17TH ANNUAL NATIONAL CONFERENCE ON ALLIED HEALTH EDUCATION

HOSTED BY THE ACCREDITING BUREAU OF HEALTH EDUCATION SCHOOLS (ABHES)

MARCH 4 - 6, 2020
HYATT REGENCY - HOUSTON, TEXAS

PROMOTING EDUCATIONAL EXCELLENCE | BEST PRACTICES, BEST RESULTS
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CONNECT WITH ABHES ON SOCIAL MEDIA

#ABHES2020

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ABHES CONFERENCE MOBILE APP

Access the App Store on iOS devices or the Play Store on Android devices

Search for “CrowdCompass AttendeeHub” app and install or open

Open the AttendeeHub app and search for “ABHES2020”

Tap on “17th Annual National Conference on Allied Health Education”
Dear ABHES Colleagues, Family, and Friends:

On behalf of the Accrediting Bureau of Health Education Schools (ABHES) and its Annual Conference Planning Committee, we warmly welcome you to the 17th Annual National Conference on Allied Health Education in Houston, Texas. As the fourth most populous city in our nation, Houston is full of energy and rich diversity. It is a dynamic mix of imagination, talent and first-class attractions that makes it a world-class city. Like this great city, ABHES has been in the forefront of advancing and growing allied health educational programs.

Over the past 17 years, this conference was planned for YOU. We take great pride in making each year better than the last. Our goal for this year’s conference is to share thoughts and exchange ideas on how to chart our journey forward to reach new heights. Meet new family members, renew friendships, and extend your networks within the ABHES community. Attend great informative sessions, listen and discover from our speakers and celebrate with us as we recognize the best of the best.

We have an exciting program. We hope that you experience every single aspect of the conference and use this time to learn and grow. This year’s conference starts on Wednesday with the ABHES Membership Meeting at 3:30 p.m., followed by the welcome reception. The conference will feature the following four tracks: Administrative, Education, Outcomes, and Regulatory. The legislative landscape has never been richer, so you will not want to miss the closing regulatory session featuring industry experts providing up-to-the-minute updates on Friday from 9:30 a.m. to 11:00 a.m.

We hope that you will have a productive and fun-filled time. We welcome you to this conference and appreciate your commitment and active participation.
## Conference Schedule

### Monday
- **9:00 a.m.–5:00 p.m.** Institutional/Programmatic Accreditation Workshop

### Tuesday
- **9:00 a.m.–5:00 p.m.** Maintaining Accreditation Workshop

### Wednesday
- **8:00 a.m.–12:00 p.m.** Advanced Evaluator Training: Administrative Team Leader
- **8:00 a.m.–12:00 p.m.** Program Effectiveness Plan (PEP) Workshop: A School's Perspective
- **12:00 p.m.–5:00 p.m.** Exhibitor Registration and Set-Up
- **12:00 p.m.–7:00 p.m.** Attendee Registration
- **1:00 p.m.–3:00 p.m.** Specialized Evaluator Training: Report Writing 101
- **3:30 p.m.–5:00 p.m.** Annual Membership Meeting
- **5:00 p.m.–7:00 p.m.** Commissioners’ Welcome Reception
**CONFERENCE SCHEDULE**

**THU**

7:30 a.m.–6:00 p.m.  Attendee Registration

7:30 a.m.–8:30 a.m.  Breakfast with Exhibitors

8:45 a.m.–9:45 a.m.  Awards Ceremony

9:45 a.m.–10:45 a.m.  Breakout Sessions

11:00 a.m.–12:00 p.m.  Breakout Sessions

12:00 p.m.–1:30 p.m.  Plated Luncheon with Keynote Speaker

1:30 p.m.–2:30 p.m.  Breakout Sessions

2:45 p.m.–4:00 p.m.  Breakout Sessions

4:00 p.m.–6:00 p.m.  Exhibitors’ Happy Hour Reception  

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**FRI**

8:00 a.m.–9:30 a.m.  Attendee Registration

8:00 a.m.–9:30 a.m.  Breakfast with Exhibitors

9:30 a.m.–11:00 a.m.  Regulatory Panel

11:00 a.m.  Closing Remarks
GENERAL INFORMATION

CONFERENCE REGISTRATION & INFORMATION CENTER
Registration materials may be obtained from the Conference Registration Center, located outside of the Imperial Ballroom, during the following hours:

**Wednesday, March 4, 2020:** 12:00 p.m. - 7:00 p.m.
**Thursday, March 5, 2020:** 7:30 a.m. - 6:00 p.m.
**Friday, March 6, 2020:** 8:00 a.m. - 9:30 a.m.

BADGE & TICKETS
Your badge serves as your official conference pass and MUST be worn at all functions. You may be denied admission if you do not have a badge. This is the only means of controlling attendance. Badges are not transferable.

Conference meal tickets may be purchased for guests of registered conference attendees at the Conference Registration Center for entry into any of the meal functions.

RIBBONS
Special ribbons will identify specific involvement; such as speaker, Commissioner, award recipient, conference planning committee member, and staff member.

EXHIBIT HALL HOURS

**Wednesday, March 4, 2020:**
5:00 p.m. - 7:00 p.m.

**Thursday, March 5, 2020:**
7:30 a.m. - 9:45 a.m.
12:00 p.m. - 1:30 p.m.
4:00 p.m. - 6:00 p.m.

**Friday, March 6, 2020:**
8:00 a.m. - 11:00 a.m.

All meals and receptions will be hosted in the exhibit hall.
DON'T MISS THIS YEAR'S KEYNOTE SPEAKER!

“MIRACLE ON THE HUDSON” PLANE CRASH SURVIVOR, VALLIE COLLINS

As a sales person, travel was a key requirement of the job. As a result, Vallie was a passenger on US Airways Flight 1549 that landed in New York’s Hudson River on January 15, 2009. Vallie will share the details of her experience during the flight and rescue of the event that has become known as the ‘Miracle on the Hudson’. In addition, she will share key learnings from the experience that will hopefully inspire and motivate all to treasure each and every day because ‘everyday is a lucky day’!

Vallie Smith Collins resides in Maryville, Tennessee, with her husband and three children. She is a member of Maryville First Baptist Church. She serves on the board of Love One International, the Maryville City Schools Foundation, and Blount County Young Life Committee. She is a Maryville Junior Service League Sustainer, former Board Chair for A Secret Safe Place for Newborns of Tennessee, and an alumna of Leadership Blount. She is a graduate of the University of Tennessee with a degree in Biomedical Engineering. For over nineteen years she was employed in the medical device and consumer products industry. Interests and hobbies include tennis, strength training, and spending time with family and friends.

Thursday,
March 5, 2020
12:00 p.m. - 1:30 p.m.
Imperial Ballroom
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PRE-CONFERENCE EVENTS

INSTITUTIONAL/PROGRAMMATIC ACCREDITATION WORKSHOP

Monday, March 2, 2020 | 9:00 a.m. - 5:00 p.m.
Dogwood Meeting Room
Presenters: Amy Rowe and Kyle Boyles

This is a one-day training that will provide attendees with a better understanding of the accreditation process. Attendees will learn how to complete the Self-Evaluation Report (SER), prepare for the on-site team visit, and respond to standard violations. Other topics include but are not limited to creating and maintaining Program Effectiveness Plans and interpreting and troubleshooting common standard violations and how to avoid them. Participants are encouraged to share experiences with other applicants striving towards a meaningful self-evaluation. This workshop is open to initial and renewal applicants as well as members of the public.

MAINTAINING ACCREDITATION WORKSHOP

Tuesday, March 3, 2020 | 9:00 a.m. - 5:00 p.m.
Dogwood Meeting Room
Presenters: India Tips, Amy Rowe, and Kyle Boyes

This one-day training will provide attendees with a better understanding of the critical areas of accreditation, such as program effectiveness, student achievement, and fiscal capability. Presenters will review the audited financial statement requirements, financial indicators, and terminology. Instruction to be provided on the basics of calculating retention, placement, and credentialing rates and how to support those rates using the required back-up documentation forms. Learn how to respond to visitation reports and outcomes/financial reporting. Training will also include interpreting and troubleshooting some of the most common standard violations. This workshop is only open to representatives from institutions/programs currently accredited by ABHES.
PROGRAM EFFECTIVENESS PLAN (PEP) WORKSHOP: A SCHOOL’S PERSPECTIVE

Wednesday, March 4, 2020 | 8:00 a.m. - 12:00 p.m.
Cottonwood Meeting Room
Presenters: Kyle Boyles and Lauren Irvine

This workshop will provide training via ABHES staff and a school's perspective in developing and implementing Program Effectiveness Plans that will not only meet the ABHES standards but will provide attendees with best practice applications and functions. Participants will learn how to interpret and apply formulas for computing program retention, credentialing, and placement rates, and gain experience on methods for improving those rates, including graduate credentialing as required for employment.
EVALUATOR TRAININGS

QUALIFICATIONS:
Evaluators must possess a minimum of two years of experience as an educator or practitioner in their respective fields. Participants in the Advanced Evaluator Training session must also evidence the requisite background detailed in the description for the advanced session. The advanced training is restricted to those who have already attended the core training session, Evaluator Training Workshop: Program Specialist.

ADVANCED EVALUATOR TRAINING: ADMINISTRATIVE TEAM LEADER
Wednesday, March 4, 2020 | 8:00 a.m. - 12:00 p.m.
Dogwood Meeting Room
Presenters: Amy Rowe, Kelly Costello, and Dennis Stover

This pre-conference advanced workshop will build on the program specialist evaluator curriculum to train attendees possessing school administrative expertise to serve as team leaders on ABHES accreditation site visits. Participants will be exposed to key practices for success in providing guidance, instruction, direction and leadership to the team. There will be a review of the accreditation standards, with distinctions between those applicable to institutionally and programmatically accredited schools; general policies and procedures; and, general evaluation information. Updates will be provided regarding new standards and outside hour reviews on site. Currently, ABHES has a moratorium on new team leaders for programmatic visits, so this session is a refresher for current team leaders or for those with extensive knowledge in Department of Education regulations, student finance, satisfactory academic progress (SAP), and clock/credit hour conversion and allocation.

SPECIALIZED EVALUATOR TRAINING: REPORT WRITING 101
Wednesday, March 4, 2020 | 1:00 p.m. - 3:00 p.m.
Dogwood Meeting Room
Presenters: Amy Rowe and Kelly Costello

Organizing and writing ABHES team reports can be tough and time-consuming. The goal of this training is to take the difficulty out of writing team reports and teach our evaluators how to write efficiently and effectively. This training will include hands-on report writing activities, an in-depth review of the do’s and don’ts of report writing, as well as tips and tricks for effective report writing. This training is designed for new and experienced administrative team leaders and/or program specialists who have completed the Core Evaluator Training.
Seven years ago, our College’s leadership, armed with several well-established organizational development theories along with a few novel ideas, embarked on a transformational journey to reinvent the company from within and rebuild its culture in order to combat low employee morale, high turnover, and poor outcomes. Today, the institution boasts an engaged workforce that is deeply connected to the common vision, mission and values, committed to personal and professional growth, and bringing forth positive results. This session will explore lessons learned and frameworks developed along the way and allow participants to gain practical tools to take back to their organizations.

LEADERSHIP IN AND FOR A TECHNOLOGICAL, SOCIAL, GLOBAL, DIVERSE MULTICULTURAL MARKETPLACE
11:00 a.m. - 12:00 p.m.
Suzanne Morrison Williams, Vice President, Academic Affairs, City College

Education and Healthcare are two highly regulated industries which are constantly changing and evolving. Today’s leaders need to be conversant with the following: Diversity, Inclusion, Multiculturalism, Globalism, Strategic Assessment and Deployment, Enhanced Digital Social strategies, Crisis Management arising from Conflict resolution, Social Economic awareness with a Massive infusion of Emotional Intelligence. The goal of this presentation will be to present the unique skills and assets which leaders must bring to the table in order to have a successful enterprise, engaged employees and satisfied end users.

HOW TO IDENTIFY, MARKET, AND BUILD A NEW PROGRAM OFFERING
1:30 p.m. - 2:30 p.m.
Aaron Edwards, Co-Founder, EdwardsSchoen
Jeremy Schoen, Co-Founder, EdwardsSchoen

This session will outline strategies for identifying programs with the highest propensity for success. We will offer insight for evaluating initial performance expectations, as well as factors to consider when marketing a new program at large given the current marketing landscape. From a marketing standpoint, we will discuss the details of successful development and infrastructure at the campus level.

NEW FACULTY ONBOARDING, TRAINING, AND PROFESSIONAL DEVELOPMENT
2:45 p.m. - 4:00 p.m.
Julie Walters, Director of Academic Operations-Ground Campuses, The College of Health Care Professions
Ann Eady, Vice President, Digital Academic Services, The College of Health Care Professions
Andrea Davis, Director of Education, The College of Health Care Professions
Andrea Hernandez, Director of Education, The College of Health Care Professions

This session will highlight how continued focus on New Faculty Onboarding, Training, and Professional Development leads to high performance in what we call the “4 – 100’s”, (Student Success, Retention, Student Satisfaction, and Placement). We will not only provide a review of our onboarding process, we will also share how having an effective and standardized process across several campuses has positively affected our outcomes during the last 3 years.
FROM BOSS TO LEADER: 3 KEYS TO SUCCESSFUL LEADERSHIP THROUGH EFFECTIVE
COMMUNICATION
9:45 a.m. - 10:45 a.m.
Gelena Gorelik, Director of Online Education, Gurnick Academy

Any role in education is a Leadership role: from school's CEO to program director, clinical coordinator or didactic instructor. But what does it take to be a great leader? In this session we will discuss the three keys to successful leadership through effective communication by understanding what motivates our students and our employees. We will discover and apply the rules of the four communication prototypes that can be used in any interaction. Finally, we will address the True Leader's "Triple-E" as the ultimate key to team building and leadership that will promote your school's growth, success, and prosperity.

HELPING STUDENTS DEVELOP COMPETENCIES IN GROWTH MINDSET,
COMMUNICATION, CRITICAL THINKING AND TEAMWORK
11:00 a.m. - 12:00 p.m.
Paul Smith, Portfolio Manager, Career and Student Success, Pearson Education

LinkedIn’s 2019 Global Talent Trends report showed that 92% of talent professionals say that soft skills are just as important—or more important—than hard skills. A case study will be shared using Pearson Career Success, a technology-based service which offers assessments, instruction, and tools to help Allied Health students learn professional expectations and skills in the 21st century workplace. Through curricula and teaching practices, students develop competencies in Growth Mindset, Communication, Critical Thinking and Teamwork. The faculty embeds career readiness into the technical courses as the students build a portfolio of artifacts and evidence of their skills to achieve their career goals.

SIMULATION: CHANGING THE GAME OF HEALTHCARE TRAINING
1:30 p.m. - 2:30 p.m.
Meg Sutton, Innovation Product Manager, National Healthcareer Association
Michelle Heller, Allied Health Content Strategist, National Healthcareer Association

Simulation has been used in gaming for decades, but it is becoming a highly valued learning tool, especially in industries like healthcare. There are different kinds of simulation and the experiences and levels of engagement they offer are also very different. Learn how to optimize these tools in training, determine how they can replace current experiential techniques and how to measure their effectiveness.

ENGAGING COMMUNITY/ REGIONAL EMPLOYERS IN EDUCATIONAL EFFORTS
2:45 p.m. - 4:00 p.m.
Holly Dennis, Senior Manager of Curriculum, Instructional Design and Technology, Ultimate Medical Academy
Jaysa Boyer-Tushaus, National Director of Corporate Alliance and Career Services, Ultimate Medical Academy

This presentation highlights how Ultimate Medical Academy leverages its local corporate alliance partnerships to provide students with a realistic view into their future careers. The example we will spotlight is a pharmacy technician externship video that was filmed on location at a pharmacy. This “day in the life” footage allowed us to emphasize the importance of externship while showcasing some of the specific tasks a typical extern would complete. The end product allows our students to envision themselves in their future career early on in the student life cycle.
OUTCOMES TRACK
THURSDAY, MARCH 5, 2020 | ARBORETUM III & IV MEETING ROOM

GRADUATE PLACEMENT DOCUMENTATION - BEST PRACTICES TO ENSURE COMPLIANT DOCUMENTATION
9:45 a.m. - 10:45 a.m.
Lauren Irvine, Director, Accreditation and Licensing, American Career College
Kim Cook, Regional Director of Clinical & Career Success, American Career College

With recent changes to the ABHES definition of in-field placement, is your placement documentation compliant? Maintaining an institutional policy and procedure for collecting placement documentation is critical for meeting the ABHES placement benchmark of 70%. Implementing a multi-level review process within your institution can ensure your placement documentation is sound. This session explores best practices for collecting placement documentation and how an institution can implement a multi-level approval process for graduate placement documentation to ensure compliant documentation.

PREVENTING PLACEMENT RATE MISREPRESENTATION
11:00 a.m. - 12:00 p.m.
Elizabeth Keifer Herron, VP, Solutions and Sales, Collegiate Admission and Retention Solutions

Placement rates must be accurate and verifiable for institutional success, and a failure to report accurate placement rates may be considered misrepresentation. The National Consumer Law Center reported that ninety-five percent of proprietary institution lawsuits from 2004-2014 involved inaccurate placement rates. Join Elizabeth Keifer Herron to review the top ten strategies to ensure that your placement rates are accurate, and that your policies and procedures support this objective.

TAKING THE PLUNGE: TRANSITIONING FROM INTERNAL TO THIRD-PARTY PLACEMENT VERIFICATION
1:30 p.m. - 2:30 p.m.
Kathy Frisbie, Consultant, MMI Data Integrity
Scott Stiver, Campus Executive Director, Hondros College of Nursing

Hondros College of Nursing had always completed its verification of graduate placements internally. In 2019, Hondros College transitioned to a third-party, MMI Data Integrity, to complement their verification efforts. This session describes the decision-making process to shift to external verification, and the steps required to complete this transition, including the all-important staff-training component. The pros and cons of this new relationship are also covered.

AN INTEGRATED MODEL OF STUDENT SERVICES RETENTION INITIATIVES
2:45 p.m. - 4:00 p.m.
Leslie Winston, Dean of Student Services, Bon Secours Memorial College of Nursing
Carrie Newcomb, Associate Dean of Student Services, Bon Secours Memorial College of Nursing
Lydia Lisner, Director of Student Success, Bon Secours Memorial College of Nursing

Bon Secours Memorial College of Nursing (BSMCON) has developed strategic retention initiatives at key stages of the student life-cycle. This session will discuss retention programming that begins with the recruitment process, continues throughout each level of the program including job placement strategies. Upon implementation of these initiatives we have experienced a significant increase in retention rates. Participants who attend this session will have the opportunity to learn about BSMCON best practices and ways to apply retention initiatives at their institutions.
SURVIVING (OR EVEN THRIVING IN) A PROGRAM REVIEW OR AUDIT
9:45 a.m. - 10:45 a.m.
Nicolas Michiels, Principal, Powers Pyles Sutter & Verville PC
Daniel Brozovic, Principal, Powers Pyles Sutter & Verville PC

Experienced Title IV attorneys will arm you with best practices to position your institution for a successful program review and/or compliance audit by the U.S. Department of Education. We will discuss preparation for a program review, what happens when the program review team is on campus, common findings, and important aspects of the Department's Program Review Guide. The session will also provide tips and an update regarding the Department's compliance audit requirements and process. While the goal is preventing findings, you also will learn about options to contest the Department's final findings.

CECU LEGISLATIVE AND REGULATORY UPDATE
11:00 a.m. - 12:00 p.m.
Nicholas Kent, Senior Vice President of Policy and Research, Career Education Colleges and Universities (CECU)

As Congress's work is stymied in anticipation of November's unpredictable elections, the Trump Administration forges ahead with its higher education policy agenda. This session will provide attendees relevant Federal legislative and regulatory developments impacting postsecondary career education schools. The presenter will discuss updates regarding reauthorization of the Higher Education Act, as well as the U.S. Department of Education's continued work to reduce the regulatory impact on institutions through revising or eliminating burdensome rules, including those on accreditation, borrower defense, and state authorization. Attendees will leave better informed about the opportunities and challenges in effectively engaging policymakers and other stakeholders.

SCHOOL DATA PRIVACY IS MUCH MORE THAN FERPA
1:30 p.m. - 2:30 p.m.
Jonathan Tarnow, Partner, Faegre Drinker Biddle & Reath LLP
Katherine Armstrong, Counsel, Faegre Drinker Biddle & Reath LLP

While FERPA has governed education records privacy since 1974, more recent years have seen an increasing number of laws imposing a patchwork of data privacy and safeguarding requirements on schools. In addition to the Gramm-Leach-Bliley Act and FTC Safeguards Rule, the more recent New York Cybersecurity Regulation and the California Consumer Privacy Act have led to a proliferation of state data privacy laws impacting schools. Navigating the maze of requirements is increasing complex for both on-ground and online institutions. This session will provide an overview of liabilities that can be assessed if school data is not properly safeguarded, and will offer practical insights into how to manage compliance.

TALENT PIPELINE MANAGEMENT
2:45 p.m. - 4:00 p.m.
Edgar Carrier, Clinical Coordinator, One Step Diagnostic
Karen Kegel, Human Resources Business Partner, HCA Gulf Coast Division
Tina Longoria, MBA-HCA, CHW, Project Analyst – Workforce Development, Diversity and Inclusion, Ascension
Mikhail Shneyder, President and CEO, Nightingale College

An open discussion regarding the talent pipeline needs, workforce participation for today's economy and the future, and populations that go underserved every single day in our communities, regions and states. What are your barriers to building capacity? 1) Lack of qualified faculty and clinical instructors 2) Scarcity of clinical rotation sites 3) Increased number of students (Cost is a huge barrier) 4) Student Retention 5) Employer engagement...understanding regional and state needs. You will not want to miss this discussion featuring leaders in education and workforce development discussing the rapidly changing workforce system and how you fit in.
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Andy Paniagua has been a tenacious, diligent, and resilient student in the Vocational Nursing program at American Career College. His family came to the U.S. from Mexico and he is first generation American. Andy has overcome many obstacles to be in the position he is in today. His mother was diagnosed with multiple sclerosis when Andy was in high school and needed twenty-four-hour care. Andy took care of his family, along with being his mother’s full-time care taker. His sister was also recently diagnosed with multiple sclerosis. Andy’s story, regarding his family’s health issues, inspired him to pursue a career as a nurse to help, comfort, and support those that needed medical assistance. Andy has, from his first day in school, been that helping hand to others – other students, patients and faculty.

Andy’s parents are his role models and he describes them both as hardworking and honest people. “My father has taught me many lessons, but one that always stuck with me is to never do any job halfheartedly, always be honest, and always have ambition and to work hard for what you want to achieve. My mother has taught me to be resilient in the face of adversity. She is the strongest person I know. Even after everything she has been through she still has a smile on her face.”

Andy recently graduated from the ACC Vocational Nursing program and just passed his NCLEX exam at 85 questions. Andy states he is ready for what the future brings and is thankful to ABHES for the scholarship.

ABHES would like to extend a special thank you to everyone who has donated to the Christopher J. Eaton Scholarship. We wouldn’t be able to do this without you and we appreciate your support!
Lorinda Lohner, Program Director and lead Pharmacy Tech instructor at the Pima Medical Institute (PMI) Las Vegas campus, is committed to students’ success and goes above and beyond to meet each student’s educational needs. Her commitment does not stop when the students leave the classroom. She believes in making every minute of class count by providing engaging class presentations and activities, but also focuses on continued learning and retention outside of class. Lorinda has created recorded lectures in audio and video format, flipbook formatted handouts, and mini-websites on multiple Learning Management System platforms.

Lorinda’s effectiveness as a classroom instructor was evidenced in a letter sent by one of her graduates to the Las Vegas PMI Campus Director, that stated, “I wish I could put Ms. Lohner in my pocket and take her everywhere with me.” This single statement provided the inspiration for Lorinda to collaborate with a previous graduate and together they created and developed a mobile app that now serves as a virtual “instructor in a pocket” for pharmacy technician students and graduates. This one student inspired the creation of the CPhT Prep mobile app that has gone on to benefit thousands of others.

DISTINGUISHED EVALUATOR AWARD

I was introduced to ABHES while I was working at an ambulatory medical clinic and became an externship site for medical assistants in the mid-1990’s. In 1995, I took a position as a program director at a local college. The program had recently become ABHES accredited and the rest, as they say, is history. I attended the evaluator training sessions circa 1996-7 in Orlando. It was here that I met, Carol, Chris, and India. It wasn’t long after that, I went out with India, to a small college outside of Orlando, on my first visit. Many, many visits later, I have had the privilege of working with almost all the travel staff at one point or another. I recently tried to tabulate the number of visits, and people that I have worked with on visits over the years...I believe both are now in the triple digits. The relationships and memories that I have made with ABHES are priceless. I have watched the staff and organization grow tremendously in the over 20 years I have had the honor of collaborating with them. I am humbled and honored by this recognition. Thank you.
Dr. Dolores Gioffre possesses many years of experience in higher education. Since 2006, Dr. Gioffre has served as an Educational Consultant for post-secondary education in curriculum planning and review, assessment, distance education, and other related educational activities. Her work includes accrediting agencies, state agencies, and private clients. Prior to that time, Dr. Gioffre served for 11 years at Delaware Valley College, most recently as Dean of Business, Liberal Arts, and Computer Services and Associate Professor, Computer Information Systems Management Department.

During her time as an ABHES Commissioner, Dr. Gioffre served as a member of the Executive Committee, the Governance Committee, the Distance Education Committee, and the Outcomes Review Committee. She was also the chairperson of the Standards Review Committee.

In addition to her work as a Commissioner, Dr. Gioffre served the ABHES community by participating in numerous on-site evaluation visits as administrative team leader, distance education specialist, and baccalaureate degree evaluator.

DISTINGUISHED SERVICE AWARD

John (Jack) Yena is Chairman, President, and CEO Emeritus of Johnson & Wales University. His career includes serving as President and Treasurer of the Career College Association (then AICS), Commissioner and Chair of the Collegiate Council for ACICS, Chair of the American Council on Education’s Commission on Educational Credit and Credentials, and two terms as a member of the National Advisory Committee on Institutional Quality and Integrity for the U. S. Secretary of Education.

Dr. Yena began his service as Commissioner on the ABHES board in 2010 and served as Chair following the untimely death of its Executive Director Carol Moneymaker in 2014. Jack completed his service on the ABHES board in 2018.

Jack and his wife Donna have two children and 4 grandchildren and live in East Greenwich, Rhode Island.

DISTINGUISHED SERVICE AWARD

Dr. Dolores Gioffre possesses many years of experience in higher education. Since 2006, Dr. Gioffre has served as an Educational Consultant for post-secondary education in curriculum planning and review, assessment, distance education, and other related educational activities. Her work includes accrediting agencies, state agencies, and private clients. Prior to that time, Dr. Gioffre served for 11 years at Delaware Valley College, most recently as Dean of Business, Liberal Arts, and Computer Services and Associate Professor, Computer Information Systems Management Department.

During her time as an ABHES Commissioner, Dr. Gioffre served as a member of the Executive Committee, the Governance Committee, the Distance Education Committee, and the Outcomes Review Committee. She was also the chairperson of the Standards Review Committee.

In addition to her work as a Commissioner, Dr. Gioffre served the ABHES community by participating in numerous on-site evaluation visits as administrative team leader, distance education specialist, and baccalaureate degree evaluator.
ANNUAL MEMBERSHIP MEETING

Wednesday, March 4, 2020 | 3:30 p.m. - 5:00 p.m.
Cottonwood Meeting Room

ABHES brings together Commissioners and staff to brief its members on the past year’s accomplishments, upcoming projects, and anticipated challenges facing ABHES and its membership. Representatives of ABHES-accredited institutions and programs will enjoy reports from the Executive Committee, which includes the financial status of ABHES. This meeting is open to all interested parties; registration not required.

REGULATORY PANEL

Friday, March 6, 2020 | 9:30 a.m. - 11:00 a.m.
Imperial Ballroom

Presenters:
• Sharon H. Bob, Ph.D., Higher Education Specialist on Policy and Regulation, Powers Pyles Sutter & Verville PC
• Katherine Lee Carey, Special Counsel, Cooley LLP
• Nicholas Kent, Senior Vice President of Policy and Research, Career Education Colleges and Universities (CECU)
• Tom Netting, Chief Executive Officer, TEN Government Strategies
• Mike Wherry, CPA, Director, McClintock & Associates, P.C.

This moderated panel features education policy experts discussing hot topics concerning key regulatory issues currently facing postsecondary education. Attendees will gain valuable insight into a variety of new federal and state changes impacting ABHES-accredited institutions, including those related to accreditation, institutional financial responsibility, cybersecurity, student aid delivery, and Title IX. Hear how some White House hopefuls plan to alter the higher education landscape if victorious in November’s election. Audience participation through a Q&A segment will be included.
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Events Being Held in the Imperial Ballroom:
- Commissioner's Welcome Reception
- Deluxe Breakfast with Exhibitors
- Plated Luncheon with Keynote Speaker
- Exhibitors' Happy Hour Reception
- Regulatory Panel
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<td>WS Uniforms and Accessories</td>
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GET TO KNOW OUR EXHIBITORS!

Ambassador Education Solutions
From print and digital to inclusive access, OER and more, Ambassador simplifies course materials adoption, management and delivery, driving down costs and improving outcomes.

American Association of Medical Assistants
The CMA (AAMA) sets the bar for excellence in medical assisting. With International Standard ISO/IEC 17024 and NCCA accreditation, the CMA (AAMA) credential stands apart!

American Medical Certification Association
American Medical Certification Association (AMCA) is headquartered in Fairfield, New Jersey. AMCA was established with the vision of enhancing the allied healthcare industry by providing national certification exams that validate the knowledge and expertise of professionals in this field.

American Medical Technologists
American Medical Technologists (AMT) is a recognized certification agency for allied health professionals. AMT is also a membership association, providing continuing education and other services to over 80,000 members.

ApexChat
ApexChat has been providing live chat software and chat agents businesses since 2008. We boost website lead conversion with standard 24/7 coverage on websites and mobile devices, and we offer full English and Spanish language functionality.

Campus Ivy
Campus Ivy is a financial aid product and service company, providing cloud based automation tools and outsourcing services to the higher education market. We combine 50+ years of financial aid experience with mobile enabled financial aid technology to make financial aid easy and student friendly.

Career Education Colleges and Universities (CECU)
Career Education Colleges and Universities (CECU) is the national organization serving postsecondary career education schools, staff – and most important, our students!

CBRE
The CBRE Private Sector Colleges and Universities (PSCU) practice group draws on the talented professionals and resources of the world’s largest commercial real estate services provider.

Cengage
Cengage is an education and technology company serving the higher education, K-12, professional, library and workforce training markets worldwide. Cengage creates learning experiences that build confidence and momentum for students.
Champion College Services
Champion partners with institutions to reduce Cohort Default Rates, increase Repayment Rates, mentor and motivate students to successfully repay their student loans while making them financially fearless with financial literacy programs.

CourseKey
CourseKey is a cloud-based, mobile attendance automation platform that integrates with leading SIS and LMS platforms. The platform offers location-based attendance solutions for educational institutions that work in any learning environment.

Education Loan Source
My firm, Education Loan Source ("ELS"), partners with institutions to Originate, Service and Purchase institutional loans. We also seek to deploy capital by purchasing any receivable portfolios and can advise on Income Shared Agreements.

Elsevier
We help institutions and professionals advance healthcare, open science and improve performance for the benefit of humanity. Combining content with technology, supported by operational efficiency, we turn information into actionable knowledge.

F.A. Davis Company
Founded in 1879 F.A. Davis Company is the oldest independent, health science publisher in America. Our mission is to listen carefully to educators and students and publish quality content, references, and resources in a wide variety of formats.

FAME
FAME has been a trusted partner to the higher education industry for 40 years. Our Student Information Systems, Financial Aid Processing and Consulting Services are used at more than 1200 schools throughout the United States & Canada.

Financial Aid Services & Genesis School Management Software
Financial Aid Services, Inc. (FAS) is a professional outsourced service supplying schools with seasoned experts in Title IV to process, consult, teach, and streamline financial aid tasks. FAS offers Genesis, integrated School Administrative Software.

Global Financial Aid Services
Since 1996, Global Financial Aid Services has provided financial aid processing solutions and an array of consulting services. As a strategic partner, our full scope solutions ensures service accountability where the clients needs comes first.

Goodheart-Willcox Publisher
Experts in Career and Technical Education, Goodheart-Willcox delivers authoritative content for teaching and learning success. Learn more about new digital learning solutions, textbooks, and instructor resources at our booth or visit www.g-w.com.
Gragg Advertising
Gragg Advertising is a full service, direct response agency focused in marketing technology. We create a fluid and compliant admission process, developing holistic marketing strategies and providing a quantifiable ROI for our clients.

Hurst Review Services
Hurst Review Services' proven approach to NCLEX® preparation combines the best of all worlds by reviewing must know core content, developing critical thinking and application skills, incorporating NCLEX® specific testing strategies, and practicing high level NCLEX® questions.

Klass App Inc.
Klass App is an enterprise mobile solution for Higher Education. Colleges can customize their own branded app on iOS and Android that is equipped with modules which enhances operations for Admissions, Financial Aid and Academic Services.

LeadSquared
LeadSquared is an Admissions automation and Student engagement platform for Career Colleges. It's used by the like of Asher College, Intellitec, Unitek, Eastwick college and over 300 other institutes across the globe to drive fierce efficiencies.

Library & Information Resources Network (LIRN)
LIRN is a nonprofit library service and content provider working to strengthen libraries for successful learning—so students can thrive in their academic careers and beyond.

McGraw-Hill
We share your passion for learning and believe that every student should have access to affordable, high-quality learning solutions designed to help them succeed.

MDT Marketing
Helping Colleges Grow Since 1995 - MDT Marketing has been a leader in advanced digital advertising, marketing technology & print production solutions built exclusively for colleges & universities. What's your marketing challenge?

Meridy's Uniforms
Meridy's Uniforms – We take care of everything from Uniquely Customized Student Uniforms that last to Customized Packs for Skills Assessment. Enjoy easy online ordering for your students, faculty, and bookstore backed by excellent customer service.

Meritize
Meritize is a private student lender that helps to provide awareness, access, and advancement in the skills-based space. We partner with schools to provide an innovative funding model that looks beyond FICO.
**MMI Data Integrity**
MMI Data Integrity is a firm made up of career college veterans whose mission is to help colleges ensure their data integrity. We specialize in Third Party Placement Verification, and student, graduate, and employer satisfaction measurement.

**Mock Medical**
Simulated Surgical Instruments, Mock Kits (Specialty instrument kits), Lab Supplies, Student Supply Bags, Refurbished Equipment. EVERYTHING from OR floor to ceiling!!!

**More Students**
We're your shortcut to more enrollments. Our mission is to help your college grow. We specialize in enrollment strategy, Facebook and Google ads. Our team of highly talented people are focused on one thing: getting you more enrollments.

**National Center for Competency Testing (NCCT)**
NCCT is an allied health certifying agency that works with quality academic programs, employers, and workforce organizations. Our certifications provide credentials that meet state requirements, leading to relevant licensure and job placement.

**National Healthcareer Association (NHA)**
Since 1989, NHA has prepared and awarded more than 750,000 certifications to healthcare students and professionals, providing them with nationally recognized measurements of competency paired with easy-to-use study tools and customer service.

**Orbund LLC**
Orbund is a student information system (SIS) provider to postsecondary education. Headquartered in Overland Park, Kansas, the company serves a full range of non-profit and proprietary institutions in North America and abroad.

**Pantheon Student Solutions**
Pantheon provides default management services. Our singular goal is reducing the Cohort Default rates for our clients. Proudly serving over 200 institutions, call us at 877.727.0269 or email kathy@pantheonstudentsolutions.com for more information.

**Pearson**
We combine world-class educational content and assessment, powered by services and technology, to enable more effective teaching and personalized learning at scale.

**Sikich LLP**
Sikich LLP has been helping businesses succeed in every area from number crunching to marketing and in between. We are a leading professional services firm specializing in accounting, technology, advisory and managed services.
Sterling Credentials, LLC
Gathering, organizing and tracking pre-admission and pre-clinical requirements is a PAIN. Our solution was designed by an allied health education program director focused on 1) ease of student use and 2) the needs of a clinical or program director.

TextAim
TextAim is a cloud-based communications company that allows back and forth conversations with students through text using a system as easy to use as email. Helps raise admissions, increase attendance, and verify jobs.

TFC Tuition Financing
TFC Tuition Financing provides custom student financing solutions to improve enrollment, retention, and student success. From initial contract generation to student follow-up, we manage the entire financing process so you can focus on your students.

Trajecsys Corporation
Trajecsys is the leading Centralized Clinical Recordkeeping™ system for Respiratory Care programs. Our system has been developed over the past 15 years. Our system is an easy to use web-based system providing powerful yet elegant tools.

Tuition Options
Tuition Options provides a comprehensive product offering for originating, servicing and managing tuition receivable and institutional loan programs. We help schools increase enrollments and improve student retention via affordable payment plans.

Verity IQ
Verity is a leading provider of software as a service solutions for higher-education. Verity CRM unifies campus communication across the student's lifecycle.

ViKtory Now!
ViKtory Now! is a mobile app that focuses on gamification as a tool, to drive essential institutional and corporate metrics. From client acquisition to student retention and sales team motivation.

Wolters Kluwer
Wolters Kluwer Health is a leading global provider of information and point of care solutions for the healthcare industry. Our solutions are designed to help professionals build clinical competency and improve practice.

Wright International Student Services
600 Schools like yours have turned to us for their default management needs. The average CDR for these schools is not 9.7%. In 20 years of service we have never had a school sanctioned for a high default rate.

WS Uniforms and Accessories
Provides medical scrubs, warm-up jackets, lab coats, polo's, work shirts, medical kits, bags, and more.
## EXHIBITOR SCHEDULE

### Wednesday, March 4, 2020

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<tr>
<td>Exhibitor Registration and Set-up</td>
<td>12:00 p.m. - 5:00 p.m.</td>
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<tr>
<td>Commissioners' Welcome Reception</td>
<td>5:00 p.m. - 7:00 p.m.</td>
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### Thursday, March 5, 2020

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<tr>
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<th>Time</th>
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<tbody>
<tr>
<td>Deluxe Breakfast with Exhibitors</td>
<td>7:30 a.m. - 8:30 a.m.</td>
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<tr>
<td>Plated Luncheon with Keynote Speaker</td>
<td>12:00 p.m. - 1:30 p.m.</td>
</tr>
<tr>
<td>Exhibitors' Happy Hour Reception</td>
<td>4:00 p.m. - 6:00 p.m.</td>
</tr>
<tr>
<td>Optional Dismantling of Exhibits</td>
<td>6:00 p.m. - 8:00 p.m.</td>
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### Friday, March 6, 2020

<table>
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<tbody>
<tr>
<td>Deluxe Breakfast with Exhibitors</td>
<td>8:00 a.m. - 9:30 a.m.</td>
</tr>
<tr>
<td>Dismantling of Exhibits</td>
<td>11:30 a.m. - 2:00 p.m.</td>
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The above exhibit hours are subject to change by ABHES without notice.
Our Staff

India Y. Tips, Executive Director
Amy Rowe, Associate Executive Director of Membership Services
Steven Gelfound, Associate Executive Director of Information Technology and Quality Assurance
Dr. Jean Chappell, Director of Program Review and Development
Paul Stukus, Director of Accounting and Financial Reporting
Kyle Boyles, Senior Accreditation Coordinator
Kelly Costello, Manager of Accreditation
Holly Doering, Manager of Compliance, Development and Quality Assurance
Yasmine Elhelaly, Accreditation Coordinator
Laurie Hart, Office Assistant
Wazhma Ibrahim, Accreditation Coordinator
Enoch Kasambara, Staff Accountant
Joe Miller, Accreditation Coordinator
Kimberly Neuenschwander-Hurley, Manager of Training and Membership Services
Gina Rice-Holland, Accreditation Coordinator
Denise Thelemaque, Office Manager

ABHES
7777 Leesburg Pike, Suite 314N
Falls Church, VA 22043
(703) 917-9503
www.abhes.org

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Guy Euliano, Vice Chair*
Christallia Starks, Secretary*
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Jill Carlson
Douglas R. Clarke, Jr.
Effie Dubis
Dr. Thomas Kenny
Sharon McLaughrin
Dr. Robin Nelhuebel
Dr. Donna Payne
Dr. Rafael Ramirez-Rivera
Dr. Ravi Rathnam
*Executive Committee

Conference Planning Committee
Buddy Hoskinson, Chair
Matthew Calhoun
Maritza Mercado
Dr. Robin Nelhuebel
Dr. Larisa Revzina
Cara Sharpe
Samuel Yarmagyan
Save the Date!

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