



Executive Board Meeting

December 4-6, 2009



Annapolis, Maryland

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2009 CIVSA Midyear Meeting Schedule

Friday, December 4

- 12:15 pm Betty picking up Julian, Kevin, Janey, Stephen, Josh and Ebony at hotel
- 1 – 2:30 pm Campus Tour / UMD Bookstore
(Julian, Kevin, Janey, Stephen, Josh, Ebony, Rebecca)
- 2 pm Betty picking up Amber, Lea and Nancy at BWI
- 2:45 – 4 pm Conference Planning Committee Meeting
(Becky, Heather, Janey, Kevin, Rebecca, Sarah, Stephen)
- 3 – 4 pm Campus Tour / UMD Bookstore
(Amber, Lea, Nancy)
- 4 pm Depart UMD for hotel
- 5 – 6 pm Board Meeting – *Nonprofit Association Incorporation* - Presented by Lawrie Gardner, CPA
(Open to all. Required: Betty, Heather, Janey, Jen, Julian, Kevin)
- 6:15 pm Depart hotel for the Spengler casa for Food, Fun and Merriment

Saturday, December 5

- 8:30 am Breakfast available in meeting room (provided by CIVSA)
- 9 am – Noon Board Meeting
(Full board, committee chairs and CIVSA members)
- Noon – 1:30 pm Lunch on your own. Explore DTA (regional speak for downtown Annapolis), visit United States Naval Academy*
- 1:30 – 4:30 pm Board Meeting
(Full board, committee chairs and CIVSA members)
- 4:45 – 5:45 pm Executive Board Meeting
(Executive Board)
- 4:45 – 5:45 pm Committee planning / brainstorming / work sessions
(committee chairs/members)
- 6:15 pm Walk to dinner at Reynolds Tavern
Hosted by Yale University

Sunday, December 6

- 8 am Breakfast available in meeting room (provided by CIVSA)
- 8:30 – 10:30 am Board Meeting (open to all)



**Midyear Meeting Agenda
December 4-6, 2009
Annapolis, Maryland**

Call to Order

Reading and Approval of Executive Board Meeting June 2009 Minutes – Kevin Kirk

Reports of Officers, Boards, Standing Committees

Officer Reports:

- President – Betty Spengler
- President Elect – Julian Olivas
- Immediate Past President – Janey Wheeler
- Secretary – Kevin Kirk
- Treasurer – Heather McFarland
- Director of Communications – Jennifer McGowan

Regional Directors Reports:

- Region One – Lea Hanson
- Region Two – Julian Olivas on behalf of Jennifer McLendon
- Region Three – Amber Campbell
- Region Four – Joshua Fein

Standing Committee Reports:

- Archive – Nancy Franco
- Marketing – Ebony Smith
- Member Relations – Becky Nemeth, Sarah Walz
- Research & Assessment – Betty Spengler on behalf of Denise Wellman
- Standards (CAS) – Betty Spengler on behalf of Matt Weismantel
- 2010 Conference – Stephen Barnett

CIVSA Headquarters Report

Betty Spengler on behalf of Ryan Leigh Runyon

Unfinished Business and General Orders

- Travel Reimbursement Policy – Heather McFarland
- Non profit status and incorporation
- 2009 Conference wrap-up – Janey Wheeler
- Membership Drive Update
- 2010 Conference
 - Budget – Stephen Barnett
 - Program – Janey Wheeler
 - Sponsorships – Stephen Barnett
 - Marketing – Ebony Smith
 - Regional Activities – Stephen Barnett
 - Member Relations – Becky Nemeth, Sarah Walz
 - Registration Deadlines
 - Website launch
 - Set Registration Fee

Ideas to discuss

- Multi-person from an institution discount
- Student fee
- Multiple target registration dates with escalating fee by date

New Business

- 2011 Conference Planning – Julian Olivas
- Standardizing Conference Planning
- Bid process and deadlines for 2012 annual conference
- Making committees more effective
- Nominations 2010-2011/ Developing future leaders
- Future association management (Runyon Incorporated contract renewal)

Adjournment



**Executive Board Meeting
of the Collegiate Information and Visitor Services Association
Hyatt Regency, Cambridge, Massachusetts
June 9-12, 2009**

The executive board meeting of the Collegiate Information and Visitor Services Association was called to order on Monday, June 9, 2009 at 8:20 a.m. at the Hyatt Regency, Cambridge Massachusetts, the President being in the chair and the Secretary being present.

Members Present: Janey Wheeler, President (Oklahoma City University); Betty Spengler, President Elect (University of Maryland); Stephen Barnett, Treasurer (University of Kentucky); Jen McGowan, Director of Communications (University of Michigan); Tami Tassler, Immediate Past President (Florida Gulf Coast University); Kevin Kirk, Secretary (Baylor University); Julian Olivas, Region Two Director (Texas Tech); Joshua Fein, Region Four Director (New York University); Nancy Franco, Archive Committee Chair (Yale University); Matt Weismantel, CAS Chair (Rutgers, The State University of New Jersey); Sarah Walz, Hospitality Co-Chair (George Mason University); Becky Nemeth Hospitality Co-Chair (George Mason University); Donna Bostwick, Regional Evaluation Chair (Florida State University); Karenlee Spencer, Co-Chair Marketing (Eastern Illinois University); Ebony Smith, Co-Chair Marketing (Ohio State University); Georgia Balafas, 2009 Conference Chair (Boston University); Rebecca Gloe, 2009 Conference Co-Chair (Boston University); Amy Hook, 2009 Conference Committee (Boston University); Meg Malmborg, 2009 Conference Program Chair (University of Connecticut)

REPORTS

President – Wheeler reviewed report and highlighted several accomplishments during the past year, including how pleased she was to have 93 conference participants considering the state of the economy and the impact on higher education. Written report filed.

President Elect – Spengler reviewed written report. Report filed. Discussion regarding lack of Regional Director representation for Regions 1 & 3 at conference by a Regional Director and how to handle regional meetings.

Secretary – Written report filed.

Treasurer – Written report filed.

Director of Communications – Written report filed (attached)

Past President – Written report filed.

Region One – Written report filed.

Region Two – Written report filed.

Region Three – Written report filed.

Region Four – Written report filed. .

Archives Committee – Written report filed.

Regional Evaluation Committee – Bostwick reviewed report. Committee has met their objective. Board commended committee for competing their work and recommends that committee be disbanded, allowing members to focus energy on a new project. Written report filed.

Marketing Committee – Smith reviewed report. Group discussion resulted in numerous marketing initiatives the committee might consider undertaking. Committee would like to survey members and former members. Wheeler asked for a list of issues the committee would like included so that they might be combined in a single survey that meets the needs of the Marketing and Research and Assessment committees. Group discussion regarding issue of membership retention and importance of helping members understand the value of their membership. Wheeler asked that committee address the multiple CIVSA Facebook groups to make them more standardized, powerful and a useful marketing tool. Written report filed.

Standards Committee – Weismantel reviewed report. Written report filed.

Research & Assessment – Bostwick reviewed report. Report filed. Wheeler asked about “variables” that will need to be embedded in the website to make the database useful to search by the membership to find a member meeting specific criteria. McGowan shared that the committee will need to develop the criteria and then collect the answers to the questions before it could be put on web. Written report filed.

Conference Committee – General discussion regarding conference. First year for Hospitality Committee has been successful. Wheeler and Spengler will discuss future initiatives for the committee. Malmberg reported that session hosts will be newer members to help involve them in the conference. They will introduce speakers, collect evaluations and present the check and thank you note.

Meeting suspended at 10:06 a.m.

Meeting resumed at 8:20 a.m. Friday, June 12, 2009

Members Present: Janey Wheeler, President (Oklahoma City University); Betty Spengler, President Elect (University of Maryland); Stephen Barnett, Treasurer (University of Kentucky); Jen McGowan, Director of Communications (University of Michigan); Tami Tassler, Immediate Past President (Florida Gulf Coast University); Kevin Kirk, Secretary (Baylor University); Julian Olivas, Region Two Director (Texas Tech); Joshua Fein, Region Four Director (New York University); Nancy Franco, Archive Committee Chair (Yale University); Sarah Walz, Hospitality Co-Chair (George Mason University); Becky Nemeth Hospitality Co-Chair (George Mason University); Donna Bostwick, Regional Evaluation Chair (Florida State University); Karenlee Spencer, Co-Chair Marketing (Eastern Illinois University); Ebony Smith, Co-Chair Marketing (Ohio State University); Georgia Balafas, 2009 Conference Co-Chair (Boston University)

UNFINISHED BUSINESS

2011 Conference – Matrix comparing received bids was reviewed. Discussion about the challenges with each of the venues. Olivas would like Helms Briscoe to research the San Antonio area and possibilities for conference based in a hotel.

Committee Discussions –

- Future of Hospitality: Wheeler asked for a report from the committee to detail feelings about continuing and the details, tips, suggestions, how to, list of things that are involved, what is possible.
- Future of Regional Evaluation: Work is complete. Recommendation that committee be dissolved.
- Marketing: Committee received direction at conference
- Research & Assessment: Student survey still needs to be completed by schools.
- 2010 Conference Plannin: Members to engage – Rebecca Fortier (Illinois Institute of Technology), Chris Porterfield (Northern Illinois), Trang Do (University of Houston), Marisol Scheer (UTSA), Hailey Ezekial, Rebecca Gloe (Boston University), Dorie Ain (George Washington University), Megan Nassau (American University), Peggy Tiffany (University of Maryland), Natalie Harris (University of Georgia), Karen Lee Spencer (Eastern Illinois University)

Post Conference –

- Wheeler will produce a letter for Corie (the sign interpreter from Texas Tech) on CIVSA letterhead and \$100 to help cover miscellaneous trip expenses.
- CIVSA bucks were awarded to Ross VanDyke (Baylor University), Marisol Scheer (UTSA), Angie Miller (Ohio State) for use at the 2010 conference.

Membership Drive Challenge – Spengler proposed a membership drive to encourage current members to recruit new members.

Motion made by Tassler to approve waiving the 2010 conference fee for winner of membership challenge. Seconded by Walz. Discussion: Tracking system needs to be figured out so that someone gets credit for it. Need very clear and easy rules. Motion Passed.
Motion made by Franco to table the discussion on membership challenge and request the details before the vote. Seconded by Olivas. Motion Passed.

2010 Conference Discussion - Motion made by Wheeler to hold conference June 2-5, 2010 in Lexington, Kentucky. Motion seconded by McGowan. Motion Passed.

Approval of Minutes – Motion made by Barnett to approve the minutes from the Mid-Year Meeting in Oklahoma City. Seconded by Spencer. Motion Passed.

Liability Insurance – Discussion regarding liability insurance to cover association for entire year. Cost would be \$1200. Would cover headquarters, events, officers on official business

Membership Calendar Issue - Renewal notices will go out soon since deadline is July 1st

CIVSA Headquarters - Association Manager contract renewal procedure will occur with Ryan Leigh Runyon and Spengler. Extend opportunity to Runyon to attend the midyear meeting.

CAS –

- Resolution to CAS from CIVSA – Wheeler will write a letter to go with resolution and send documents to CAS President. Resolution will be archived and added to the CIVSA website.
- Request from Weismantel to increase CAS Director's travel budget from \$1,000 to \$1,500. Discussion. Request Denied.
- Request from Weismantel for committee funds to allow a CIVS revision committee to hold a weekend meeting. Discussion. Request Denied. Board will request a proposal from Matt to clarify for the committee to meet.

2009 Conference Overview -

Balafas provided an overview of the conference registration breakdown. She will work with Wheeler and Barnett to resolve outstanding financial obligations to Boston University.

The Board recognized Balafas for her work and acknowledged the committee and contributions of Boston University for a very successful conference.

Motion made by Barnett to adjourn. Seconded by Tassler. Motion Passed.

Meeting Adjourned at 11:13 a.m.

Respectfully Submitted,
Kevin Kirk
CIVSA Secretary 2009-10



Mid-year Report from the President

Following a smooth transition the first half of the 2009-10 association year has been productive. Much of the groundwork has been laid for the 2010 conference in Lexington, Kentucky and our new planning committee structure is in place and working well. There are currently 261 members, the association is fiscally sound and much is being accomplished by Board and Committee Members. The details of this work is documented in individual officer and committee mid-year reports. The commitment of the CIVSA Leadership team is to be commended for moving the association forward and for continued growth in our membership. While progress may seem slow at times it is significant that membership has doubled since the 2005 midyear meeting. Highlights of organizational activity completed or in progress follows.

Organizational:

- **Headquarters** – A new contract was negotiated with Runyon Incorporated in July. We are currently under contract through December 31, 2009. Contract deliverables are being met on deadline and communication between Headquarters and the Board members has been excellent. Changes, additions or revisions to be considered during the next contract cycle and have been requested with none yet received. Pending Board approval, renewal for January through June 2010 will occur by January 5, 2010.
- **Banking** – Denise Wellman, Past President (University of South Carolina) continues to manage the CIVSA bank account at First Community Bank in Lexington, South Carolina. Changing authorization on signature cards and credit cards is a difficult process, as is balancing bank statements and credit card statements for multiple people located across the country. CIVSA is fortunate that Denise is willing to manage this process. The executive board approved the purchase of a \$20,000 8-month CD and a \$10,000 15-month CD.
- **Association Management** – Researched options for future association management. See proposal from Prime Management.
- **Internal Revenue / Incorporation** – The purchase of CDs revealed that the EIN (Employer Identification Number) CIVSA has been using was no longer valid. A new EIN has been obtained from the IRS. Options for incorporating were explored and will be addressed by the Executive Board during the midyear meeting.
- **Member Relations Committee** – The Hospitality committee was replaced by this newly formed committee to meet an expanded mission that encompasses member relations, education and retention. The Hospitality committee as part of conference planning was divided into two new sub-committees: Member Relations and Regional Activities.
- **Restructuring of Conference Planning Committee** – Sub-committees have been formed and chairs and committee members identified. Much work has been done and it is significant that the Program and Education sub-committee has already secured the Keynote Speaker for the 2010 conference.

Communication:

- **Board** – Dates for monthly board meetings for the full board and committee chairs were scheduled for the year. Meetings have been productive and participation has exceeded expectations.
- **Membership** – An email message has been sent to the membership monthly and articles were submitted for the summer and fall Welcomer. Following my site visit to Lexington a post card was sent to every CIVSA member inviting them to come to the conference.

Other:

- **2010 Conference Site Visit** – Participated in a Lexington, Kentucky site visit to gain firsthand knowledge of venues, meeting facilities and hotel.

*Respectfully submitted December 2009
Betty Spengler, CIVSA President 2009-10*



Mid-Year Report from the President-Elect

Activities during the period July – November 2009

- Prepared membership reports for July – November. Active member category has gone from 226 in August to 260 to date (a difference of 34).
- Participated in conference calls with Laura Neustadt from Helms-Briscoe Conference Planners regarding the 2011 conference.
- Communicated with Regional Directors requesting timeline for action items/events/communication that pertain to their role as regional director and requested CIVSA brochure amounts in order to mail them to the regions.
- Communicated with Regional Directors and sent communications examples for their use in the recruitment of new CIVSA members.
- Sent a personalized membership renewal reminder and called lapsed members outlining the benefits of membership.
- Participated in the annual Texas Association of Collegiate Registrars and Admissions Officers (TACRAO) annual meeting in Lubbock, Texas where I lead a discussion regarding “Campus Visit Programming” and was able to promote CIVSA during this presentation. A CIVSA membership brochure was distributed to participants (80) at this session. I also promoted CIVSA among non-member schools that visited our campus and visitors center during this conference.
- Began discussing new member event at the annual conference in Lexington, Kentucky with Stephen Barnett.
- Began discussing the 2011 CIVSA Conference with Marisol Scheer at the University of Texas at San Antonio.
- I will plan to participate in conference planning meetings/calls/emails as necessary in preparation for the 2010 CIVSA Conference.

Respectfully submitted November 16, 2009

Julian Olivas, CIVSA President-Elect

**Membership Report –
as of November 17, 2009**

	Schools/Campuses (represented)	Individual members (Active) Includes New	Individual members (Pending)	Individual members (Lapsed)	Total Individual members (Potential)
Region 1	25	41	2	6	49
Region 2	52	99	5	10	114
Region 3	32	57	0	18	75
Region 4	37	58	12	10	80
Region 5	3	3			3
Emeritus Members		1			1
Totals	149	259	19	46	322

*Respectfully submitted,
Julian Olivas, President-Elect
CIVSA Membership Committee 2009-2010*



Mid-Year Report from the Secretary

- Prepared and submitted action items notes/minutes from CIVSA Board conference calls
- Shared information and recruited for CIVSA with members of the National Association of Baptist Enrollment Professionals (NABEP)
- Participated in phone and email conversations with some prospective member schools
- Will participate in conference planning meetings/calls/email threads as they occur following the Mid-Year Board Meeting at Annapolis, MD to prepare for the 2010 Conference
- Took an unscheduled leave of absence from many CIVSA duties during the illness and passing of my mother and a job change from Baylor University to Howard Payne University

*Respectfully Submitted November 2009,
Kevin Kirk
CIVSA Secretary 2008-2009, 2009-2010*



TREASURER'S REPORT
2009 Mid-Year Meeting

Annapolis, Maryland

Balance reported at 2009 Business Meeting (through 4/30/09)	70,085.46
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Beginning Balance as of July 1, 2009	60,521.07
Total Credits:	

INCOME

Membership Dues and Conference Fees (July – October 2009)
17,367.99

Total Debits:

CONFERENCE COSTS

Boston University (As of July 31, 2009) 15,337.09

OPERATING EXPENSES

1,075.50

Certificate of Deposit (CD)

8-month w/1.8 % interest rate 20,000
15-month w/2.25% interest rate 10,000

Ending Balance as of October 2009 Bank Statement	
23,821.85	

Outstanding Items (through 11/13/09)

RECEIVABLES:

Memberships 1,055.69

PAYABLES:

Operating Costs 1,323.65
Travel Allotments 479.51

Unofficial Balance as of November 13, 2009	23,074.38
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Total Cost of Boston University Conference	39,261.00
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Respectfully submitted,

Heather McFarland
Treasurer 2009 - 2010



Mid-year Report from the Director of Communications

The Welcomer Newsletter:

This year's issues have been distributed on:

1. 2/5/2009
2. 5/12/2009
3. 7/21/2009
4. 11/12/2009

The next issue is scheduled to be distributed to the membership in January 2010.

CIVSA Website:

- All the 2009 conference session materials and handouts that were collected were added to members-only website after the conference, in addition to conference photo album.
- Board member and committee member information was updated on website 7/1/09 as well as all relevant CIVSA e-mail groups.
- Created basic information page for 2010 conference, including dates and hotel information.
- Added several new resources to website, including Membership Drive rules, Get Involved! submission form, and samples of student employee evaluations to Research section.
- Continued making changes as necessary to online member list and member school listing and doing monthly transfers from PayPal to Association bank account.

*Respectfully submitted,
Jennifer McGowan*



Mid-Year Report from the Immediate Past President

According to the CIVSA bylaws, the Immediate Past President's duties are as follows and I have addressed each of these at every opportunity during the 2009-2010 CIVSA year:

- Actively participate in advancing the work of the Association
- Attend full board meetings at the annual conference and mid-year meeting
- Participate in board conference calls
- Provide advice and counsel to the President and may, in emergency situations, act on behalf of the Association
- Serve as a voting member of the Executive Board
- Serve as a consultant for the current President
- Serve as chair of the Nominating Committee

In my role as Chair of the Nominating Committee, the following plans are in place:

- **At Mid-Year:** I request an agenda item be added for discussion of volunteer for regions 1, 3 and 4. To encourage member participation, the board will be asked to provide names of members who are not currently holding an office or position on the board or conference planning committee.

The following guidelines may also help in placing the right members in these positions based on historical CIVSA knowledge but are open for discussion:

1. A member in good standing for at least three years
2. Has attended at least one CIVSA conference
3. Is planning to attend the 2010 conference in Lexington, KY (this would be determined after the fact)

Discussions with RD's can also follow to determine possible committee members.

- **March 2, 2010:** An email will go out to membership with a Call for Nominations for open positions on the executive board.
- **April 2, 2010:** The committee begins conference calls discussing nominations that have been collected. Committee will develop a slate of nominees that includes biographical information for each candidate.
- **May 3, 2010:** An email will go out to the membership announcing nominees and information to submit absentee ballots.
- **June 5, 2010:** Ballots will be prepared for use during the annual Business Meeting at the 2010 conference. Committee members in attendance will manage the process of the elections at that meeting.

Respectfully submitted,
Janey Wheeler
Immediate Past President
Chair, Nominating Committee



Mid-Year Report from the Director of Region One

Purpose and Goals of Position:

- Membership Recruitment
- Membership Retention
- Informing/Educating current and prospective members about CIVSA
- Liaison for Region 1 members to the Association as a whole
- Personal connection and contact for members in Region 1

Activity Thus Far:

Month	Task	Completed?
JULY	<ul style="list-style-type: none"> • Sent introductory email to Region 1. 	Yes
AUGUST	<ul style="list-style-type: none"> • Research non-member schools in Region 1 for mailing addresses and emails for future correspondence 	Yes
SEPTEMBER	<ul style="list-style-type: none"> • Send mail correspondence to non-member schools in Region 1 to encourage membership. • Call members who have lapsed to encourage (re)joining 	Yes
OCTOBER	<ul style="list-style-type: none"> • Send follow-up email to non-member schools encouraging membership. 	No – Will do in November. Perhaps after mid year to have something else to put in the email?
NOVEMBER	<ul style="list-style-type: none"> • Attend mid-year meeting. 	
DECEMBER	<ul style="list-style-type: none"> • Send holiday card to all of region and exec 	
JANUARY	<ul style="list-style-type: none"> • Send Region 2 email wishing them the best in a new academic semester/new year. 	
FEBRUARY	<ul style="list-style-type: none"> • Send email correspondence to non-member schools to encourage membership and participation at conference. 	
MARCH	<ul style="list-style-type: none"> • Send region email pertaining to participation at annual conference. 	
APRIL	<ul style="list-style-type: none"> • Send region email pertaining to conference registration deadline. 	
MAY		
JUNE	<ul style="list-style-type: none"> • Send email to region members who are attending the annual conference encouraging a meet up of some kind. 	
ONGOING	<ul style="list-style-type: none"> • Send welcome email to members as they join. • Send association updates to regional members as necessary. 	Yes

Respectfully submitted,
 Lea Hanson
 Director, Region One



Mid-Year Report from the Director of Region Two

Purpose and Goals of Position:

- Membership Recruitment
- Membership Retention
- Informing/Educating current and prospective members about CIVSA
- Liaison for Region 1 members to the Association as a whole
- Personal connection and contact for members in Region 2

Activity Thus Far:

Month	Task	Completed?
JULY	<ul style="list-style-type: none"> • Sent introductory email to Region 2. 	Yes
AUGUST	<ul style="list-style-type: none"> • Research non-member schools in Region 2 for mailing addresses and emails for future correspondence 	Yes
SEPTEMBER	<ul style="list-style-type: none"> • Send email correspondence to non-member schools in Region 2 to encourage membership. 	Yes
OCTOBER	<ul style="list-style-type: none"> • Send follow-up email to non-member schools encouraging membership. 	No – Will do in December. Perhaps after mid year to have something else to put in the email?
NOVEMBER	<ul style="list-style-type: none"> • Call members who have lapsed to encourage (re)joining 	Not yet
DECEMBER	<ul style="list-style-type: none"> • Send holiday card to all of region and exec 	
JANUARY	<ul style="list-style-type: none"> • Send Region 2 email wishing them the best in a new academic semester/new year. 	
FEBRUARY	<ul style="list-style-type: none"> • Send email correspondence to non-member schools to encourage membership and participation at conference. 	
MARCH	<ul style="list-style-type: none"> • Send region email pertaining to participation at annual conference. 	
APRIL	<ul style="list-style-type: none"> • Send region email pertaining to conference registration deadline. 	
MAY		
JUNE	<ul style="list-style-type: none"> • Send email to region members who are attending the annual conference encouraging a meet up of some kind. 	
ONGOING	<ul style="list-style-type: none"> • Send welcome email to members as they join. • Send association updates to regional members as necessary. 	Yes

*Respectfully submitted,
Jennifer McLendon
Director, Region Two*



Mid-Year Report from the Director of Region Three

Goals of Position:

- Recruitment and Retention of Members
- Serve as a resource and liaison for Region III Members to National Association
- Market 2010 CIVSA Conference in Lexington, KY

MONTH	TASK
AUGUST / SEPTEMBER	<ul style="list-style-type: none"> • Researched non-member schools in Region III for mailing addresses and emails for future correspondence
NOVEMBER	<ul style="list-style-type: none"> • Sent follow-up email to those with lapsed membership encouraging them to renew CIVSA membership and participate in 2010 Conference • Mailed letter to non-member KY schools highlighting upcoming conference and opportunities (included new brochures)
DECEMBER	<ul style="list-style-type: none"> • Attend mid-year meeting • Send holiday card to Region III members and executive board • Mail letter with non-member schools throughout region highlighting conference and participation opportunities (include new brochures) • Region III email - conference/organization updates following mid-year meeting
JANUARY	<ul style="list-style-type: none"> • Region III email - wishing them the best in a new academic semester/new year
FEBRUARY	<ul style="list-style-type: none"> • Send follow-up email correspondence to non-member schools to encourage membership and participation at conference
MARCH	<ul style="list-style-type: none"> • Region III email - Participation at annual conference
APRIL	<ul style="list-style-type: none"> • Region III email - Conference registration deadline(s)
MAY	<ul style="list-style-type: none"> • Email to Regional members attending conference – ways to be involved/assist with preparations, opportunities for regional meetings and events (both professional and social)
JUNE	<ul style="list-style-type: none"> • Attend and assist with CIVSA Conference in Lexington, KY
ONGOING	<ul style="list-style-type: none"> • Send welcome email to members as they join. • Send association updates to regional members as requested/needed. • Participate in conference calls and communication with Executive Board.

Respectfully submitted,
 Amber Dillon Campbell
 Associate Registrar, University of Kentucky
 Director, Region Three



Mid-Year Report from the Director of Region Four

1. RD Update
 - a. Due to major shift in focus of my position at NYU, I have had little, if any, time to commit to my CIVSA RD duties, and I am disappointed by this. However, I do not anticipate a significant change in my workload, and I will take on additional international travel in the spring that will prevent me from repeating my level of effort from 2008- 2009.
 - b. Regardless of my interest to remain involved, during Mid-Year, I will seek counsel from the Board on ideas to supplement if not replace me entirely as RD for the remainder of the year.
2. Recruitment
 - a. Despite limited outreach this season, R4 has seen a decent level of new membership, likely resulting from outreach during last year's heavy promotion of CIVSA and the Boston 2009 Conference.
 - b. Ongoing is the process of welcoming new members to CIVSA R4. I expect to catch up with new members who have joined since October via email and telephone before winter recess.
 - c. Remaining to be done is outreach to ten lapsed members to either renew member campuses or individual members, or provide closure to the effort for this year.
 - d. Also remaining is local follow up with 2009 Conference attendees at Region 4 institutions who have not converted to members.
3. Tabled ideas and issues
 - a. In 2008, we discussed both as a Board and as a Region at the 2008 Conference in Pomona, CA, the idea of holding regional conferences. In 2008, prior to the current economic struggle, the idea was popular and gained some momentum. In Boston (2009 Conference), we again discussed the idea within Region 4, but I have not since seen interest in, nor have I been able to provide leadership toward, this goal. The concept was to attempt to gather in major metropolitan areas within the Region, ideally starting with Boston, DC, New York and Philadelphia, to hold informational mixers for colleagues at non-member campuses. These would be hosted by one or two members/member campuses in the metro area, with on site support (i.e. funds and attendance) from the RD and veteran CIVSA members. The idea remains viable and would likely stir up additional interest. Likely obstacles include further commitment of time from members, funds, and a window in work cycles that would allow for the planning and execution of such events. (I still want to do these!).
 - i. Examples
 1. Members at Temple and Drexel collaborate to host prospective members from UPenn, St. Joseph's, La Salle, Villanova, Delaware State (lapsed members) and more. RD visits to support, network and recruit. Invitation extended to entire region.
 2. Members at American, George Washington and UMD College Park collaborate to host prospective members from Georgetown, Howard and Catholic, along with the many viable member institutions in Maryland and Virginia. President and/or RD visit to support, network and recruit. Invitation extended to entire region.
4. Flat mascot update
 - a. Although the project has been popular, it has proven highly challenging to keep track of the R4 flat mascot, Civy. I have no idea where the little guy is, and I'm sad to report I will not be bringing Civy to Mid-Year.

Respectfully submitted by Joshua Fein, Regional Director, CIVSA Region 4



Mid-Year Report from the Archives Committee

Submitted for 2009 Mid-Year Executive Board Meeting

Committee Members: Nancy Franco, Yale University
Betty Spengler, University of Maryland
LeAnn Stroupe, University of Missouri
Amanda Tagliaferro, Yale University

Committee Purpose: The Archives Committee has been designed to preserve the history of the association.

Materials from past officers are currently being combined to avoid redundancy; as materials and files have been submitted from several sources. Files from Rutgers will serve as the primary source and all other documentation will continue to be reviewed and sorted.

A proposal was made to the Executive Board in October to authorize Headquarters to begin a filing system there so that a file is created for each member institution. The request was approved and it is our hope that this will also provide a more accurate history of institutional activity.

The committee's goal for the remainder of the year will be to create an index of all materials currently housed at Yale University and to review the materials currently in storage at Headquarters.

*Respectfully submitted,
Nancy Franco
Archives Committee Chair*



Mid-Year Report from the Member Relations Committee

Co-Chairs: Becky Nemeth and Sarah Walz, George Mason University

Members: Niki Mendrinios, Temple University

Goal and Purpose: The Member Relations Committee's goal is to make CIVSA members feel more engaged in the organization throughout the year. We will facilitate specific functions for conference to make each new member feel a welcomed and valued part of the association, and organize special needs so that all members are comfortable. Throughout the year, in conjunction with the Regional Directors, we will facilitate engagement of members to increase the value of membership in the association.

Strategies:

Some items below are waiting for final approval from the Executive Board

For Conference:

- Email attendees prior to conference with last minute details
- Schedule greeters at registration table
- Facilitate roommate requests
- Dispense parking information
- Provide for any special needs that are brought to our attention by conference attendees (dietary, ADA, etc.)
- Organize a Buddy or Mentoring program for 1st time attendees
- Footprint Awards-assist with creating guidelines and categories for awarding and assist in choosing winners
- Create and teach CIVSA 101-an introductory tutorial on the history, goals and vision of the association

Outside of Conference:

- Contact and welcome new members either by phone or hand written card. We will work with headquarters to learn of new members or members who have returned after an absence
- Make suggestions based on member feedback regarding value of association membership, conference activities and year round engagement of members
- Organize quarterly roundtable discussions by phone. This would eliminate the need for an Education Committee. (We are looking for guidance and ideas.)

Committee Activity to Date:

- Purchased a 2010 calendar card with CIVSA notes for each month to be sent to all members before January 2010. Card should arrive before mid-year meeting in December and, if so, we will bring a sample for everyone to see.

*Respectfully submitted,
Becky Nemeth and Sarah Walz, George Mason University*



Mid-Year Report from the Research and Assessment Committee

Names of all committee members

Denise Wellman, Chair

Donna Bostwick – Co-chair

Andrew Parrish

Kim Burdett

Kate Steinbach

Megan Schmeusser

Janie Kerzan

Angela Hicks

Catherine Lenaway

1. We are trying to keep research within the field of visitor and information services in front of the membership, encourage research and publication among member institutions, and promote research based presentations at the national conference. The work of the Committee also involves helping the membership gain some comfort with conducting research to inform their practice (Betty – if this is off, pls advise. We have never really been given a mission).
2. Committee's activity thus far in the 2009-10 fiscal year
 - The committee is thrilled to report that we now have an active member from the field of information services.
 - Submitted for publication at least one research article in each edition of *The Welcomer*.
 - Updated the reference list of scholarly articles (for ease in searching the information, this is now being reorganized by topic). This was posted to the website in September 09.
 - Updated the scholarly publication deadlines and guidelines. This was posted to the website in September 09.
 - Conducted a research project on the methods used to evaluate student workers in the field of visitor and information services and published the results in *The Welcomer* (assessment tools from 9 responding institutions have been posted on the website and others are being encouraged to participate by sending their information directly to Jen through the web. Andrew is currently working on an email to encourage more to participate in this study.).
 - Set and published research proposal deadlines for the 2010 National Conference.
 - Continue to work with Jen on developing a searchable membership database.
 - Kim, Andrew, Denise, Janie, & Megan are all working on an article for the next edition of *The Welcomer* to address how we document the value and importance of the programs and services we offer.

3. Proposed strategies to accomplish the goals/mission of your committee/project

We have a monthly conference call and frequently communicate by email. The Committee has been exceptional on follow-through.

4. Items that will require a decision and/or vote of the executive officers

-We need to insure that the Executive Board is prepared to fund approved research proposals. The R & A Committee will establish a sub-committee to review all program proposals and will award conference registration grants and insure that all requirements to receive the grant to the 2010 Conference are met. We are recommending that a minimum of 2 conference registration fees be waived for successful research proposals. There is also some interest in approving research proposals for the 2011 National Conference, especially for more long-term research proposals.

-We are also asking that all members of the Executive Board who utilize student workers participate in the student evaluation project so that your method of evaluating student workers is visible on the webpage and can serve to encourage other members to participate.

-The Committee has also changed the research proposal submission deadline from 11/6 to 12/4 in that no proposals have been received to date. The Committee would love to see a proposal or two from someone on the Board or at the very least, an email to the membership that would affirm the Board's support by sending an email to the membership encouraging research activity within the organization and submission of proposals.

5. Other pertinent information you believe provides a clear picture of work and mission.

None at this time unless there is some issue the Board wants addressed.

*Respectfully submitted,
Denise Wellman
Research and Assessment Chair*



Mid-Year Report from the Standards Committee

CIVSA Standards Committee & CIVSA DIRECTOR -
COUNCIL FOR THE ADVANCEMENT OF STANDARDS IN
HIGHER EDUCATION
Summer 2009 – Fall 2009 Report

1. Committee Members -
 - a. Matt Weismantel, Rutgers – The State University of New Jersey, Chair of Standards Committee and CIVSA Director to CAS
 - b. Betty Spengler, University of Maryland – College Park, Member of Standards Committee and Alternate CIVSA Director to CAS
2. Committee Purpose and Goals of Standards Committee -
 - a. Ensure the viability and appropriateness of CAS Campus Information and Visitor Services Standards and Guidelines
 - b. Encourage the propagation and use of the CAS Campus Information and Visitor Services Standards and Guidelines
 - c. Actively promote and represent CIVSA on the CAS Director's Board
3. Committee Activities 2009
 - a. June 2009 – Matt Weismantel presented at the CIVSA National Conference at Boston University
 - b. Distributed standards promotional materials via the CIVSA quarterly newsletter “The Welcomer”. This year this material was specifically focused on the Fall 2009 CAS Symposium
4. CIVSA CAS Director's Activities 2009 –
 - a. Provided CAS Update Reports to the Winter CIVSA Executive Board Meeting and to the CIVSA Annual Business Meeting held in the Spring at the National Conference.
 - b. Served in third year as Member-at-Large position with the CAS Executive Board with specific responsibilities related to processes for writing new and revised standards and guidelines
 - c. Was elected to a new three year term a Member-at-Large from 2010 to 2013.
 - d. The Campus Information and Visitor Services Standards and Guidelines Revision Committee has been formed by CAS chaired by Pat Perfetto at the University of Maryland. A first edited draft by the committee is already underway and it is expected that shortly we will be in contact with the Executive Board to identify a full list of CIVS experts to undertake the review of the first draft.
5. Proposed strategies to accomplish the goals/mission of your committee/project
 - a. The CAS Director and Alternate Director will continue to maintain active and engaged participation in the activities of the CAS Director's and Executive Committee.
 - b. Work has begun on the first full revision of the CAS Campus Information and Visitor Services Standards and Guidelines with the goal of completion by 2011.
 - c. Review of CAS information on the CIVSA website including consideration of the addition of testimonials from individuals/institutions who have utilized the Standards in different capacities.
6. Items that will require a decision and/or vote of the executive officers
 - a. None

7. Further CAS Updates and Information:

- a. Meetings
 - i. Executive Committee Meeting - August 9-11, 2009 Washington, DC
 - ii. Executive Committee Meeting – November 13-14, 2009 Directors’ Meeting – November 14-15, 2009 CAS Symposium – November 15-17, 2009 Arlington, Virginia
- b. General Update
 - i. Matt Weismantel, CIVSA CAS Director, was elected to a second term (2010-2013) by fellow CAS Directors as an At-Large-Member of the Executive Committee. He did not attend the August CAS Executive Board meeting due to health issues (abscessed tooth). The later than usual (to accommodate the Symposium) CAS Fall 2009 meeting will necessitate that a report on outcomes will need to be added to the Spring 2010 update. However, the planned agenda for the November 14-15, 2009 CAS Director’s Meeting is also attached to this report
- c. Executive Committee Developments
 - i. CAS product sales have been strong generating almost \$220,000 since January 2009. Another mailing about the CAS products was made in September 2009.
 - ii. University of North Florida is integrating the CAS standards and guidelines into its daily schedule.
 - iii. The linking of current functional standards is underway including notification of associations along with the correct link to the CAS website. (CIVSA has completed this link on its website).
 - iv. IACLEA (International Association of Campus Law Enforcement) will formally be seeking member status with CAS at the Fall 2009 Director’s Meeting.
 - v. CAS President Susan Komives has been asked to join the Task Force on Professional Standards and Competencies with the purpose of helping to continue the definition of the student affairs profession.
 - vi. The new edition of the *CAS Book of Professional Standards* was published in Summer 2009. The next edition is planned for 2012.
 - vii. CAS is (as of November 3, 2009) within only 10 registrations to break even (at 253 paid registrations) for the Fall 2009 Symposiu in Arlington, Virginia.
 - viii. The Executive Committee has supported the recommendation of the Distance Learning Standards and Guidelines Revision Committee that these standards be eliminated and instead rolled into the next edition of the General Standards for all standards and guidelines.
 - ix. The committee reviewing CAS Self Assessment Guides (SAGs) Production/ Revision reported a two fold recommendation: help with the management of the data analysis for groups undertaking reviews and second, more training for the users. In conjunction, current revisions of the SAGs that the CAS Editor started will continue to make the SAG easier for adoption by the individual campus. It was suggested that a “bureau” of accomplished self-assessment users be established.
 - x. The Executive Committee met with representatives of EBI (Educational Benchmarking, Inc.) and Student Voice to hear presentations and have conversations about the future of assessment activities from those organizations’ perspectives. Afterwards, Kevin Kruger presented an overview of the NASPA Assessment Consortium that surveys operational data from campuses.
 - xi. A report was given on the CAS 30th anniversary projects. The sticker project is almost complete. The other projects, mailing of association 30th anniversary certificates and resolutions, have also been completed.
 - xii. Peggy Patterson will represent CAS as one of our Public Directors at the upcoming ASHE (Association for the Study of Higher Education) meeting in Vancouver, Canada. The CAS Executive Committee approved \$500 for expenses to attend the meeting on CAS’s behalf.

Respectfully Submitted,
Matthew Weismantel, November 3, 2009

2010 Annual Conference – Mid-Year Meeting Report

Location: Lexington, Kentucky

Dates: June 2 – 6, 2010

Conference Hotel: Hilton Lexington/Downtown

Conference Committee:

Conference Host/Local Arrangements:

Stephen Barnett, Chair - University of Kentucky

Amber Campbell - University of Kentucky

Information Fair / Exhibits:

Trang Do, Chair - University of Houston

Member Relations:

Becky Nemeth, Co-Chair - George Mason University

Sarah Walz, Co-Chair - George Mason University

Programming and Education:

Janey Wheeler, Chair - Oklahoma City University

Rebecca Fortier, Assistant Chair - Illinois Institute of Technology

Angela Hicks - University of Texas at San Antonio

Jennifer McKenzie - Hendrix College

Publicity / Promotions:

Ebony Smith, Chair - The Ohio State University

Maribeth Carskadon – Northern Kentucky University

Regional Activities:

Dorie Ain, Chair - The George Washington University

Megan Nassau - American University

Peggy Tiffany - University of Maryland

Sponsorships:

Brittney Joyce, Chair - University of Texas at Arlington

Budget: See attached as of November 30, 2009

Schedule: See attached as of November 30, 2009

Programming: See attached Proposal as approved November 11, 2009; Please also see information on Keynote speaker as approved on November 20, 2009 – Bruce Rector.

Sponsorship: See attached proposal for Executive Board discussion and approval as of November 30, 2009.

Publicity/Promotions: See attached as of November 30, 2009 for discussion.

Items for Executive Board Discussion:

1. Sponsorships
2. Registration Fees
3. Guest Fees
4. Budget Discussion
5. Monday Morning Messages Books



Bruce Rector Information

The Program Committee met unanimously agreed that Bruce Rector will make an excellent keynote speaker for the 2010 conference next June.

His fee is \$2,500 with one half due two weeks from our requesting his services and the balance due two weeks prior to conference. Below is the link showing the contract with a printer friendly version of the contract with all terms included.

<http://premierespeakers.com/client/contract/0c5986b30252>

We also request that a copy of his book "Monday Morning Messages" be available in attendee conference bags at time of check-in. The costs will be \$15 or less depending on a possible discount which we are in the process of negotiating. Even at the full price, the cost would be around \$1,400 with shipping which could easily be spent in airfare and hotel costs had we not located a local speaker.

Bruce has also agreed on a discounted price for his *Monday Morning Messages* of \$10.50 per book (savings of \$4.45 per book).

As a speaker, author, facilitator and moderator, Bruce Rector teaches, inspires and motivates people of all ages to become better business, government, community and family leaders. Bruce's homespun style of sharing humorous and uplifting stories from his personal life and from his extensive travel and work with young leaders from over 100 countries resonates with the audience. His messages not only teach and inspire, but also motivate people to make life and career changing decisions.

When Bruce speaks or writes his vast experience in working with thousands of young adults around the world comes to life. Bruce Rector was the 58th President of JCI (Junior Chamber International), a 200,000 member strong organization of young leaders and entrepreneurs from 110 countries. In 2003 he traveled to nearly 50 countries as JCI World President. In every presentation he makes, Bruce shares his practical tips for improving personal and organizational performance in an entertaining way that leaves the audience energized and ready for action.

Bruce Rector's first book, Monday Morning Messages: Teaching, Inspiring and Motivating to Lead (Xephor Press, 2005) has enjoyed international success and will be published soon in French and Korean. With thousands of loyal readers of his weekly electronic messages and endorsements from best-selling authors Ken Blanchard (The One Minute Manager), Stephen Covey (The 7 Habits of Highly Effective People) and Jennifer Kushell (Secrets of the Young & Successful), the book is an excellent training and discussion aid for the sessions he leads.

Born in Anderson, Indiana in 1963, Bruce attended the University of Kentucky where he worked as a student athletic trainer (sportsmedicine) assistant for Wildcat athletic teams. In 1984-85, he was assigned to the assist the Kentucky Men's Basketball team, a program with six national championships and more wins than any other major university in the United States. Bruce Rector spent four summers and one full season working as an athletic trainer assistant to the Indianapolis Colts of the National Football League.

Bruce has practiced law in Lexington since 1990 in addition to speaking and consulting. In 1990, Bruce received a Juris Doctorate from the University of Kentucky and was admitted practice before the Kentucky Courts.

Bruce Rector travels from his home in Lexington, Kentucky where he lives with his wife Tabitha and his son Trevor.

Association Manager Report 2009 CIVSA Mid-Year Meeting

I would like to begin by extending my appreciation for the invitation to participate in the mid-year meeting. While I feel that it is a good opportunity to meet with the Executive Board, and perhaps would provide a better opportunity for working face-to-face than the annual conference, I am unable to attend due to family commitments. The upcoming conference is a half-day drive from Headquarters, so I respectfully request that the Board consider my attendance for a portion of the 2010 CIVSA conference. There has not been dedicated time for a face-to-face meeting with members of the Executive Board since the 2007 conference at Notre Dame.

The activities of the Association Manager have fallen into a predictable month-to-month rhythm. The change to the membership year did not greatly impact this cycle. The most impact has been a result of budget cuts that have affected CIVSA's member institutions. The period in which renewals come in has stretched much later in the year, with some renewals coming late in the second quarter of the membership year (fourth quarter of the calendar year). Interesting to note, and perhaps a result of our membership drive and affordable dues structure, is the frequent receipt of new membership applications.

The communication processes with new members and Regional Directors continue to be refined. A greater reliance on email for invoicing has been helpful not only with postage costs, but also means that payments by check arrive much more quickly. In turn, our newest members begin to receive membership benefits in a timely fashion.

The filing project that was proposed in June was approved and initiated in November. The majority of documents have already been filed, and it has taken significantly less time than estimated in the original proposal.

The CIVSA brochures have been reprinted locally, and I was pleased with the quality of the preprint and the level of customer service. I am expecting another cost estimate for mailing labels to be used on new member packets, which I will pass along as soon as it is received.

In my last report, I shared my expectation of a more regular work schedule. Due to some unexpected events, a regular work schedule has not been possible and I once again find myself appreciative of the flexibility of this position. I would like to share my sincere thanks to the Executive Board for an opportunity that aligns itself so well with my work and family priorities.

Respectfully submitted,
Ryan Leigh Runyon

CIVSA 2009 Annual Conference Report

The 2009 annual CIVSA conference was held June 8-12 at Boston University in Boston, MA.

List of conference committee members:

- Conference Hosts
 - Georgia Balafas, Boston University
 - Rebecca Gloe, Boston University
 - Amy Hook, Boston University
- Program Chair:
 - Meg Malmborg, University of Connecticut
- Logistics Coordinator:
 - Kevin Kirk, Baylor University
- Financial Coordinator:
 - Stephen Barnett, University of Kentucky
- Hospitality Committee
 - Becky Nemeth, George Mason University
 - Sarah Walz, George Mason University

Hotel: Hyatt Regency-Cambridge at 575 Memorial Drive, Cambridge, MA

Hotel Room Rate: \$219 per night

Optional organized campus visits available: Boston University, Harvard University, and MIT

Other schools in area suggested to members: Northeastern University, Boston College

Early Bird Member Registration fee: \$395

Regular Member Registration fee: \$495

Early Bird Non-Member Registration fee: \$495

Regular Non-Member Registration fee: \$595

Guest fees: a la carte format

Student fee: Same as member fee

Registration Snapshot:

Total registered: 94

First Timers: 44

Non-members from Member Schools: 7 (includes 3 students)

Non-members: 7

Guests: 8 attendees brought 10 total guests

Schools represented: 54

States represented: 23

District of Columbia: 2

Canada: 1

Programming Snapshot:

Thirty-three unique educational sessions covering a wide range of topics including: Information Services, Visitor Services, Training & Development, and Unique & Best Practices were offered.

Keynote address: 1

Special session: 1

Number of concurrent sessions: 15

Number of concurrent roundtables: 16

*Respectfully Submitted,
Georgia Balafas, 2009 Conference Host, Boston University*

2009 Annual Conference Evaluation Comments

Question 9: Please provide any additional information or comments regarding the conference experience:

1.	It would have been nice if there had been more transportation options for sight seeing.
2.	For future conferences, I would like to see the round tables and the conference sessions combined more. For example, If there is a sessions on special groups - have a 1.5 hour session were there would be a presentation and then a round table.
3.	I went to several sessions that did not have correct titles or descriptions. You should have the presenters finalize their session titles and descriptions instead of using the session proposals, which are completed very early in the planning process.
4.	I wish check-in on the first day had been open longer.
5.	Cost of cabs and tips on top of expensive hotel made the conference more expensive than in the past. Schedule felt rushed between Keynote, Opening Reception and First Timers dinner. Logistics of traveling between hotel and BU made for a tight schedule.
6.	Maybe have some sessions in the morning and some round tables in the afternoon vs. having sessions all day and round tables all day.
7.	The networking lunch was poorly timed and organized. I felt like there was a lot of time spend waiting to start.
8.	#3. Would be helpful to list the receptions including a cash bar so everyone knows to bring money. Would probably be helpful too to ask up front if there are any special dietary needs (allergies, etc.). The food was probably better than fair, but I felt the service at the hotel wasn't the best during the large meals and not all the food was always fresh. Mold was found on one of the Boston Cream Pies.
9.	more networking or "free time" would be nice
10.	I like the format of this conference the best of the four that I have attended. I liked that the conference was during the week and that there was time to come in before or after to visit additional colleges or explore the city. Lunch on Wednesday was a little cold by the time we got it. Lunch on Thursday was good and had good options.
11.	I would like some information on how to recruit more Information Centers to the association. There was alot for Visitors Centers and tour guides, but not much for the info. side. However, the roundtable lead by Jen was a great chance for us to connect. Just wish there were more than 5 info centers present.
12.	The meals were essentially the same at most events, the sessions were crammed into two days and there was not a lot of social interaction as a group.
13.	The conference was great. I really enjoying being able to talk with others about similar hurdles we all face and what we can do to solve them.
14.	The hotel was the biggest disappointment. One night there was mold on the dessert, my room had carpet stained, a cracked sink and not cable hookup for internet as I couldn't get my wireless to work in the beginning. I also have some misinformation about transportation from a volunteer but I resolved that myself. We thought the conference information was very good but I was surprised about how casually dressed we could be and also sometimes we didn't have any signage as to where to go to find the rooms. We hope to be able to attend again next year though and would then know what to expect.
15.	Great job organizing the conference overall. Would have liked more meals included in the conference registration price.

16.	I can't tell you how much I enjoyed and appreciated the conference. I'm a new CIVSA member and was overwhelmed - in such a positive way - by the quality and amount of information exchanged, the organization of the conference schedule and sessions, and, most especially, the warmth, knowledge and professionalism of the CIVSA people. Tammy, Janey, Kevin, Jen, etc. I really admire what they're doing and I had no idea such an organization existed prior to my attendance. Thank you, thank you, thank you! Next year, I'll be bringing others from my department, too.
17.	By far the best conference I have attended in a very long time. I have been in the admissions profession for almost 10 years now and the friendliness and helpfulness of all the participants was outstanding. I look forward to continuing a strong relationship with CIVSA and its members
18.	Hotel was so-so...I wished the hotel was closer to BU...I learned a lot at this conference and appreciated the chance to attend. I certainly hope/plan to attend the
19.	I think it would be beneficial to have the session portion on each day be half round table and half sessions to break up the flow. Many people want to hear from others on things that other institutions do and I found that the sessions I went to when there was a presenter really turned into a roundtable atmosphere.
20.	I liked the set up of this conference. We did not waste a lot of time on buses being transported back and forth from the hotel to the campus. It was very easy to run up to my hotel room for a few min to take a break from all the learning. I would have liked the hotel to be closer to food choices. It was a pretty long walk before you could find some food.
21.	Great guest speaker and informative sessions. BU was a wonderful host.
22.	Good conference, good sessions, great people
23.	I think that the networking lunch should have been held on the day that we were based at the Hyatt. We would have had less to carry around BU as a result. We could have taken our items upstairs instead of carrying them around from session to session. I also feel that an earlier explanation of what CIVSA is/can do for the whole organization should kick off the opening meal. With so many first timers, you can't assume that people know everything that they have signed up for.
24.	Thank you, I had a great time and learned a lot!
25.	I spent a fortune on taxi service. Wish we had been closer to Boston, but I'm sure it was cost-prohibitive. I think more people would come if the conference fee was slightly less and we encouraged more people to share hotel rooms. I shared a room with a CIVSA member who I had never met and we got along great.
26.	The only complaint I have is about the lunch that we had at BU. The food was not as described and it was cold.
27.	Boston is an expensive place to host a conference but overall this was a very good conference!

Question 10: Please rate the Keynote Speaker:

1.	I wish we could of had longer to listen to him talk. I would of gladly not had the opening session for more time with Jeff Kallay.
2.	More time should have been allotted. The introductions and thanks and remarks before the keynote started were needed and great but cut into time allowed for the session. There should have been more time for the official welcome to the conference.
3.	He was amazing, and I don't even run campus tours. I wish he'd had more time to talk though. . .it seemed like he felt rushed.

4.	Although Jeff's presentation skills are fantastic and the information was exceptionally pertinent, there was no escaping the feeling of being rushed from start to finish, and this was somewhat of a detriment to the overall takeaway message.
5.	really engaging and energetic, he addressed issues that we all have. I wish we had more time for him and for q and a. Also, it would be nice to get a copy of his presentation.
6.	Too rushed/abbreviated
7.	He was the perfect Keynote - he knows exactly what we do and wants us to make better decisions.
8.	Phenomenal! Wonderful and very applicable speaker who gets it and makes it fun and motivational
9.	Great speaker! I wish we had more time with him honestly. He had wonderful advice and felt rushed so I'm sure we could have learned even more from him.
10.	He should have been allowed to speak for a longer period of time! He was great!
11.	Loved it
12.	I'm requesting that those who report to me watch his webinars. I loved Jeff's presentation. Great job.
13.	One day I would love to have him come to my campus
14.	Great Speaker! Very Engaging
15.	Fantastic! So informative and engaging!
16.	He was very entertaining and energetic. His message was awesome.
17.	More time for his presentation would have been great. I took so much but it was rushed!
18.	Loved the laughs.
19.	I would love to see Jeff at future conferences!
20.	Incredibly relevant to CIVSA - one of the best I've heard at a CIVSA conference

Question 11: SESSIONS: Overall content was informative and met my expectations:

1.	We have such a wealth of information through our members!
2.	The presenters seemed more prepared this year, possibly because they had to submit the presentation in advance (?)
3.	I mostly agree, but a couple of the presenters for events really didn't present well, except for Angie's. That was great.
4.	dig deeper for relevant topics and excellent presenters
5.	I got some great ideas from each of the sessions I attended.
6.	Great sampling of industry professionals who walk the walk showing that they can also talk the talk. Very proud of my colleagues for their performance this year.

7.	In most of my sessions I wished the presenter allowed more time for discussion within the group. While the presenters were knowledgeable I felt there could have been even better exchange with more discussion time.
8.	Many presenters spent a lot of time sharing how they came up with their solutions, and very little time actually explaining what their solutions are. I'd rather hear how they do things than how they figured out how to do things.
9.	I am able to use so many ideas from this conference!
10.	Did not attend as many as I would have liked to

Question 14: ROUNDTABLES: The format was effective and discussions were informative.

1.	Although it is a good concept...we need to set up a recommended outline for these sessions. (ie: 15 min. intro to topic, discussion and follow up discussions questions/topics.
2.	Roudtables are nice, but I wouldn't devote an entire conference day to roundtables
3.	Some presenters had difficulty facilitating discussion...
4.	It seems some participants and moderators still don't fully understand the roundtable discussion format. Maybe there should be some explanation of these - a general announcement at the start of the conference. Also, a 'how to lead a roundtable' tip sheet might help presenters prepare, control and lead the discussions.
5.	Some of the people leading the discussions became presenters vs. facilitating a round table.
6.	Should not be a whole day
7.	My only complaint was the "Uneventful" Event one. I felt bad for the presenters. The woman wasn't really an event person in a room full of them. She was presenting more than discussing. A few others led that a little more.
8.	Always include an Information Services roundtable at each conference.
9.	some roundtables were not well attended...maybe do a short intro of each at dinner night before
10.	Some worked and some didn't. I think there were too many people at them to really be effective at discussion.
11.	This was really a mixed bag. Some were very strong and thorough while others lost steam very quickly. Others were simply misguided. I believe the only negative feelings I heard expressed about the conference were related to the roundtables. Is it possible that we overdid it by having them all in one day? Maybe a mix of session slots and roundtable slots each day would lessen the likelihood of losing momentum.
12.	the roundtables I attended were mostly good. One moderator spoke for about 2/3 of the time about her experiences leaving us little time for group discussion. Maybe some more guidelines for moderators
13.	These had little value for me. Discussions were unstructured and focused solely on campus tours. Our office does not run campus tours, we are an information center. I was disappointed with the roundtable value.
14.	I felt like some of the moderators should have had more specific prompts for the group to go off of in the discussion
15.	This was my preferred format because it allowed for more exchange and brainstorming with a variety of perspectives, but depending on who was the moderator some of the roundtables turned into the moderator presenting for half the time and only having real discussion for about half the time.
16.	Didn't get into real "meat" of our roundtable because we did intros at the beginning of each session

17.	Some of the roundtables I attended were too similar.
18.	Loved all the topics, wish there could be more....maybe incorporate roundtables and sessions through both days for better attendance?
19.	Some were great- some were just presentations from the moderator - I think these could have been done more effectively
20.	Sometimes the groups are too large to really have good discussions.
21.	Some facilitators seemed unclear on their role.
22.	Four roundtables was exhausting. I think 3 would be most effective, by the afternoon we were exhausted.
23.	Left the conference early
24.	Maybe we can mix it up so that all roundtables aren't on the same day. I think a lot of people went shopping on roundtable day.
25.	Needs a different format. Not all get to talk and others talk too much.

Question16. ROUNDTABLES: What topics would you like to see at future conferences?

1.	continue at least one round table about group special tours
2.	A session just for people in Information Services
3.	I will get back to you on this one...
4.	Anything pertaining to budgets; partnering with other offices on campus to fund and produce fundamentals (like maps and basic materials) in challenging budget times.
5.	There were so many opinions that it was hard to keep it at 45 minutes! roadblocks to success, paid versus unpaid students, office structures, getting support for what we do, publications and materials distributed in the visitor center, faculty involvement, setting student's expectations, do you turn students away who want to visit or do we accomodate everyone? working with other departments on campus
6.	Campus Information services - showing value of your team to higher management, tracking data and results of the Info Center, customer service training for student workers, evaluations for students
7.	Teambuilding, with students and staff.
8.	How to effectively manage visitors during Spring Break Student leadership- best practices Best practices for managing your call center
9.	Counselor Visits What type of software do colleges use to plan their events if any -- checklist system.
10.	Promoting morale of both student and professional staff
11.	Visit Days, Summer programs
12.	Topics were fine but maybe add staff training issues

13.	Left the conference early
14.	The roundtable discussion about Information Centers outside the Visitor's Center was very good.
15.	Building relationships within your campus and within your community.
16.	Have roundtables during breakfast.
17.	Use subjects submitted by membership...start asking earlier in fiscal year (maybe a question on the conference website?)

Question 17: Please rate the overall quality of the programming:

1.	I always come back with information that I can use immediately. CIVSA Conference is time and money well spent!
2.	heard very positive comments
3.	Not just good but very good.
4.	Perfect!
5.	Left the conference early
6.	Meg did an outstanding job of putting it all together.

Question 18: For first time conference attendees, how do you rate the format and information provided at the First Timers' Dinner?

1.	I would have liked to learn how I could get involved in CIVSA and a quick overview on committee information during the dinner.
2.	icebreaker would be nice...
3.	I would have preferred the first timers' session to be the first thing - it was a bit intimidating doing the first activity without knowing much about the people or organization. I also would have loved to discuss the different committees and how to get involved
4.	Some parts dragged a bit but I enjoyed and valued the opportunity
5.	Too long. Shorten presentation more time for networking.
6.	Really liked the dinner concept. Would have liked to learn more about other new members and what their goals are for the conference and their involvement in the future

Question 19: Were the materials and information provided at registration adequate to assist you throughout the conference experience?

1.	LOVED the bound schedule with the notes. WONDERFUL idea!
2.	Yes! The Hospitality Committee did a great job reviewing the materials and the information that I needed to know when I checked in. Combining the conference binder and the session notebook was sheer genius.
3.	Loved the spiral notebook as to having a regular notebook - wasn't as bulky

4.	Since we had a lot of meals on our own, restaurant recommendations would have been great.
5.	1. The bag was too wide to carry around for the week. I used another one I'd brought, as did most others. 2) Because there wasn't anything within walking distance from the hotel for dinner or lunch, it would have been helpful to have something that gave us more of a lay of the land - nearby restaurants, etc
6.	I love love love that we get the book and the CD with the presentations. It helps for taking notes and for sharing the information with the office after returning
7.	Yes, but didn't arrive when registration table was open
8.	Everything provided was amazing and very well organized.
9.	I loved the maps!!
10.	Great program!
11.	It would be nice to have all presentations in the binder.
12.	Thank you for the info, especially the NFT guide
13.	Best take away of the conference
14.	Things were good although more information about who should come to what and dress for the closing dinner would have been helpful
15.	Great bag of materials
16.	Becky and Sarah did a good job of explaining all of the materials in the bag.
17.	Restaurant guide would have been nice, since there wasn't anything in close proximity to the hotel.
18.	Conference program was excellent!
19.	Too much junk but loved the Boston Guide and the spiral book for the sessions. Would like to have all the presenters include the slides they use in presentation.
20.	Most excellent Conference booklet I have seen to date! Nancy rocks!!!

Question 20: What was the most beneficial or meaningful part of your conference experience?

1.	Seeing everyone and exchange of ideas.
2.	Jeff Kallay
3.	Jeff Kallay's presentation
4.	Sessions and Networking Opportunities
5.	The networking.
6.	sessions and round tables and sharing ideas, finding ways to improve my program
7.	Networking

8.	Kallay was excellent.....meeting up with returning conference attendees.....
9.	the city of Boston--seeing how other college's operate!
10.	The networking
11.	Catching up with colleagues. Learning from each other in the sessions.
12.	I really enjoyed the balance between the roundtables and the sessions. Could they be mixed up, rather than all sessions one day and all roundtables another? Also, thank you thank you for including the Fenway tour!!!
13.	There is always good information in the sessions and roundtables. It is comforting to know that the problems I have are shared by others in my field.
14.	getting to know the board and others from my region...forging friendships and professional relationships
15.	Gathering ideas from people who actually do the same thing I do.
16.	Hearing more about how other campuses conduct visit programs, outreach, and special events is always a huge draw for me. Having my staff participate in sessions relating to student Ambassadors, training, recruiting and retention is great, and maybe irreplaceable. The networking opportunity just can't be beat. And serving as an officer is an opportunity to further my own professional development as well.
17.	I think moving the Business meeting to lunch is a very smart move.
18.	Jeff Kallay was probably the best part and worth it. I also enjoyed moderating a roundtable. It was nice to get involved.
19.	Networking with the other Campus Information workers and learning their best practices. We exchanged business cards so that we can stay in touch and be resources for each other.
20.	the new friendships I've made!
21.	Putting the I in CiVSA and You think you know, but you know...
22.	Jeff from Target X.
23.	Hard to pick between the keynote speaker and meeting everyone involved in the conference. What an amazing group!
24.	The ability to share ideas and materials with colleagues
25.	Keynote speaker
26.	Interaction with colleagues.
27.	Sharing ideas and hearing from other people who share similar job responsibilities as me.
28.	Meeting other professionals from other universities.
29.	The fact people were really willing to share info.
30.	Change to network with others in the field, chance to learn new ideas from others
31.	Networking with professionals from other schools, comparing procedures, policies, and best practices

32.	Connecting with other people who do the same thing as me. There's no one else on my campus who does what I do, so it's nice to make positive connections with people who do.
33.	The CIVSA people/leaders are just an incredible group - so dedicated and knowledgeable. What a resource.
34.	Getting to talk with colleagues about their schools. I believe that some of the best conversations were between sessions, at meals and on the bus.
35.	Networking and the sessions.
36.	Being able to network and talk to other people in my field of work. I think it would be beneficial for more "structured" one on one networking time. Some people are able to talk to others very easily and others are not. Watching the shy people proved that to me.
37.	The sessions and roundtables offered insightful information about what other institutions offer and how I might apply some of their practices/principles in my own work. It was a great opportunity to network and share ideas!
38.	Hearing everyone's opinions and experiences was extremely helpful!
39.	Being with people who understand the kind of work we do.
40.	Meeting people and hearing from others that do some of the things I do.
41.	-Meeting/networking other CIVSA members -Touring other colleges/chatting with staff at centers
42.	Listening to others about how they handle things on their campuses.
43.	The morning sessions of the Roundtables.
44.	Meeting so many great people from across the US. Great professionals!
45.	The sessions were all very informative, I am taking a little from each one I attended and working them into our program here.
46.	Networking
47.	Roundtables and meeting members
48.	Hearing from members that it was a good conference experience
49.	Roundtables

Question 21: What did you like least about the conference?

1.	The weather but we can't do anything about that!
2.	Round tables taking most of the time going around the circle for introductions.
3.	I would like to bring back the room where we leave out information about our schools. It was nice to see what other schools were doing and I don't feel this lunch were we exchanged information with only 6 ppl helpful.
4.	There is usually more sightseeing included in the agenda.

5.	hotel restaurant was really expensive but you can't really help that
6.	Balancing attending sessions and networking with associaiton responsibilities (but I signed on for that!).
7.	location of hotel to get to restaurants in the area
8.	I really don't like the t-shirt exchange. I always end up getting a t-shirt I can never use.
9.	The roundtables
10.	though I'm really glad we were in Cambridge, I wish there were more dining options within walking distance. It was helpful, though, being close to the subway.
11.	Not much time to rest!
12.	not enough time to dig into topics
13.	I never want to feel rushed. It is a huge challenge to plan a conference agenda, and the Boston conference rocked, simply put. However, the keynote felt rushed from start to finish, and the closing dinner ended quite suddenly, I thought.
14.	I think that more sessions would be good. I also would have liked to take more formal tours of MIT and BC. The Harvard tour was good but it would have been nice to actually go in the buildings or spend more time in Harvard Square. I also didn't have much cash to tip the tour guides so I felt a little akward. I think that we should have signed up for it and then maybe paid money in advance or known so we could have it handy.
15.	Roundtables
16.	Do all the Business meetings the day before to allow more time for the conference and less meals were in the conference this year, alot of on your know.
17.	The layout of the schedule. Sessions and round tables either need to be combined or intertwined with one another. Some of the topics were the same.
18.	Seriously, I really cannot thinkk of anything that I was unhappy with. Amazing conference!
19.	That the material exchange (brochures, giveaways, maps, training guides that attendees brought from each of their schools) was not as accessible to everyone. Materials were really only handed out amongst people at your table and it wasn't something that you could go back to and look over when you had free time. I like it best when materials were in the hospitality suite becuase it gave people a reason to go to the suite beyond the socail aspect and gave those who may not have been as extroverted a place to gather and if anything read through materials.
20.	NA
21.	Meals (a lot on our own), sessions were crammed, Jeff Kallay had to rush through his talk, no social networking opportunities besides hospitality suite, need a hotel that's centralized (walking distance to sessions) or stay at a hotel that has free shuttle service when buses are not available. Taxis were expensive!
22.	I would not have changed a thing.
23.	I wished more private schools would have attended.
24.	The hotel felt a little isolated. No restaurants or drug/convenience stores nearby, not much to do right around the hotel. But this cannot necessarily be helped; it was close to BU at least.

25.	Perhaps next year there could be some more structured free time activities... like Disneyland during Cal Poly for example... it was during free time, so no one was forced to attend, but you could sign up if you so desired. These activities are great places to get to know other conference attendees without the formality of it, if that makes sense.
26.	That there weren't many restaurants in close walking distance. The hotel restaurant was great, but it would have been nice to have some other options without having to drive/take a taxi. I was so exhausted at the end of each day, I didn't have the energy to go into town.
27.	Fenway Park in the rain. The Gardner Museum or Institute of Contemporary Art would have been a nice alternate option for those who don't know sports. Also as an indoor option.
28.	It was all wonderful, I wish we could have had more tours of local universities - maybe one per day?
29.	The campus tours were interesting but it would be have been better to split them up in the middle of the conference. Seems like we had free time earlier in the week and then packed schedules. Some of the networking could have been done at these tours although people were just getting acquainted
30.	I did not like being forced to sit through the presentation of the sponsor at the BU lunch. That should have been an optional thing after lunch. I would have liked more face time with people on the Executive Board. I would have liked to get to know them better.
31.	The location in Cambridge made it a bit difficult to find dining/shopping options.
32.	Not having a hotel with a complimentary business center, but there was a computer in the hospitality suite, which was really nice.
33.	Some cliquey behavior of people
34.	We were a little crowded at times, especially at lunch at BU and in the roundtables
35.	-Lack of support/interest from local schools/colleges -A breakdown/history of CIVSA was lacking -An explanation of how members could get more involved in CIVSA with committees or otherwise
36.	The long days on Wednesday and Thursday
37.	The length. It's hard to take an entire week of to attend the conference. I'd prefer a Thurs-Fri format.
38.	N/A
39.	Nothing
40.	Loved it all, but it would have been nice to have some speakers from Boston U. (professors from communication or Director of Admissions, etc.)
41.	Location of hotel-it was far away from sessions and locations to pick up basic essentials. Had to rely on hotel or pay cab fare.
42.	Working more than enjoying it
43.	lunch at BU

Question 22: Would you recommend this conference to others?

1.	Absolutely!
2.	great place for sharing thoughts/questions/concerns about tours for a campus
3.	CIVSA is amazing!
4.	I do! All the time. It is my most favoritest bunch of wackos in the whole wide world. And that's exactly how I market it to others.....
5.	This is a great conference. I have been going to the NACAC (Ntnl Assc. of College Admission Counseling) for 5 years. It is a good conference and is very very large. However, I love that this is all visit focused and that so many of the sessions actually relate to me. I also like the laidback feel of it and the downtime where we were able to explore the city.
6.	Without a doubt! Great networking and great information.
7.	ABSOLUTELY! The best type of proessional development for such a specialize area within Higher Education
8.	Very beneficial to my professional growth. I loved it!!!
9.	I just did! Emory University!
10.	I recommend it to everyone I meet who works in this area!

Question 23: Do you plan to attend the 2010 CIVSA conference in Lexington, Kentucky?

1.	So excited!
2.	if given the opportunity
3.	budget pending...
4.	Unfortunately, I recently accepted another job, otherwise I would love to attend.
5.	Wouldn't miss it!
6.	It will be wonderful!!!!!!
7.	We'll be there!
8.	If I could ride a horse from NYC to Lexington, I'd be there in a minute.
9.	Obviously budget will decide. I have put in for the request so we will see!
10.	Depends on whether both CIVSA members in our office can go
11.	Of course this will all depend on funds within our University but we are hoping to attend.
12.	If we have the budget to.
13.	Not sure if I will be allowed. But I hope to attend!

14.	Hopefully - we'll see how the budget looks!
15.	Probably not, I'll be nursing, so it may just be too much of a hassle.
16.	And I'll be bringing others from my department.
17.	I can't wait for next year!
18.	I am very excited to attend next year!
19.	Even if I have to foot the bill myself.
20.	Like the cheaper location.
21.	Absolutely. Wouldn't miss seeing the Barnett gang!

2010 Annual CIVSA Conference Schedule
Lexington, Kentucky – 2009

Tue, June 1	TRAVEL DAY	Location	Costs / Notes
12 – 4 pm	Conference registration begins	Hotel Lobby	
	Dinner and Boston On Your Own		Sign up at registration
6 – 9 pm	Exec Board Dinner and Meeting	Zephyr - Hyatt	Paid by exec committee
Wed, June 2	AM: Post Conference / PM: Opening	Location	Costs / Notes
	Breakfast On Your Own		
8 am – 4 pm	Registration & Information Center open	Hotel Lobby	
	Explore Lexington On Your Own <ul style="list-style-type: none"> • Horse Farm Tours • Campus Tour – University of Kentucky • Downtown Exhibits 		
	Target X “One-on-One” Meetings	Prescheduled meetings	
9 am – 12 noon	CIVSA Board Meeting	Mary Todd Lincoln room	
12 – 1 pm	Regional Directors Meeting	Henry Clay room	
4:00 pm	Buses leave for University of Kentucky		
4:30 pm	Welcome Session <ul style="list-style-type: none"> • UK President Lee Todd • Major Jim Newberry 		
4:45 pm	Keynote Speaker		
5:45 pm	Walk across campus to Opening Reception		
6:00 pm	Opening Reception	Boone Center	
6:45 pm	Buses leave for hotel		
	Dinner on Your Own		Regional Gatherings?
8:00 pm	Hospitality Suite open	Bluegrass Suite	
Thu, June 3	DAY 2	Location	Costs / Notes
8 am – 12 pm	Registration & Information Center open	Hotel Lobby	
8 – 9:15 am	First Timers’ Breakfast	Kentucky room	
9:30 – 10:15 am	Regional Meetings <ul style="list-style-type: none"> • Region 1– Thoroughbred Room 5 • Region 2– Thoroughbred Room 6 • Region 3– Thoroughbred Room 7 • Region 4– Thoroughbred Room 8 		
10:30 – 11:30 am	Concurrent Sessions (Track 1 - 3)	Thoroughbred Rooms 5-7	
11:45 – 12:15	Group Photo	Hotel location TBD	
12:15 – 1:15 pm	Lunch on your own	Hotel or downtown Lexington	
1: 30 – 2:45 pm	Concurrent Facilitated Discussion (Track 1– 3)	Thoroughbred Rooms 5-7	
3:00 – 4:00 pm	Concurrent Sessions (Track 1 - 3)	Thoroughbred Rooms 5-7	

5:30 pm	Buses leave for Woodford Reserve		Provide link on website for details about this trip
6 pm	Target X reception and tours of Woodford Reserve		
7 pm	Dinner at Woodford Reserve		
8 pm	Buses return to hotel		
8:30 pm	Hospitality Suite open	Bluegrass Suite	
Fri, June 4	DAY 3	Location	Costs / Comments
	Breakfast on your own		
8:30 – 9:00	Sponsor Session		
9:15 – 10:30 am	Concurrent Facilitated Discussion	Thoroughbred Rooms 5-7	
10:45 – 11:45 am	Concurrent Sessions (Track 1 - 3)	Thoroughbred Rooms 5-7	
12:00 – 1:15 pm	Lunch and T-Shirt Exchange	Regency Ballroom	
1:30 – 2:00	Sponsor Session		
2:15 – 2:45	Regional Meetings/Elections <ul style="list-style-type: none"> • Region 1– Thoroughbred Room 5 • Region 2– Thoroughbred Room 6 • Region 3– Thoroughbred Room 7 • Region 4– Thoroughbred Room 8 		
3:00 – 4:15	Concurrent Facilitated Discussion (Track 1– 3)	Thoroughbred Rooms 5-7	
4:30 – 5:30 pm	Concurrent Sessions (Track 1 – 3)	Thoroughbred Rooms 5-7	
	Free Time and Dinner On Your Own		
8 pm	Hospitality Suite open	Bluegrass Suite	
Sat, June 5	DAY 4	Location	Costs / Comments
8 – 11 am	Free Time to explore Lexington On Your Own <ul style="list-style-type: none"> • Campus Tour UK • Horse Farm Tours • Kentucky Horse Park 		Stephen will work out transportation details
11:15 – 11:45	Sponsor Session		
12 - 1:15 pm	Business Meeting Luncheon / Elections	Kentucky Room	
1:30 – 2:30 pm	Concurrent Sessions (Track 1 – 3)	Thoroughbred Rooms 5-7	
2:45 – 3:45 pm	Closing Session with Target X	Regency Ballroom	
5:00 pm	Buses leave for Keeneland Closing Dinner		
5:30 – 6:15 pm	Place Your Bets	Keeneland Race Track	
6:15 – 7:30	Closing Dinner and Awards Ceremony		
7:30	Buses return to hotel		
8 pm – 12 am	End of conference celebration	Regency Ballroom	DJ music/dancing, cocktails
Sun, June 6	Travel Day		

Program Committee – 2010 Annual Conference

PROPOSAL to CIVSA Executive Board

November 9, 2009

Committee Structure

	<u>Name</u>	<u>School / Area of Expertise</u>	<u>Conferences</u>
Chair	Janey Wheeler	Oklahoma City University <i>Visit Program, Visitor Center</i>	2003-2009
Asst Chair	Rebecca Fortier	Illinois Institute of Technology <i>Event Administrator, Admissions</i>	2008; 2009
	Angela Hicks	University of Texas at San Antonio <i>Information Center, Student Union</i>	2008; 2009
	Jennifer McKenzie	Hendrix College <i>Visit & Information Program, Admissions</i>	2007

Based on the current conference schedule, the Program Committee proposes the following in order toward providing enhanced educational programming for the 2010 CIVSA conference in Lexington, KY:

(1) A tag line be used for all programming materials as follows:

CIVSA: The Gateway to Excellence in Collegiate Information & Visitor Services Programs

(2) Call for proposals are available at the 2010 Conference website in time for an email to go out to the membership from the committee by December 7, 2009.

- Reminders will be sent out monthly with a final deadline for proposals of March 1, 2010 to allow time to find additional presenters/facilitators if necessary.
- The committee concurs that an early call for proposals will stimulate interest and subsequent reminders will coincide with early bird registration initiatives.
- The committee request that Discussions be increased to 1 ¼ hour to assist facilitator with introductions and wrap up of topics (see Discussion guidelines, page 4)

(3) Members following all proposal guidelines will receive rebates in the amount of \$60 per session title and \$30 per discussion title (\$1,260 from conference budget).

- Lead presenter for sessions will receive rebate (any rebate splits will be handled among presenters); only one facilitator per discussion will be allowed.

This year's schedule currently allows for 5 concurrent Sessions (15 total) and 3 concurrent Facilitated Discussions (12 total) using three tracks:

- Information & Visit Programs
- Student Workforce
- Professional or Personal Development

The committee will provide "suggested topics" to assist in brainstorming and to motivate membership to submit a proposal. Draft proposals follow in this proposal and the committee requests these formats be used to create an online submission form to assist in proposal management and an improved proposal submission experience.

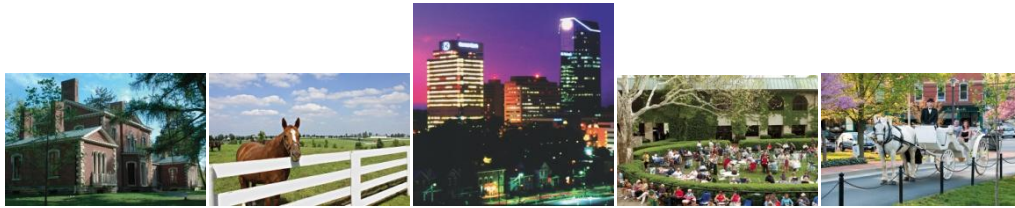
The committee will contact previous conference presenters to encourage involvement with an emphasis on increasing information program sessions/discussions offerings at this year's conference.

Deadlines stated above and to follow can be adjusted depending on the decisions of the executive board and any unforeseen plans of the conference planning committee.

We request a decision on this proposal by November 16 to allow the committee to move forward with programming for the 2001 Annual CIVSA Conference.



CIVSA: The Gateway to Excellence in Collegiate Information and Visitor Services Programs



17th Annual Collegiate Information and Visitors Services Association Conference

June 2-6, 2010 - Lexington, Kentucky

Hilton Lexington/Downtown

(A \$60 rebate to be awarded for each Session Title based on proposal/presenter guidelines)

DIRECTIONS FOR SUBMITTING PROPOSALS:

1. Follow the outline provided below for all proposal submissions.
2. Select a Session title within one of the 3 session tracks for the 2010 CIVSA conference:
 - Information & Visit Programs
 - Student Workforce
 - Professional or Personal Development
3. Save the proposal in MS Word with the first several words of the title of the proposal as the title of the document.
4. All proposals must be submitted electronically as an e-mail attachment using MS Word. If you have questions about this format, email the Program Committee at sessions@civsa.org or call the Sessions Manager, Angela Hicks, The University of Texas at San Antonio at (210) 458-4719.
5. **Proposal / Presenter Deadlines**
 - Submission of proposals due by: March 1, 2010
 - Selected presenters contacted by: upon approval by committee or no later than March 8, 2010
 - Session PowerPoint or notes due by: April 16, 2010
6. Send e-mail submissions together with vita or resume to Program Committee at sessions@civsa.org.

FORMAT FOR PROPOSAL SUBMISSIONS:

- I. Session Title and Track (see #2 above)
- II. Session Description (not to exceed 300 words)
- III. Abstract (exactly as you would like it to be printed in the conference program; do not exceed 150 words)
- IV. Goal(s) and session objectives
- V. Audio/Visual needs
- VI. Lead Presenter Information (any split in rebate will be responsibility of Lead Presenter)
 - A. Name
 - B. Title
 - C. Institution
 - D. Phone number
 - E. Fax number
 - F. E-mail address
- VII. Co-presenter(s) Information (same as above for each co-presenter)
- VIII. All presenters must attach a vita or resume at time proposal is submitted



CIVSA: The Gateway to Excellence in Collegiate Information & Visitor Services Programs



17th Annual Collegiate Information and Visitors Services Association Conference

June 2-6, 2010 - Lexington, Kentucky

Hilton Lexington/Downtown

(A \$30 rebate to be awarded for each Discussion topic based on proposal/facilitator guidelines)

DIRECTIONS FOR SUBMITTING PROPOSALS: ([click here for Facilitated Discussions guidelines](#))

7. Follow the outline provided below for all proposal submissions.
8. Select a Discussion title within one of the 3 session tracks for the 2010 CIVSA conference:
 - Information & Visit Programs
 - Student Workforce
 - Professional or Personal Development
9. Save the proposal in MS Word with the first several words of the title of the proposal as the title of the document.
10. All proposals must be submitted electronically as an e-mail attachment using MS Word. If you have questions about this format, email the Program Committee at discussions@civsa.org or call the Discussions Manager, Jennifer McKenzie, Hendrix College at (501) 450-1362.
11. **Proposal / Facilitator Deadlines** (only one facilitator per Discussion topic allowed)
 - Submission of proposals due by: March 1, 2010
 - Selected facilitators contacted by: upon approval by committee or no later than March 8, 2010
 - Handout/References due by: April 16, 2010
12. Send e-mail submissions together with vita or resume to Program Committee at discussions@civsa.org.

FORMAT FOR PROPOSAL SUBMISSIONS:

- IV. Facilitated Discussion Title and Track (see #2 above)
- V. Identify and outline the major issue(s) to be discussed and your concept to provide handout/references
- VI. Abstract (exactly as you would like it to be printed in the conference program; do not exceed 75 words)
- VII. Facilitator Information
 - A. Name
 - B. Title
 - C. Institution
 - D. Phone number
 - E. Fax number
 - F. E-mail address
- V. All facilitators must attach a vita or resume at time proposal is submitted

This is the where the ([click here for Facilitated Discussions guidelines](#)) will lead to...

A **Facilitated Discussion** is an opportunity for you to lead a group of conference participants about a specific or general area in the information and visitor services industry of higher education.

Your primary audience members will be college and university professionals who work daily in the areas of information and visitor services as well as some admission counselors and student life staff. These discussions are a very valuable source of networking for CIVSA members.

The room will be set up with tables made into a square to encourage attendee participation. The sessions are 1 hour and 15 minutes in length and will require some pre-planning on the part of the moderator.

1. Select a topic of interest using one of the 3 conference tracks:
 - Information & Visit Programs
 - Student Workforce
 - Development (professional or personal as it relates to the profession)
2. Use the first 15 minutes for group introductions and summarize the topic to be discussed. Practice in order to determine what you can cover in 15 minutes.
3. It is your job to encourage participation by all audience members rather than just a few in the group. Following your introduction you could get the ball rolling by asking how the subject applies to their daily work.
4. CIVSA discussions tend to be a bit relaxed and informal and your role is to help create a lot of energy in the room by keeping things going and providing all members a chance to interact.

Following are some general tips to assist you with a good Facilitated Discussion session:

1. Prepare for the session

- A. Take time to identify and outline the major issue(s) to be discussed. Think about those that are just emerging and/or are controversial. Try to include a direct application so that participants might be able to use the information at some time in the future.
- B. Prepare a handout and any references that might be useful to attendees after the conference.
- D. The point of the handout is that many people will learn a great deal at this conference in a short period of time. Handouts are helpful for individuals to reflect on what they have learned after leaving conference.

2. Facilitate discussion

- A. Give a very short introduction to the topic of the session. Highlight a few issues you wish to cover in the discussion.
- B. Take notes during discussion that will help you to facilitate. Note individuals' names and important comments.
- C. Probe attendees by asking for clarification on comments. Offer suggestions and expand on others' ideas and encourage the same from other attendees.
- D. Refer to your list of major issues to cover as much as possible.

3. Conclude

- A. In the last 10 minutes, complete the session by highlighting important topics covered along with any revelations that were made during the discussion.
- B. Refer attendees to any references on the handout for more information.
- C. Ask for additional ideas from the participants.
- D. Keep in mind there is a vast amount of collective experience at this conference and you may well learn something new about your own topic.

2010 CIVSA Annual Conference
Lexington, Kentucky
Publicity Timeline

Date	Message	Mode of Communication	Coordinator	Costs	Notes
December 7, 2009	Call for Proposals - Programming Committee	E-mail	J. Wheeler	NA	
January 4, 2010	Call for Proposals - Reminder	E-mail	J. Wheeler	NA	
January 15, 2010	Conference Website goes live	Internet	J. McGowan	NA	
January 15, 2010	Conference Registration Notification	E-mail	E. Smith	NA	
January 15, 2010	Conference Announcement/Registration Postcard	Postcard	S. Barnett	NA	LCVB will provide Bluegrass Seed Packet Cards to send.
January 15, 2010	Non-Members Conference Info	E-mail or Letter	Regional Directors	Postage	CIVSA Letterhead?
January 15, 2010	Press Releases to Higher Ed Journals	Press Release	E. Smith	NA	
February 1, 2010	Call for Proposals - Reminder	E-mail	J. Wheeler	NA	
February 10, 2010	Conference Fee Deadline Notification	E-mail	E. Smith	NA	
March 1, 2010	Press Release through the University of Kentucky	Press Release	S. Barnett	NA	
March 10, 2010	Conference Fee Deadline Notification	E-mail	E. Smith	NA	
April 10, 2010	Conference Fee Deadline Notification	E-mail	E. Smith	NA	
May 1, 2010	Registrants Information Request	E-mail/Website	S. Barnett	NA	
On Going Basis	Twitter & Facebook Updates	Internet	S. Barnett	NA	

2010 Conference - Lexington, Kentucky
Estimated Expenses

1. **First Timers'** event is planned by President Elect and paid from CIVSA budget and not used when calculating Conference Fee
2. **Site visit** (Program Chair) is paid from CIVSA budget and not used when calculating Conference Fee

* Cost based on 80 members (Guest fees will be calculated separately)

Facilities	Location	Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
University of Kentucky	Lexmark Room	0				\$0.00	
University of Kentucky	Boone Faculty Ctr	0				\$0.00	
Woodford Reserve	Visitor Center	\$700.00				\$700.00	
Keeneland	Keeneland	\$1,000.00				\$1,000.00	
✓ Hilton costs will be included when available and included in calculation of Conference Fee						\$1,700.00	
Food and Beverage*		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
June 2 - CIVSA Board Breakfast	Hilton		\$275.00		\$275.00	\$275.00	
June 2 - Opening Reception	UK - Boone Ctr			\$1,500.00		\$1,500.00	
June 3 - First Timer's Breakfast	Hilton		\$1,300.00		\$1,300.00	\$1,300.00	
June 3 - Coffee/Break Stations	Hilton					\$0.00	
June 3 - Dinner	Woodford Reserve	3,000				\$3,000.00	
June 4 - Coffee/Break Stations	Hilton	0				\$0.00	
June 4 - Lunch	Hilton		\$2,400.00			\$2,400.00	
June 5 - Business Meeting Lunch	Hilton		\$2,100.00			\$2,100.00	
June 5 - Dinner	Keeneland	\$5,000				\$5,000.00	
June 5 - Closing Reception	Hilton						
June 6 - CIVSA Board Breakfast	Hilton		\$275.00		\$275.00	\$275.00	
						\$6,350.00	\$12,500.00
Publicity/Printing*		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
Invite Letter (envelopes, postage)		0				\$0.00	
Confirmation letter (envelopes, postage)		0					
Program Book		0				\$1,000.00	
Miscellaneous (tours)		0					
						\$1,000.00	
Transportation/Travel		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
Shuttles:		0				\$0.00	
2-Jun						\$800.00	
3-Jun						\$900.00	
5-Jun						\$800.00	
Site Visit					✓		
						\$2,500.00	
Supplies/Other Services*		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
Handbag		0				\$0.00	
Name Badges (Lanyards)		0					
Photographer & Photos		0				\$0.00	
Decorations						\$700.00	
Decorations							
Decorations							
Decorations							
Decorations							
Decorations							
Speaker Gifts						\$0.00	
						\$700.00	
Entertainment		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
Music - Closing Reception		0		\$300.00		\$0.00	
						\$0.00	
Keynote Speaker		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
Speaker fee (just expenses)		0				\$2,500.00	
Speaker gift		0				\$50.00	
Monday Morning Messages Book						\$840.00	
						\$3,390.00	
Miscellaneous		Conference	Hilton	Vendor Comps	CIVSA Budget	Actual	TOTAL
AV for Hilton						\$0.00	
AV for Keeneland						\$35.00	
Liability Insurance					✓	\$0.00	
Presenter Rebates						\$1,260.00	
						\$1,295.00	
						\$0.00	
TOTAL							

Total Expenditures	\$23,085.00
Hilton Minimum	\$0.00
Total Income	\$28,100.00
Balance	\$5,015.00

Number of Guests @ \$295	Total Income	
	20	5,900
Number of Guests @ \$345		
	30	10350
Number of Guests @ \$395		
	30	11850
Number of Guests @ \$445		
	10	4450
Total		32,550
Total minus the 10 additional guests		28,100



CiVSA 17th Annual Conference – Sponsor Registration Form

The University of Kentucky, Lexington – June 2- 6, 2010

Registration Deadline (*to be included in official conference program*): March 1, 2010

Dear Colleague:

On behalf of the Collegiate Information and Visitor Services Association (CiVSA), we would like to invite you to join us at our 17th Annual Conference scheduled for June 2 - 6, 2010, at the University of Kentucky in Lexington, Kentucky. CiVSA promotes and enhances the profession of collegiate information and visitors services. CiVSA provides an arena for the exchange of ideas and practices and sets the standard for excellence in the profession by inspiring and supporting individuals who serve in key administrative roles at the gateways to institutions of higher learning. Your presence at our conference will provide a vital professional contact for our members and allow you the opportunity to meet those interested in the services your company provides.

Below you will find the sponsorship information for the 2010 Annual Conference regarding the levels of sponsorship along with information on how to submit your sponsorship registration. Please note that all conference attendees must pay the conference registration fee. If you are interested in attending the entire conference, you must also register for the conference via the website.

Registration Procedure:

1. Determine desired participation level: Promotional, Event or Conference.
2. Check one appropriate level of participation on attached Sponsor Registration Form.
3. Send payment and registration form to CIVSA (Attention: Sponsorship Committee).
 - a. To be included in the official conference program, registration must be received by **March 1, 2010**. Any registration received after this date may not be included in the official conference program.
 - b. *All companies will go through a review process for approval.*
 - c. Registrations received after March 1, 2010, are subject to a \$50 late fee.
 - d. Registration space is limited and may be cut off if space fills!
4. Please submit a brief description of the services your company provides for inclusion in the CIVSA conference program.
5. Requests must be submitted to Brittney Joyce, CIVSA Annual Conference Sponsorship Chair at brittney.joyce@uta.edu, or via fax at 817-272-3509. Full refunds (less processing fee) will be made for cancellations prior to 3/1/2010. A half refund is available if cancellation request is received between 3/1/2010 and 4/2/2010. No refunds will be processed for cancellations received after 4/2/2010 or for no shows.

Following receipt of your sponsorship registration and fee, confirmation will be sent detailing exhibit information such as booth/table assignment, assigned sponsorship, and other necessary pre-arrival information. Since sponsorships are limited, the sooner your registration is received, the better chance of getting your first choice of sponsorship activity. **Accommodations at the Hilton Lexington/Downtown (859-231-9000) are the responsibility of each exhibitor.** Make sure to request the CIVSA room rate. For general questions or concerns, please do not hesitate to contact me, as your CIVSA Sponsorship Chair (see contact information below).

I am excited to have you as a colleague and look forward to working with you this year!

Brittney Joyce, CiVSA Sponsor Chair

The University of Texas at Arlington – New Student Welcome Center

Work Phone: 817-272-0147

Email: brittney.joyce@uta.edu



CiVSA 17th Annual Conference – Sponsor Registration Form

The University of Kentucky, Lexington – June 2- 6, 2010

Registration Deadline (*to be included in official conference program*): March 1, 2010

SPONSOR FEE STRUCTURE

Promotional Sponsor = \$500 (Several Opportunities)

Place your company name and logo, along with the CIVSA logo, one of the listed promotional items that will be used by participants throughout the conference. Promotional items will be distributed to all speakers and conference attendees at registration.

- **Name Tags** – includes company logo to be featured along with the CIVSA logo
- **Conference Bag** – company logo will be on one side of the conference bag (CIVSA logo will be in addition to the company logo or on other side)
- **Conference Program Booklet** – includes 8.5" x 11" full-color, back cover of conference program booklet
- *Logo to be featured, along with the CIVSA logo, on the conference promotional items*
- Participation in our Sponsor Fair during check-in times at the Hilton Lexington/Downtown Hotel on June 1 – 2, 2010 (up to two company representatives)
- Half-page advertisement in the published conference booklet (except for Conference Program Booklet sponsor)
- Company logo featured on the CIVSA Website
- *Conference attendee mailing list***

Event Sponsor = \$1,000 (Several Opportunities)

Open to all participants, the specific event (breakfast, lunch or hospitality room reception) is a great way to get your message out to the most sought after professionals in the customer service, information and visitor services and admissions fields of higher education. The sponsor of a specific event at the CIVSA 2010 Conference includes:

- Complimentary admission to the event for two company representatives
- Participation in our Sponsor Fair during check-in times at the Hilton Lexington/Downtown Hotel on June 1 – 2, 2010
- 8.5" x 11" full page advertisement in the published conference booklet
- Option to have a 30-minute fully dedicated session to your company and its services
- Company logo featured on the CIVSA website
- Company listing in the conference program booklet plus brief description of services (please submit description)
- *Conference attendee mailing list***

Conference Sponsor = PRICING BASED ON EVENT/RECEPTION (EXCLUSIVE) (\$3,000?)

Open to all participants, the specific reception planned throughout the conference are a great way to get your message out to the most sought after professionals in the customer service, information services, and admissions fields of higher education. The sponsor of a specific event at the CIVSA 2010 Conference includes:

- Complimentary admission to the event for two company representatives
- Participation in our Sponsor Fair during check-in times at the Hilton Lexington/Downtown Hotel on June 1 – 2, 2010
- 8.5" x 11" full page advertisement in the published conference booklet
- Ability to speak for up to 15 minutes at the conference closing session
- One-on-One Meetings during the Pre-Conference day on June 2, 2010
- Option to have a 30-minute fully dedicated session to your company and its services
- Company logo featured on the CIVSA Website
- Company listing in the conference program booklet **plus** brief description of services (please submit description!)
- *Conference attendee mailing list***

* All display and insert material must be approved in advance by CIVSA.

** The mailing list provided has conditions and terms. Please see registration form and sponsor contract for further details.



CiVSA 17th Annual Conference – Sponsor Registration Form

The University of Kentucky, Lexington – June 2- 6, 2010

Registration Deadline (to be included in official conference program): March 1, 2010

REGISTRATION INFORMATION

Company Name

Contact Person

Contact's Title

Contact's Email Address

Mailing Address

City, State, Zip

Contact Phone Number

Toll-Free Number (if applicable)

Company Fax Number

Names, titles, and e-mail addresses of those attending your event:

Please check one category that best describes your product or service that you will be exhibiting:

- _____ Audio/visual
_____ Internet/software
_____ Communications/marketing
_____ Educational organization
_____ Computer/data processing
_____ Publisher/printer
_____ Other: _____

EXHIBIT FEE STRUCTURE

(Please check the appropriate payment option.)

_____ Promotional (\$500)

_____ Conference Bags

_____ Name Tags

_____ Conference Program Booklet

_____ Event (\$1000)

_____ Conference (Price agreed upon by CiVSA or \$3000)

_____ \$50 Late Fee *(if registering after March 1, 2010)*

\$ _____ TOTAL

PAYMENT OPTIONS

(Please check the appropriate payment option.)

_____ **Paying by check. Please make checks payable to:**

Check number, company name on check
(if different from exhibit registrant)

_____ **Paying by credit card. Please complete the following information:** Visa MasterCard

Name (as it appears on credit card)

Billing address *(if different from address for exhibit registrant)*

Credit card number

Expiration date

Signature

**Submit registration and payment no later than
March 1, 2010.**

Please send registration form to:
Brittney Joyce - Brittney.joyce@uta.edu – 817-272-3509
Please send payment to:



CiVSA 17th Annual Conference – Sponsor Registration Form

The University of Kentucky, Lexington – June 2- 6, 2010

Registration Deadline *(to be included in official conference program)*: March 1, 2010

CiVSA Headquarters, PO Box 971, Clemmons, NC 27012

CiVSA Sponsor Terms and Conditions Contract

Acceptance of Sponsor's Application

Faxed and duplicate originals of this Registration Form and Sponsorship Contract are binding on each of the parties. The Terms and Conditions set forth below are agreed upon by all parties. The Sponsor acknowledges that none of the Sponsor Fee is refundable except as expressly set forth in these Terms and Conditions.

Payment Terms

Sponsor shall submit a full payment in the amount of the Sponsorship Fee when submitting this Registration Form and Contract.

Cancellation of Contract

All cancellations must be done in writing. Cancellations received 60 days before the first day of the conference (June 2, 2010) will be entitled to a 50 % refund of the Sponsorship fee. Cancellations received within 60 days of the first day of the conference (June 2, 2010) will not receive a refund of the Sponsorship Fee.

Membership List Terms and Conditions

All Sponsors will receive a conference attendee mailing list. Sponsors may send one pre-conference and one post-conference mailing only. Sponsors are not to contact conference attendees by email or phone. If Sponsors are found to be contacting conference attendees outside of one pre- and one post-conference mailings, Sponsors will not be invited to exhibit at CiVSA Annual Conference the following year.

The individual signing this Sponsorship Contract represents and warrants that he/she is authorized to execute on behalf of the Sponsor.

Authorized Sponsor Signature _____

Name Printed: _____

Title: _____

Date: _____

Please remit your registration form, contract form and payment via fax to:

TBD



PrimeManagement
Services

Prime Management Services

Proposal for

Collegiate Information and Visitor Services Association

November 23, 2009

3416 Primm Lane • Hoover, Alabama 35216
Telephone: 205-823-6106 • **Fax:** 205-823-2760
Email: ashanti@primemanagement.net
Web: www.primemanagement.net

I. Who we are

Prime Management Services is an association management company that provides total association management services for non-profit organizations. Our clients are regional, national and international scholarly, professional and trade membership-based organizations. For many of our clients, we function as the organization's national business office by providing 8:00 a.m. – 5:00 p.m. staffing performing customer service, accounting, marketing, graphic design, web design, event planning services and database management.

II. Number of employees

Prime Management Services currently employs six full time individuals and three part time individuals. In addition, contracted individuals work partially at the office and from their homes on special projects as needed.

III. History of the Business

Formed in 1997, Prime Management Services has been successful in assisting non-profit associations and professional societies achieve stability and growth, enhance their professional image and create value for their members.

IV. Our strengths are:

- An emphasis on customer service
- Effective and timely communications
- Accurate and understandable financial reporting
- Personal service with an account manager assigned to work with your association on a long term basis
- Organized and efficient databases
- Onsite staff with quick turnaround time for mailings

Translating strengths into advantages for Collegiate Information and Visitors Services Association means:

- Providing continuity and stability
- Being well represented by an educated, experienced team
- Anticipating and responding to your needs in a timely manner
- Allowing CIVSA leaders to focus on the association's mission and less on administration

V. *Scope of services we will provide to you -*

\$1,000 a month for a 12 month contract, after which we will request an evaluation and review. The price will remain at \$1,000 until CIVSA has achieved a 15% membership increase or until additional services are required.

1. Association Management

- Provide a full time office for the receipt of mail, visitors and communications during regular business hours five days per week.
- Provide a fax line for the organization.
- Keep a record of all client correspondence received.
- Coordinate general membership meetings.
- Hold the records of the Association such as minutes and bylaws.
- Provide a secure location for the storage of the association's archived materials.

2. Financial Management

- Develop and prepare the annual operating budget of income and expenses.
- Receive and process membership payments.
- Receive and process conference registration payments.
- Pay all invoices on a once a month basis.
- Reconcile bank statements monthly.
- Publish monthly financial reports to the BOD, including a balance sheet, income/expense report for current month and year-to-date, and monthly reconciliation reports.
- Provide assistance to the association's current accountant or arrange for an independent CPA to perform an annual audit and filing of year-end the tax returns.

3. Communications

- Respond promptly to inquiries or requests and/or forward to the appropriate director.
- Provide assistance to CIVSA with design, development, printing, mailing and distribution of printed and electronic materials.
- Send membership packets to new members monthly.

5. Member Support

- Respond to routine requests by current and prospective members.
- Establish and maintain an accurate, single, comprehensive database for all current and prospective members.
- With board assistance, develop and implement membership promotion and retention programs.

7. Additional Services

Additional services including event management, website management and publication management are available for an additional cost. If you require more information or would like to have the additional services included in the proposal, please contact us.

Additional charges that may be incurred:

- Credit Card processing services: (if desired) – at cost
- Copies - \$0.08 per copy
- Faxes - \$0.25 per page
- Printed material – at cost
- Mailing fees – at cost
- Postage – at cost
- Post office box (if desired) – at cost
- Annual audit and tax filing by CPA – at cost
- Dedicated phone line including long distance charges – \$79.00 per month
- Travel to CIVSA meeting and events- at cost

VI. Client List

American Association for Applied Linguistics (Size: 1200 members)

American Association of Teachers of Arabic (Size: 450 members)

Congress on Research in Dance (Size: 700 members)

Gold Star Wives of America (Size: 10,000+ members)

Kampground Owners of America Owners Association (Size: 400 members)

North American Association of Medical Education and Communication Companies (Size: 100 member companies)

International Association of Wildland Fire (Size: 1000 members)

International Language Testing Association (Size: 200 members)

Society for Academic Continuing Medical Education (Size: 200 members)

Society of Dance History Scholars (Size: 500 members)

Sunbelt Promotional Products Association (Size: 250 members)

VII. References

References are available upon request.



PrimeManagement
Services

Prime Management Services

Proposal for

Collegiate Information and Visitor Services Association

December 1, 2009

3416 Primm Lane • Hoover, Alabama 35216
Telephone: 205-823-6106 • **Fax:** 205-823-2760
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V. *Scope of services we will provide to you -*

\$500.00 per month for a 12 month contract, after which we will request an evaluation and review. *This amount is based on the number of hours Prime Management Services believes will be required over the course of one year for financial management.*

1. Financial Management

- Develop and prepare the annual operating budget of income and expenses.
- Receive and process membership payments.
- Receive and process conference registration payments.
- Pay all invoices on a once a month basis.
- Reconcile bank statements monthly.
- Publish monthly financial reports to the BOD, including a balance sheet, income/expense report for current month and year-to-date, and monthly reconciliation reports.
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