 with an M.A. in Counseling and Personnel Services. During her time at the College, Heather has served two presidents and over thirty trustees. She has facilitated one presidential search and eight vice presidential searches. Heather has also served as an adjunct instructor in the First Seminar Program at TCNJ, teaching courses on student leadership. Heather is currently serving as the Chair of the Board Professionals Leadership Group for the Association of Governing Boards. Heather has facilitated workshop sessions on presidential searches, student trustees and on the use of technology, including technology basics, paperless board meetings and board websites.



Investigator Jennifer Frank, Special Investigator for Crimes Against Women, Plymouth State University Police Department

Investigator Jennifer Frank earned a B.A. in Political Science with a concentration in Pre-Law from Gordon College and a Masters of Education from Plymouth State University. She graduated from the 248th Part-Time and the 142nd Full-Time Police Academies with the distinguished honor of the highest academic average and highest level of physical fitness, the first time a female has ever earned both awards in the history of the Police Academy. She is the recipient of the 2009 Hero for Justice Award, the 2008 Hometown Hero Award and the Beverly B. Seavey Community Service Award. She is also the recipient of a 2007 Chief's Commendation and Citation of Bravery from the Governor of New Hampshire.

She currently serves as the Special Investigator for Crimes Against Women at the Plymouth State University Police Department. Investigator Frank is a member of the Grafton County Juvenile Diversion Board and adjunct faculty at Plymouth State University and the NH Police Standards & Training Academy. She is the Co-Chair of the New Hampshire Violence Against Women Campus Consortium and an executive board member of the New Hampshire Violence Prevention Team, Plymouth Area Sexual Assault Resource Team and a liaison to the U.S. Department of Justice Attorney General for Project Safe Childhood.



**Dr. Blake Fry, Special Assistant to the Chancellor,
University of Wisconsin – River Falls**

Blake Fry serves as Special Assistant to the Chancellor at the University of Wisconsin-River Falls, a position he has held since 2007. In this capacity, Blake provides institutional leadership in the areas of emergency preparedness, civic engagement, enrollment planning, university communications, legislative relations, and the operation of a satellite campus. Prior to being named Special Assistant, Blake served as Dean for Student Development at UWRF and as Director of Campus Life at the University of Central Oklahoma. Blake holds a bachelor's degree in political science from Wichita State University, a master's in higher education administration from the University of Missouri-Kansas City, a master's of business administration from Avila University, and a doctorate in higher education from Oklahoma State University, where he was named the Robert and Maxine Kamm Distinguished Graduate Fellow. Blake is currently Vice Chair of the NAPAHE Board of Directors and served as chair of the 2010 NAPAHE Conference. Blake resides in River Falls, Wisconsin, with his wife Michele, a speech-language pathologist, and his two children, Abby and Liam.



**Dr. Juliet García, President, The University of Texas at
Brownsville**

Dr. Juliet V. García joined The University of Texas System in 1992 as president of The University of Texas at Brownsville after serving as President of Texas Southmost College for six years. She led the drive to establish a new model in higher education, a community university, which became The University of Texas at Brownsville and Texas Southmost College.

Under Dr. García's leadership over the past 19 years, the campus overall has grown from 49 acres to 473 acres; the budget has increased from \$31.4 million to \$196 million; and the total fall enrollment has doubled from 7,000 to 15,000 students. More than 32,000 degrees have been awarded through the community university.

Dr. García has received many honors for her work in education. Most recently, *Time Magazine* named her one of the Top 10 College Presidents.

She received her Ph.D. in Communication and Linguistics from The University of Texas at Austin and honorary degrees from the University of Notre Dame and Brown University.



Ms. Jessica Hallam, DePaul University

Jessica Hallam holds the position of Director of Presidential Operations and Events for the Office of the President at DePaul University in Chicago, where she assists the Chief of Staff to the President on a variety of projects and initiatives, such as daily office operations, calendar management, President's Cabinet meetings and annual retreats, and high-level events such as President's annual book club. In addition, Jessica provides administrative support to the President's Chief of Staff. Prior to joining the President's staff, Jessica served as Assistant University Secretary to the Board of Trustees. In this role, she directed the automation of office systems that resulted in a secured Board of Trustees website. She also managed several executive-level searches, provided administrative support working directly with the President, as well as liaised with other university offices, including the Executive Vice President, Provost, Advancement, Mission and Values, and Diversity. She also was part of the team that coordinated DePaul's presidential inauguration and over 17 university-wide divisional unit meetings as part of the roll-out of the university's strategic plan. During her 36 years of service to DePaul University, Jessica also held the position of Director of University Bookstores. During this time, she served on the education committee for the National Association of College Bookstores, and chaired the same committee at the state level. Jessica has also been an active member of the Association of Governing Boards and is currently the President of DePaul Women's Network. She is also a DePaul alumna, with a management degree from DePaul.



Dr. Adriel Hilton, Executive Assistant to the President and Chief Diversity Officer, Upper Iowa University

Adriel A. Hilton is executive assistant to the President and chief diversity officer at Upper Iowa University in Fayette, Iowa. Dr. Hilton also serves as an adjunct faculty member in the Master's of Higher Education Administration program. A graduate of the Higher Education (Ph.D.) program at Morgan State University in Baltimore, Dr. Hilton has been a Frederick Douglass Teaching Scholar at Clarion University.

In his young career so far, Dr. Hilton has received numerous accolades. He was featured as one of the "Top 40 Inspirers of the Year" by *InSpire* magazine in 2009 and one of *Ebony* Magazine's "2009 Young Leaders Under 30" for his educational achievements, service to the community and leadership. His achievements also include the American Association of Blacks in Higher Education's "Outstanding Doctoral Dissertation" award, the 2010 Dr. Carlos J. Vallejo Memorial Award for Exemplary Scholarship from the American Educational Research Association, Multicultural/Multiethnic Special Interest Group and the 2009 Outstanding Research Award from the American College Personnel Association's Standing Committee for Men.

Dr. Hilton has also maintained a presence at professional conferences related to higher education, presenting on issues that reflect his research interests: minorities' access and achievement in higher education, affirmative action, impact of proliferation of race neutral admission policies, African American

male achievement gap, relevance of historically Black colleges and universities, and the recruitment and retention of students of color. Hilton has published his research in several refereed journal outlets, including *The Journal of Research in Education*, *The Journal of African American Males in Education*, and *The Journal of College Student Development*. He serves on the following editorial boards: *Journal of the International Association for the Study of the Global Achievement Gap*, section editor for education policy for the *Journal of African American Males in Education*; and he is a member of the young scholars editorial board for the *Journal of Negro Education*.



**Ms. Dori Hooker, Executive Assistant, President's Office,
Northern Illinois University**

Dori Hooker has served as the Executive Assistant to the President at Northern Illinois University since 2005. She provides executive-level administrative support to the President and is the primary contact between the president and Executive Vice Presidents, Vice Presidents, Board of Trustees, and Board of Higher Education. She coordinates meetings and scheduling for President Peters who acts as convener of all the Illinois University Presidents. In total, she has provided comprehensive support for executive-level staff for her last 14 years at NIU, serving the Executive Vice President as Administrative Assistant for 10 years prior to her current position. Ms. Hooker holds an A.A. of Arts degree from Waubensee Community College and lives in DeKalb with her husband and soon-to-be NIU graduate son.



**Mr. Michael Kennedy, Chief of Staff,
Office of Senator Orrin Hatch**

Michael J. Kennedy serves as chief of staff to U.S. Senator Orrin G. Hatch of Utah. Senator Hatch is the Ranking Member of the powerful Senate Finance Committee and also serves on the Senate Judiciary Committee; the Health, Education, Labor, and Pensions (HELP) Committee; and the Special Committee on Aging and the Joint Committee on Taxation.

Mr. Kennedy was vice president for federal and state relations at Utah State University (USU). In this position, Mr. Kennedy worked with Congress and the Federal Administration in obtaining critical funding and advocated for USU programs and priorities, and with the Utah State Legislature and Governor in fulfilling USU's critical role as a land-grant university. Mr. Kennedy also taught an upper-level USU political science course on lobbying the state and federal government.

Before joining USU, Mr. Kennedy spent nearly seven years in Washington, DC, representing clients before the U.S. Congress and Administration. Prior to his lobbying work in Washington, Mr. Kennedy served as chief operating officer of Nutribution, Inc., a Los Angeles-based nutraceutical company. Mr. Kennedy was recruited to Nutribution from the top-ranked management consulting firm, the Boston Consulting Group, where he worked as an associate, developing management and operational strategy for firm clients.

A graduate of Harvard University with an A.B. *cum laude* in Government, Mr. Kennedy participated in the John F. Kennedy School of Government's Institute of Politics, sang with the Harvard Din & Tonics, and acted and wrote for the Hasty Pudding Theatricals.

Dr. Joan M. Kiel, Ph.D., CHPS, Chairman, University HIPAA Compliance; and Associate Professor, Health Management Systems; and Chairman [voluntary], American College Health Association National HIPAA/HIM Coalition, Duquesne University

Joan M. Kiel, Ph.D., CHPS is the Chairman of University HIPAA Compliance and Associate Professor of Health Management Systems at Duquesne University in Pittsburgh, Pennsylvania. She is also the voluntary Chairman of the national HIPAA/HIM [health information management] coalition for the American College Health Association. From 1996-2004 she was Chairman of the Department of Health Management Systems at Duquesne University and in 2004 assumed her current positions. Prior to her service at Duquesne, she worked in healthcare administration at Lutheran Medical Center in Brooklyn, New York and at the Pittsburgh Mercy Health System in Pittsburgh, Pennsylvania.

Dr. Kiel's education includes a Master of Philosophy Degree (M.Phil.), a Master of Public Administration (M.P.A.) with a concentration in healthcare administration and policy, and a Doctor of Philosophy (Ph.D.) with a concentration in healthcare administration, all from New York University, New York City. She has two certificates in information technology and legal studies from Duquesne University. She is also certified in healthcare privacy and security (CHPS) through the American Health Information Management Association (AHIMA).

Her awards include the Academy of Educational Leadership Outstanding Educator Award for Innovative and Creative Teaching, Duquesne University's Apple Polishing Award for Excellence in Employee Performance, Duquesne University's Rangos School of Health Sciences Dean's Award for Faculty Excellence in Scholarship, and the Duquesne University Creative Teaching Award.



**Mr. B. Art Kirkland, Associate Director,
Office of Emergency Response, Tulane University**

Benjamin A. (Art) Kirkland is a 1983 graduate of Florida State University, a 1993 graduate of Georgia Tech, and a 2011 graduate of Tulane University. He has degrees in psychology, industrial and systems engineering, and business administration. He retired from the United States Army in 2005, having served in command and staff positions from platoon to division level over a 25-year career. During his career, he served all over the United States as well as Germany, Korea and in Iraq during Operation Desert Storm and Provide Comfort.

Lt. Col. Kirkland joined Tulane University four weeks before Hurricane Katrina struck. He spent much of the next year assisting the military science department in recovering from the effects of the storm. He joined the President's office in 2007 as Special Assistant to the Chief of Staff and Vice President. In this position, he served as interim emergency manager and as deputy incident commander during Hurricane Gustav and the 2009 H1N1 pandemic. In January 2010 he was appointed Associate Director of the Office of Emergency Response and will be promoted to Director at the beginning of the summer.



**Dr. Willie Larkin, Executive Assistant to the President,
Morgan State University**

Dr. Willie David Larkin, Executive Assistant to the President at Morgan State University, is a trained scholar, master teacher, and a higher education administrator who knows how to bridge the gap between theory and practice. Dr. Larkin received his Bachelor of Science in Agricultural Education and Masters of Education degrees in 1973-74 respectively from Tuskegee University. His Ph.D. degree in Agricultural Education-Extension with a specialization in 4-H and Youth Development was earned from The Ohio State University, with additional course work taken at Auburn University.

He devotes most of his professional energies toward leadership and organizational effectiveness research, speaking, training, and consulting. In 1988, Dr. Larkin received the prestigious Kellogg National Fellowship Award, which allowed him to travel throughout the United States, Venezuela, Cuba, Mexico, Canada and Germany to study and write about issues related to human resource management. As a senior executive in higher education, Dr. Larkin believes that workforce-related issues will continue to dominate the world of training and professional development well into the 21st Century and beyond. He frequently works with business and industry, non-profit community groups, and associations of all types to help them build productive organizations through the effective utilization of human resource management techniques and strategies. He is the author of *Choose Not to Be Average, Strive to Be Great: 52 Success Thoughts Everyone Should Learn & Master*.



Mr. David B. Lee, Esq., Attorney at Law

Mr. Lee is a founding principal of Lee & Smith, PC, a Washington, DC-based law firm specializing in federal legislative and regulatory matters. Lee & Smith was established in 1996 to represent the interests of public and not-for-profit entities before Congress and the Departments and Agencies of the Federal Government. Today, the Firm's clients consist of public universities, municipalities, and nonprofit research foundations. Lee & Smith has a strong and proven record of success. Since its inception, the Firm has assisted its clients in obtaining Federal research funding in excess of \$500 million. In the FY 2010 Appropriations cycle, two of the top ten universities receiving congressionally directed funding were clients of Lee & Smith. The Firm's commitment to ethical and vigorous advocacy has earned it an AV Preeminent rating, the highest peer-review rating in the legal profession. Mr. Lee is a frequent lecturer on matters relating to the federal legislative process.

Mr. Lee has been in private practice for over 30 years. Before leaving to establish Lee & Smith, Mr. Lee was the Managing Shareholder of the Washington, DC, office of Jones, Waldo, a Utah-based law firm. At Jones, Waldo, Mr. Lee also served as a Vice President and as a member of its Board of Directors. Prior to private practice, Mr. Lee held several senior staff positions on Capitol Hill, including Counsel and Chief of Staff to the late Congressman Gunn McKay (D-UT). Mr. Lee is a native of Salt Lake City, Utah. He graduated *magna cum laude* from the University of Utah and earned a law degree from Brigham Young University. He is a member of the District of Columbia and Utah State Bar Associations.



Dr. Elizabeth Ortiz, DePaul University

Elizabeth Ortiz joined DePaul University in 2002 and is currently the Vice President of Institutional Diversity and Equity. Prior to her work at DePaul she was the Director of Affirmative Action, Diversity, and Employee Relations at Northern Illinois University. Her college and university experience spans over 20 years in both the public and private sectors, including the Chicago community college system. She has worked on diversity initiatives, focusing on recruitment and retention, training, programming and climate issues for diverse students, faculty, and staff.

Dr. Ortiz has also worked extensively in issues of higher education and in particular in raising awareness for Latino students, educators, community representatives and others who are committed to Latino representation and advancement in all aspects of higher education.

Dr. Ortiz serves as the President of the Illinois Latino Council on Higher Education (ILACHE) and other boards and committees in the community, helping to develop programs which emphasize multiculturalism and recruitment and retention initiatives for diverse student and workforce populations. She currently serves on the board of Diversifying our Faculties in Illinois Program, the Illinois African American and Latino Higher Education

Alliance (IALHE), the Illinois Hispanic Educational Foundation, and Latinos in Diversity Association. Dr. Ortiz received her B.S. in Business Administration from Calumet College of St. Joseph's, an M.S. in Adult Continuing Education from Northern Illinois University (NIU) and an Ed.D. at NIU.



Dr. Graham Spanier, President, The Pennsylvania State University

Graham Spanier was appointed Penn State's 16th president in 1995. His prior positions include chancellor of the University of Nebraska-Lincoln, provost and vice president for academic affairs at Oregon State University, and vice provost for undergraduate studies at the State University of New York at Stony Brook. He previously served Penn State from 1973-1982 as a member of the faculty and in three administrative positions in the College of Health and Human Development. He holds academic appointments as professor of human development and family studies, sociology, demography, and family and community medicine.

A distinguished researcher and scholar, he has more than 100 scholarly publications, including 10 books, and was the founding editor of the *Journal of Family Issues*. A family sociologist, demographer, and marriage and family therapist, he earned his Ph.D. in sociology from Northwestern University, where he was a Woodrow Wilson Fellow, and his bachelor's and master's degrees from Iowa State University, where he has been honored with the Distinguished Achievement Citation and an honorary doctorate.

A national leader in higher education, Dr. Spanier was the first university president to receive the TIAA-CREF Theodore M. Hesburgh Award for Leadership Excellence. He serves as chair of the National Security Higher Education Advisory Board and is a member of the National Counterintelligence Working Group and the Board of Advisors of the Naval Postgraduate School and the Naval War College. In 2010 Dr. Spanier was honored as one of the "Most Influential People in Security." In addition, he is a member of the Board of Governors of Junior Achievement Worldwide and is chair of the Bowl Championship Series (BCS) Presidential Oversight Board.

Dr. Spanier has chaired the Association of American Universities, the National Association of State Universities and Land-Grant Colleges, the Big Ten Conference Council of Presidents/Chancellors, and the NCAA Division I Board of Directors. He led the Kellogg Commission on the Future of State and Land-Grant Universities, was a founding member of the Internet2 Board, and served on the Board of Trustees of the National 4-H Council. He was president of the National Council of Family Relations, chairman of the Board of Directors of Child Fund International, vice-chair of the Worldwide Universities Network, and co-chair of the Committee on Higher Education and the Entertainment Communities.

Dr. Spanier has been described as an unconventional university president. He loves spending time with students. He is a magician and has performed with Penn State's Musical Theatre students, the Blue Band, the Glee Club, and the Chamber Orchestra. He occasionally substitutes for the Nittany Lion mascot.

He has run with the bulls in Pamplona, has a commercial pilot's license, and plays the washboard with the Deacons of Dixieland and other bands. He and his racquetball partner are the eleven-time Penn State co-ed intramural racquetball champions. He is the host of "To the Best of My Knowledge," the live, call-in program on public television and radio, and "Expert Opinion," the sports topic program on the Big Ten Network. But most of his time is spent overseeing one of the nation's largest and most comprehensive universities, with 46,000 employees on 24 campuses, an annual budget of \$4 billion, and a physical plant of 1,700 buildings. He has overseen \$3 billion in philanthropic contributions to Penn State.



Mr. Edward Summers, Assistant to the President/Presidential Fellow & Director of Marist Africa Programs

Eddie Summers is a full-time member of the President's Cabinet at Marist College, serving as Assistant to the President/Presidential Fellow, an adjunct Professor of Public Administration and Policy, and the Program Director for Marist Africa programs.

Mr. Summers provides executive-level support to President Dennis Murray and is responsible for maintaining strong ties to the Marist community, alumni, governmental officials, and local community leaders. He works very closely with the Human Resources Department on Affirmative Action issues and diversity. He also works on special projects assigned by the President and represents the College in an official capacity at both on-campus and off-campus meetings and events.

In his other capacity, he serves as the Program Director for Marist Africa programs where he is responsible for developing short-term academic service-learning trips abroad. He has led a trip to South Africa for the past five years, where students gained hands-on experience working in underdeveloped communities and with non-governmental organizations (NGOs). His students have raised money and volunteered for a number of organizations that focus on providing housing, healthcare, and education to homeless children and families. He is currently designing a service-learning program to Ghana focused on politics, community development, and entrepreneurship.

Mr. Summers graduated from Marist with a B.A. in political science and received the Alumni Leadership Award at Baccalaureate. While an undergraduate, he studied abroad in Florence, Italy during his junior year. He completed his M.P.A. degree from Marist and is a Ph.D. Candidate for a degree in Urban and Public Policy at Milano The New School for Management and Urban Policy, a division of The New School.

Mr. Summers serves as the President of the Board of Directors for the Catharine Street Community Center. He also serves on the boards of the Eleanor Roosevelt Center at Val Kill, Dutchess Outreach, and the Protect the Dream Youth Programs. He is also a member of the Southern Dutchess Regional Chamber of Commerce's "The HUB" Advisory Council, which is a young professionals' association.



**Ms. Elisabeth Tavárez, Special Assistant to the President,
Marist College**

Elisabeth Tavárez joined Marist College in 2005 as Special Assistant to the President. In this capacity she provides executive-level support to President Murray, serves as his principal writer, works on special projects, and represents the College in an official capacity at both on-campus and off-campus meetings and events.

Elisabeth's background is as a communications professional in the financial services industry. She has extensive experience in project management, research, and report writing. Prior to joining Marist, she was assistant vice president for shareholder communications at J. & W. Seligman & Co., an investment management firm in New York City, where she was responsible for the content and production of the firm's annual, semiannual, and quarterly shareholder reports. She also directed marketing and communications at Greenrock Research, a financial services company in Chicago. In the academic arena, Elisabeth served as the research assistant for a University of Chicago doctoral dissertation in Oaxaca and Mexico City, Mexico, and was an English language instructor at the Wall Street Institute in Seville, Spain, and Paris, France.

Elisabeth received an M.A. in Communication from Marist and a B.A. *cum laude* from Harvard College. She is also bilingual English/Spanish. Elisabeth serves on the Executive and Schools Committees of the Harvard-Radcliffe Club of the Hudson Valley. She lives in Rhinebeck, New York, with her husband, daughter, and mixed-breed dog.



**Ms. Mary Beth Walker, Sr. Executive Assistant to the President,
University of Alabama in Huntsville**

Mary Beth Walker has been a Presidential Assistant for over 20 years and has been a part of the changes that UAHuntsville underwent as it progressed from its earlier status as a notable regional institution to its current status as a very high research activity institution (Carnegie) and residential campus.

She earned her B.S. at the University of Wisconsin (Communications and English) and her M.A. at UAHuntsville (English with the Masters Certificate in Business and Technical Writing) where her primary research interest was studying and incorporating readability techniques used in the publishing industry and adapting them to business writing. Prior to joining UAHuntsville, Mary Beth was associate director of a non-profit organization in Huntsville. She also taught English and communications at high schools and a youth agency in Wisconsin and Michigan, and at a business college in New York State.

Mary Beth has always been a strong advocate for community support for the arts. Before moving to Huntsville, she served as managing director of a volunteer children's theater, worked as a volunteer for a public television fundraiser and served on a bi-state board that developed an outdoor summer performing arts festival. More recently she was president of the Huntsville Literary Association.

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Nominated as New Members of the Board of Directors*

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* Listed here are individuals recommended by the Nominations Committee and approved by the Board of Directors (October 2010).

Conference Planning Committee

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