Not only will you find this CIVSA Annual Conference educational, but it’s also very affordable. Early registration runs through December 31 with a member rate of only $390. Becoming a CIVSA member will open the door to ongoing professional and personal opportunities, including committee leadership roles, board positions, network events, regional leadership teams, webinars, conferences, and more. Our members represent institutions ranging from community colleges to land grant institutions, public and private, large and small. The chance to network and develop professional relationships within CIVSA is unlike any other organization. So, whether you are brand new to working in visitor services or you are a seasoned professional like me, becoming a CIVSA member affords you the opportunity to share best practices, discover new challenges, develop professional relationships within CIVSA and advance your career. Here’s a few of the things CIVSA membership provides:

- Quarterly webinar discussions on topics covering campus visits, student workforce, event planning, marketing & communications.
- The Welcome: a quarterly newsletter that stimulates, strategically and valuable advice concerning visitor and information services.
- 10-15 regional events each year spread across the country providing opportunities for member interactions and learning exchanges.
- Access to the association’s email listserv, giving you the opportunity to ask your visitor services question to active members.
- An online job posting site, giving you access to current positions available.
- Exclusive registration rate for the CIVSA Annual Conference and early registration notice for CIVSA Student Development Institute.
- Access to a wealth of information through shared resources, including sample staff training manuals, sample tour guide contracts, large scale recruitment programs, sample job descriptions, and so much more!

We hope to have the opportunity to show you all that CIVSA and its membership has to offer in Portland. I look forward to seeing you soon!

Laura Stansell, The University of Tennessee

From the CIVSA President

PO Box 22057
Lexington, KY
40522-2057

Welcome & Volunteers

Natalie Mann, Chair, University of Georgia
Bara Ciccone, St. John’s University
BJ Hoelblaut, Ohio University
Tony Jackson, University of Kentucky
Angela Lara, Oregon State University
Kate Beth Lockwood, Georgia Institute of Technology
Ashley Mitchell, University of Missouri

Sponsorship & Traditions

Alex Galbreath, Cornell University

Conference Chairs

Jon Augustyn, Cornell University & Alex Galbreath, Oregon State University

Programming & Education

Mel Baxter-Chair, University of Texas at Austin
Chris Cahill, Fairleigh Dickinson University
Dustin Castro, University of Michigan
Nicole Dancz, University of Portland
Dee Lambert, University of Texas at Dallas
Karen Lee, University of California, Irvine
Kristin Robbins, California Institute of Technology

Publicity & Promotions

Julee Minder, Chair, High Point University
Eric Brookdale, Adelphi University
Eric Shihawan, Radford University

Local Arrangements & Transportation

Kanen Porteous, Chair, Portland State University
Tori Bratton, Portland State University
Brendanna Diason, Arizona State University
Ethan Perland, University of North Georgia
Sara Sorenson, Knox College

Visit www.civsa.org/2019-conference to reserve your room and learn more about transportation options.
# Educational Experiences

**Conference Schedule**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, June 4</td>
<td>8:00am</td>
<td>Conference Registration Opens</td>
</tr>
<tr>
<td></td>
<td>9:00am</td>
<td>Pre-Conference Tours*</td>
</tr>
<tr>
<td></td>
<td>9:30am</td>
<td>Reed College</td>
</tr>
<tr>
<td></td>
<td>10:00am</td>
<td>Lewis &amp; Gulf University</td>
</tr>
<tr>
<td></td>
<td>10:30am</td>
<td>Multnomah University</td>
</tr>
<tr>
<td></td>
<td>11:00am</td>
<td>University of Portland</td>
</tr>
<tr>
<td></td>
<td>1:30pm</td>
<td>Board Meeting</td>
</tr>
<tr>
<td></td>
<td>2:30pm</td>
<td>Transportation to Portland State University</td>
</tr>
<tr>
<td></td>
<td>2:50pm</td>
<td>Opening Session and Speaker</td>
</tr>
<tr>
<td></td>
<td>3:20pm</td>
<td>Tour of Portland State University</td>
</tr>
<tr>
<td></td>
<td>4:00pm</td>
<td>Educational Session</td>
</tr>
<tr>
<td></td>
<td>5:00pm</td>
<td>Educational Session</td>
</tr>
<tr>
<td></td>
<td>5:30pm</td>
<td>Hot Topics Facilitator Training</td>
</tr>
<tr>
<td>Wednesday, June 5</td>
<td>8:30am</td>
<td>Conference Welcome</td>
</tr>
<tr>
<td></td>
<td>9:00am</td>
<td>Keynote Speaker</td>
</tr>
<tr>
<td></td>
<td>10:00am</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>11:00am</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>12:00pm</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>2:00pm</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>3:00pm</td>
<td>Hot Topics Discussion Groups</td>
</tr>
<tr>
<td></td>
<td>4:00pm</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>6:30pm</td>
<td>First Timers Reception</td>
</tr>
<tr>
<td></td>
<td>7:30pm</td>
<td>Portland Experience</td>
</tr>
<tr>
<td>Thursday, June 6</td>
<td>8:00am</td>
<td>Vendor Exhibitors Open</td>
</tr>
<tr>
<td></td>
<td>9:00am</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>10:00am</td>
<td>Vendor Fair</td>
</tr>
<tr>
<td></td>
<td>11:00am</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>12:00pm</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>2:00pm</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>3:00pm</td>
<td>Hot Topics Discussion Groups</td>
</tr>
<tr>
<td></td>
<td>4:00pm</td>
<td>Educational Sessions</td>
</tr>
<tr>
<td></td>
<td>5:00pm</td>
<td>Regional Meetings</td>
</tr>
<tr>
<td></td>
<td>5:30pm</td>
<td>Dinner on your own</td>
</tr>
</tbody>
</table>

*All times listed represent Pacific Standard Time.*

**Join us in Portland, OR**

- **Wednesday, June 5**
  - **9:00am**: Conference Welcome
  - **9:00am**: Keynote Speaker
  - **10:00am**: Educational Sessions
  - **11:00am**: Educational Sessions
  - **12:00pm**: Lunch
  - **2:00pm**: Educational Sessions
  - **3:00pm**: Hot Topics Discussion Groups
  - **5:00pm**: Dinner on your own

**Friday, June 7**

- **8:00am**: Information Desk Opens
- **9:00am**: Educational Sessions
- **10:00am**: Hot Topics Discussion Groups
- **11:00am**: Educational Sessions
- **12:00pm**: Business Lunch, Member Luncheon, & 2020 Conference Renewal
- **1:30pm**: Vendor Fair
- **3:00pm**: Educational Sessions
- **4:00pm**: Closing Speaker
- **5:00pm**: Post-Conference Tours (and Remarks)
- **6:00pm**: Portland Underground
- **Dinner Closing & Awards**

**Saturday, June 8**

- **9:00am**: Educational Sessions
- **8:00am**: Information Desk Opens
- **9:00am**: Educational Sessions
- **10:00am**: Educational Sessions
- **11:00am**: Educational Sessions
- **12:00pm**: Lunch
- **1:30pm**: Vendor Fair
- **3:00pm**: Educational Sessions
- **4:00pm**: Closing Speaker
- **5:00pm**: Portland Underground
- **Dinner Closing & Awards**

**Wednesday, June 5**

- **8:30am**: Welcome Reception
- **9:30am**: Keynote Speaker
- **10:00am**: Educational Sessions
- **11:00am**: Educational Sessions
- **12:00pm**: Lunch
- **2:00pm**: Educational Sessions
- **3:00pm**: Hot Topics Discussion Groups
- **4:00pm**: Educational Sessions
- **6:30pm**: First Timers Reception
- **7:30pm**: Members Reception & Portland Experience

**Thursday, June 6**

- **8:00am**: Vendor Exhibitors Open
- **9:00am**: Educational Sessions
- **10:00am**: Vendor Fair
- **11:00am**: Educational Sessions
- **12:00pm**: Lunch
- **2:00pm**: Educational Sessions
- **3:00pm**: Hot Topics Discussion Groups
- **4:00pm**: Regional Meetings
- **5:00pm**: Dinner on your own

**Friday, June 7**

- **8:00am**: Information Desk Opens
- **9:00am**: Educational Sessions
- **10:00am**: Hot Topics Discussion Groups
- **11:00am**: Educational Sessions
- **12:00pm**: Business Lunch, Member Luncheon, & 2020 Conference Renewal
- **1:30pm**: Vendor Fair
- **3:00pm**: Educational Sessions
- **4:00pm**: Closing Speaker
- **5:00pm**: Post-Conference Tours (and Remarks)
- **6:00pm**: Portland Underground
- **Dinner Closing & Awards**

**Saturday, June 8**

- **9:00am**: Educational Sessions
- **8:00am**: Information Desk Opens
- **9:00am**: Educational Sessions
- **10:00am**: Educational Sessions
- **11:00am**: Educational Sessions
- **12:00pm**: Lunch
- **1:30pm**: Vendor Fair
- **3:00pm**: Educational Sessions
- **4:00pm**: Closing Speaker
- **5:00pm**: Portland Underground
- **Dinner Closing & Awards**

---

**Rate Schedule**

<table>
<thead>
<tr>
<th>Rate</th>
<th>Members</th>
<th>Non-Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul. 1 – Dec. 31</td>
<td>$790</td>
<td>$450</td>
</tr>
<tr>
<td>Jan. 1 – Jun. 30</td>
<td>$490</td>
<td>$665</td>
</tr>
<tr>
<td>Feb. 1 – Apr. 30</td>
<td>$490</td>
<td>$665</td>
</tr>
</tbody>
</table>

*Learn more about what is included with your registration and payment options at [www.civsa.org](http://www.civsa.org).*