

# OUR REVOLUTION

RELATE • REFLECT • REACT

BOSTON  
2012

MARCH 18-22

[www.acui.org/boston](http://www.acui.org/boston)

THE ASSOCIATION OF COLLEGE UNIONS INTERNATIONAL'S 92<sup>ND</sup> ANNUAL CONFERENCE | BOSTON | MARCH 18-22

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**T**he core purpose of the Association of College Unions International is to be the leader in advancing campus community builders. Through education and networking at the annual conference, delegates celebrate and strengthen their own community.

# OUR REVOLUTION

RELATE • REFLECT • REACT

## BOSTON 2012

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# KEYNOTES

**K**eynotes are an integral part of the educational component of the annual conference. Matching the conference theme, three keynote speakers will be part of **OUR REVOLUTION** to encourage dialogue among conference attendees, cause attendees to reflect on knowledge and issues important to our profession, and ignite a passion for action on home campuses.



### SHANE LOPEZ

Shane Lopez, senior scientist in residence, is an architect of the Gallup Student Poll. A measure of hope, engagement, and well-being, the Student Poll taps into American students' hearts and minds to determine what drives achievement. Lopez is the director of the annual Gallup Wellbeing Forum, which convenes scholars, leaders, and decision-makers to discuss health care and global well-being. He also serves as the research director for the Clifton Strengths School. In his keynote presentation, he will help ACUI participants **RELATE** better to each other and to the students we serve.

Lopez leads research on the links between hope, strengths development, academic success, and overall well-being and collaborates with scholars around the world on these issues. He specializes in hope and strengths enhancement for students from preschool through college graduation, advocating a whole-school strengths model that also builds the strengths expertise of educators, parents, and youth development organizations. Lopez has provided strengths mentoring to thousands of college students, including academic, career, and life planning, and he advises schools, colleges, and universities on these issues. He is the coauthor of the statistical reports for both the Clifton Strengths-Finder and the Clifton Youth StrengthsExplorer.

Lopez is the past associate editor of the *Journal of Social and Clinical Psychology*, an editorial board member of the *Journal of Positive Psychology*, and an ad-hoc reviewer for many psychology journals. He is a licensed psychologist, a fellow of the American Psychological Association, and educational advisor for Discovery Television.

### CORE COMPETENCIES:

COMMUNICATION, HUMAN RESOURCE DEVELOPMENT, LEADERSHIP, MANAGEMENT,  
STUDENT LEARNING



### ELIZABETH ALEXANDER

ACUI delegates will be able to **REFLECT** as Elizabeth Alexander shares her poetry and personal insights with conference attendees. Poet, essayist, playwright, and Yale University professor, Alexander made history in 2009 as the fourth poet to compose and deliver a poem at a presidential inauguration. Immediately following Barack Obama's inaugural address, Alexander's oration echoed through the streets of Washington, D.C., as millions listened worldwide.

Joining the ranks of other celebrated honorees such as Robert Frost and Maya Angelou, Alexander's task was even more historic as America welcomed the first black president into the White House. The daughter of a civil rights advisor to U.S. President Lyndon Johnson, she has come full-circle, having recited her poem "Praise Song for the Day" on the same Mall where she, as a child, witnessed Martin Luther King Jr. deliver his iconic "I Have a Dream" speech.

A long-time advocate of the arts as a critical element of our civic dialogue, she has said: "Poetry is not meant to cheer; rather, poetry challenges and moves us towards transformation." Alexander has taught literature and creative writing and read her poetry across the United States and abroad for more than 20 years. In July 2009, she assumed the chairship of the Department of African American Studies at Yale University. Her awards include a National Endowment for the Arts Fellowship, a Guggenheim Fellowship, and the Alphonse Fletcher Sr. Fellowship for work that "contributes to improving race relations in American society."

#### CORE COMPETENCIES:

COMMUNICATION, INTERCULTURAL PROFICIENCY, LEADERSHIP



### ROBERT EGGER

Robert Egger's closing keynote address will provide ACUI delegates an opportunity to **REACT** by considering avenues for implementing aspects of the community kitchen concept on home campuses and by becoming individually excited to act on issues facing their home communities.

Egger is the founder and president of the D.C. Central Kitchen, the United States' first "community kitchen," where food donated by hospitality businesses and farms is used to fuel a nationally recognized culinary arts job training program. Since opening in 1989, the Kitchen has produced more than 23 million meals and helped 800 men and women gain full-time employment. The Kitchen operates its own revenue-generating business, Fresh Start Catering, as well as the Campus Kitchens Project, which coordinates similar recycling/meal programs in 30 college- or high school-based kitchens.

Egger was included in the *Non Profit Times* list of the "50 Most Powerful and Influential" nonprofit leaders from 2006–09. He was the recipient of the Restaurant Association of Metropolitan Washington's 2007 Lifetime Achievement award and the 2004 James Beard Foundation Humanitarian of the Year award. He has been named an Oprah Angel, a Washingtonian of the Year, a Point of Light, and one of the Ten Most Caring People in America by the Caring Institute. He also is a 14-gallon blood donor to the American Red Cross.

#### CORE COMPETENCIES:

COMMUNICATION, FISCAL MANAGEMENT, MANAGEMENT, PLANNING, STUDENT LEARNING

# HIGHLIGHT PROGRAM

Sunday, March 18

*Event will follow regional meetings*

**T**he Boston Conference Program Team has designed a unique opening program for delegates to engage in all three aspects of the **OUR REVOLUTION** theme: **RELATE, REFLECT**, and **REACT**. After traveling to the Campus Center at the University of Massachusetts–Boston, delegates will be able to **RELATE** with friends and colleagues while enjoying a welcome reception and strolling dinner. The Campus Center is the perfect backdrop, with beautiful views of the city skyline and Boston Harbor. Food stations will be spread throughout the spacious Campus Center, each with a different Bostonian theme.

Situated within walking distance of the Campus Center is the John F. Kennedy Presidential Library and Museum. Attendees will be able to **REFLECT** during a self-guided tour through the museum. Many of this U.S. president's challenges and achievements are on display, as well as observations of the tumultuous 1960s. While not as serious as the famous Nixon-Kennedy debates, ACUI will hold its own "Battle of the Regions Debate," providing delegates an avenue to **REACT** on important issues to college unions. The debate is planned to be fun, including great theatrics and "zingers" from regional debaters.

In addition to reuniting with ACUI colleagues during the opening event, food, beverage, and complimentary tours for both the union and museum are included in your conference registration fee.

JFK Library, photo by Eric Baetscher



## PRECONFERENCE ACTIVITIES

### All about Technology

Sunday, March 18, 11 a.m.–2 p.m.

*Price: \$25, includes transportation and tour of Emerson College  
Preregistration required; limit 30*

In our ever-changing world, it can be tough to keep up with all the latest technology available to union and activities professionals. This program will help keep participants in the loop by explaining some of the newest programs and services on the market, including best practices from member institutions. From productivity enhancers to social media marketing tips to iPad usage, it will all be covered in a way that even “newbies” can understand. A “Tech 101” type of discussion, this program is for all attendees. Participants also will have the option to have lunch at Boston’s famous Cheers restaurant and then walk across the Boston Common to Emerson College. There, attendees will meet with members of the Max Mutchnick Campus Center and tour their facilities. Lunch is not included in the registration fee.

## EDUCATIONAL SESSIONS

Educational sessions in Boston are sure to be revolutionary! The majority of conference sessions will last 75 minutes. New this year is the opportunity for guided reflection on your conference experiences within each educational session. All presenters have been asked to spend the last 15 minutes of their sessions allowing participants to share and reflect on knowledge and issues important to our profession and to ignite a passion for action on our campuses. Their reflection questions will ask participants to identify one “Wicked Awesome Idea” from the session that you can act on when you return home. Wicked Awesome Ideas will be shared with all attendees so you can get the most out of even the sessions you are unable to attend.

Nearly 100 educational sessions, eight flash sessions, and six technology demonstrations have been identified so far to provide the foundation for education at the annual conference. These will be complemented by tours and the ACUI Expo to provide each conference delegate more than 20 hours of education during the course of the conference. All 11 core competencies will be addressed many times throughout the conference experience.

## 2012 EDUCATIONAL PARTNER: GALLUP INC.

**A**CUI welcomes Gallup Inc. as an educational partner and conference sponsor at the annual conference in Boston. Content from Gallup will focus on transformation that comes from capitalizing on personal and organizational strengths.

As part of the registration process, all ACUI annual conference attendees will receive access to StrengthsQuest, an inventory designed to help individuals identify their own personal strengths. Delegates also will have the opportunity to participate in one of two online learning experiences for an overview of StrengthsQuest and how to interpret results.

During the annual conference, conference attendees will have several opportunities to learn more about strengths-based leadership:

- Shane Lopez is a leading researcher on positive psychology and will address the relationship between strengths development and hope/engagement in his keynote.
- Four educational sessions will focus on how to use strengths development in campus programs and operations.
- Coaches will be on site throughout the conference to provide attendees one-on-one coaching opportunities. Whether you want to talk more about your own strengths or you want to brainstorm ideas on how to incorporate strengths development with your students or staff, experts will be on hand to help.

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## BOSTON ST. PATRICK'S DAY PARADE

Sunday, March 18, 1 p.m.

*Location: South Boston*

*Parade begins at Broadway MBTA Station*

Come see the first St. Patrick’s Day celebration in America! Started in 1737, the Boston Parade is still one of the largest in the United States. The Celtic pride, amazing floats, and culinary cuisine is sure to start the conference revolution.

For additional city tour offerings, go to <http://www.bostonusa.com/visit>.



# PEER LEARNING NETWORKS

Peer learning networks offer educational opportunities specific to attendees' level of experience and roles on campus. Each network has its own unique program opportunities.



## Undergraduate Network

Program begins on Sunday, March 18, Noon

*Price: Free, includes numerous networking opportunities and a tour of the Curry Student Center at Northeastern University*

*Preregistration required; limit 50*

### CORE COMPETENCIES:

**COMMUNICATION, LEADERSHIP, PLANNING,  
STUDENT LEARNING**

The Undergraduate Student Network in Boston will be an exciting opportunity for students to interact with leaders from other campuses and build a network for continued growth and learning beyond the annual conference. Participants will gain an understanding of the resources and services available through ACUI and further explore the college union and student activities field. Specialized educational sessions, round-tables, and panel discussions will be geared toward undergraduate students involved on their campus as student leaders and college union employees. Students also can use lunchtimes to network with peers or an experienced student affairs mentor. There also will be an off-site visit to Northeastern University, allowing participants an opportunity to tour a campus in the heart of Boston.

Those who will find this network most valuable are undergraduate students who:

- Are exploring a career in the college union and student activities field
- Want to increase their knowledge of the college union and student activities field and want to discover practices that can be brought back to campus to influence positive change
- Are interested in networking with a cohort of other student leaders by sharing experiences and discussing current issues and trends

## Graduate Student Network

Program begins on Sunday, March 18, Noon

*Price: Free, includes flash sessions, numerous networking opportunities, and a tour of the Curry Student Center at Northeastern University*

*Preregistration required; limit 50*

### CORE COMPETENCIES:

**COMMUNICATION, LEADERSHIP, PLANNING,  
STUDENT LEARNING**

The Graduate Student Network provides a unique opportunity for graduate students to engage with other college union professionals and develop knowledge and skills that will assist with creating a future career in the college union and student activities field. Participants will have the opportunity to network and discuss current issues and trends, careers, and experiences as an emerging professional. Featured conference educational sessions for graduate students and flash sessions on networking and job search techniques in the ACUI Career Center will provide added value to the experience. There also is a unique chance to network with fellow graduate students plus new professionals in the field during an off-site visit to the Curry Student Center at Northeastern University. Registrants in this program will have the option to join a mentoring experience with other networks.

Those who will find this network most valuable are graduate students who:

- Are exploring a career in the college union and student activities field
- Want to learn career navigation techniques for the college union and student activities field
- Are interested in networking with a cohort of colleagues by sharing experiences and discussing career and life issues as an emerging professional



## New Professionals Network

Program begins on Sunday, March 18, Noon

*Price: Free, includes networking opportunities, a tour of the Curry Student Center at Northeastern University, and mentoring experiences*

*Preregistration required; limit 50*

### CORE COMPETENCIES:

**COMMUNICATION, LEADERSHIP, PLANNING**

ACUI is pleased to offer a peer learning network designed for new professionals or newly transitioned professionals in the field of campus activities, college unions, and higher education. This network offers special sessions designed to help participants develop skills, connect with other professionals, gain networking partnerships, and aid the transition into a new role on campus. The New Professionals Network will include a workshop to help participants achieve academic, career, and personal success; conversations about strengths development; a variety of networking opportunities with undergraduate and graduate students, as well as mid- and senior-level professionals; an off-site visit to Northeastern University; mentoring experiences; exclusive access to the ACUI Expo; and a variety of new professional-focused educational sessions offered throughout the conference.

Those who will find this network most valuable are college union and student activities professionals who:

- Are new to the field of college unions and student activities
- Entered the workforce within the last five years

## Mid-Level Management Professionals Program

Program begins on Sunday, March 18, Noon

*Price: Free, includes numerous networking opportunities and a tour of the Curry Student Center at Northeastern University*

*Preregistration required; limit 40*

### CORE COMPETENCIES:

**COMMUNICATION, LEADERSHIP, MANAGEMENT**

This year's Mid-Level Management Professionals Program will focus on relating to each other through networking, reflecting about strengths development, and reacting to the journeys of other student affairs professionals. Participants in the network will discuss their top themes and action items from their strengths assessment. Also part of the network is a featured educational session with a panel of colleagues representing all peer learning networks, which will include small group discussions. Finally, the program includes a tour of the Curry Student Center at Northeastern University.

Those who will find this network most valuable are college union and student activities professionals who:

- Are no longer new professionals and not senior managers/union or activities directors
- Have been in the field between 5–10 years and have a title of assistant or coordinator
- Supervise other staff members and/or manage a budget

## Senior Management Professionals Program

Program begins on Saturday, March 17, 4 p.m.

*Price: \$105, includes a tour of Curry College Union and Recreation Center, a tour of the Curry Student Center at Northeastern University, opening dinner, breakfast, and transportation*

*Preregistration required; limit 85*

### CORE COMPETENCIES:

**FACILITIES MANAGEMENT, FISCAL MANAGEMENT, HUMAN RESOURCE DEVELOPMENT, LEADERSHIP, MANAGEMENT**

The Senior Management Professionals Program is a dynamic program that will bring together colleagues to explore today's leadership and management challenges. Relate with your peers. Reflect on the complexity of leadership through a facilitated discussion (case study) with Joseph Zolner, director of Harvard Institutes for Higher Education. React to management and supervision approaches through insights gained from Mark Pogue, vice president of education practice at Gallup. Site visits will include Curry College and Northeastern University.

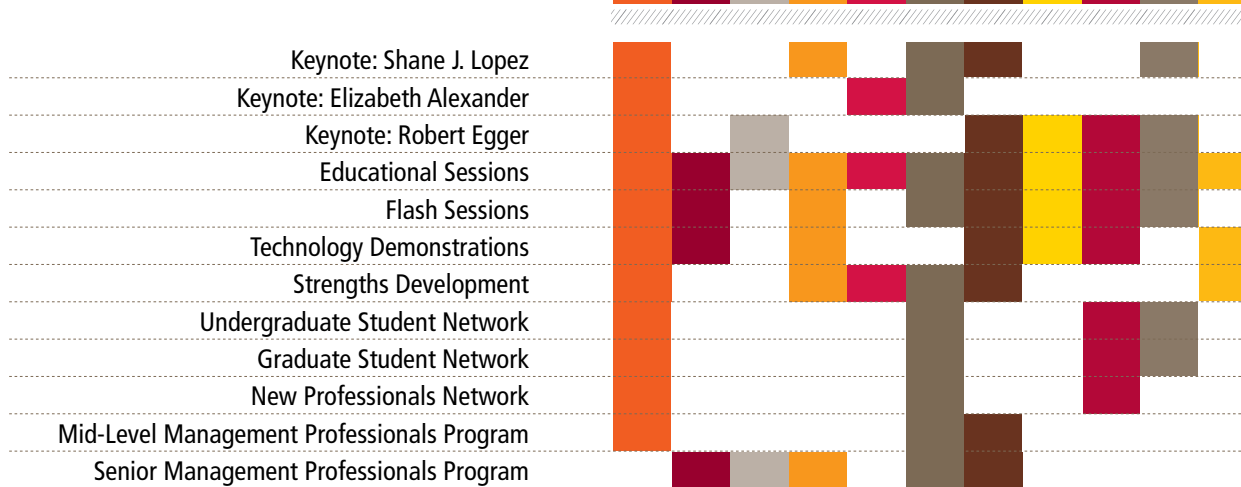
Those who will find this network most valuable are college union and student activities professionals who:

- Are associate directors, directors, or executive directors of a college union facility/program
- Supervise anyone with the above titles
- Have been in the field for at least 10 years
- Manage a unit and are responsible for a departmental budget



# CORE COMPETENCIES

Regardless of job responsibilities or position level, ACUI's 11 core competencies are key to the work of college union and students activities professionals. We invite you to discover the core competencies at the annual conference, through keynote speakers, educational sessions, and this year's special features. The grid below will help you plan what to attend to achieve your learning goals related to the core competencies. More information about the core competencies and the skill sets within them can be found from [www.acui.org/about](http://www.acui.org/about).



# ADDITIONAL CONFERENCE HIGHLIGHTS

## SCHOOL TOURS

The Greater Boston Area is home to more than 100 colleges and universities. Tours will highlight how Boston-area schools **RELATE** in urban environments, **REFLECT** their unique architecture, and give an opportunity to **REACT** to programs and spaces showcased. Three tours, called Boston Blends, combine the traditions of higher education with city landmarks. Preregistration is required for all tours.

### Urban Experience: Emerson College and Paramount Center

Take the opportunity to visit one school in the heart of Boston, bordering the Theatre District on the edge of the Boston Common, America's oldest park and a stage for free speech and public assembly. This tour will showcase a mixed-use building consisting of an 11-story residence hall on the upper levels and the Campus Center on the main levels (including performance spaces).

### Small Schools: Emerson College and Berklee College of Music

Join the Small School Community of Practice as they tour two different small, urban campuses in the heart of Boston: Berklee College of Music and Emerson College. Located near the Marriott, Berklee College of Music is a great example of creative use of small spaces in a small facility; the group will enjoy a quick dinner and tour while on site. Then it's travel by "T" (Boston's public transit) to Emerson College.

### Boston Blends 1: Harvard University and John Harvard's Brewery

Experience a student-led tour on Harvard life and lore for an inside view of the history of the oldest higher education institution in the United States and Harvard student life. The tour begins across the river from Boston in Cambridge's Harvard Square, where participants might even learn about past students such as Al Gore, Tommy Lee Jones, and Mark Zuckerberg. Following the tour, enjoy lunch at the John Harvard Brew House for a delicious meal.

### Boston Blends 2: Boston University's Pub, George Sherman Union, and Fenway Park

Attend this blended program and explore a few places Boston is known for: historic Fenway Park and Boston University. Start the journey with lunch in Boston University's campus pub, followed by a tour of the George Sherman Union. This revolutionary tour also will include admission into one of the most beloved stadiums of all time—Fenway Park, home to the Red Sox since 1912. Come learn and celebrate 100 years of history through an experience that is sure to be a home run!

### Boston Blends 3: Northeastern University, Wentworth Institute of Technology, and the Museum of Fine Arts

Take advantage of the opportunity to visit two college unions and a world-famous art gallery all on Huntington Avenue, just minutes from the conference hotel. The day will begin with a visit to the Curry Student Center at Northeastern University, a virtual tour of the space, and then a quick walk to lunch, which is included in the registration fee and hosted at the LEED Gold-certified International Village. Next, visit Wentworth Institute of Technology's newly constructed Flanagan Campus Center (opening in late 2012), a renovation project adding 7,000 square feet to an existing building. Finally, the tour will cross the street to the Museum of Fine Arts, one of the most inclusive art museums in the world with a collection of almost 450,000 pieces.

## BATTLE OF THE REGIONS

The 2012 Battle of the Regions will have the usual ACUI favorites along with some new and exciting additions. Returning will be NAQT, Poetry Slam, and ACUI Idol. New competitions will include a regional debate at the JFK Library and two traditional recreation weekend events: table tennis and 9-ball billiards. Interactive gaming, such as air hockey and basketball shooting, will allow delegates to non-competitively participate in the Battle of the Regions. Individual winners will be recognized, and the winner of the Battle of the Regions will be announced at the closing banquet on Wednesday evening. Start planning and practicing now for these events and help your region win the Battle of the Regions trophy cup in Boston!



# ADDITIONAL CONFERENCE HIGHLIGHTS

## ACUI EXPO

This year's ACUI Expo will serve attendees looking to find innovative, creative, and progressive solutions to their campus issues, needs, and trends. Companies will fill the exhibit hall ready to answer questions and eager to demonstrate products. The ACUI Expo is an integral part of the professional development the conference offers. Corporate partners are carefully chosen to match the delegates' needs and interests. There is something for everyone so make sure to take advantage.

## EDUCATION AND RESEARCH FUND ACTIVITIES FUNd Run/Walk

Come outside, see the beautiful Boston area, raise money, and be fit! Join the traditional ACUI FUNd Run/Walk! This exciting 5k course will take participants past the Boston Public Library, the Charles River, the Massachusetts Avenue Bridge, and the Commonwealth Avenue Mall. The finish will be at the famous Boston Marathon finish line! Participants and regions can raise funds for the ACUI Education and Research Fund to promote research and scholarship in the Association. Route maps and participation forms are available online.

## Silent and Live Auctions

Going once, going twice, SOLD! The silent and live auctions will feature fun opportunities for the regions to gain valuable Battle of the Region points. Come participate in a new and exciting atmosphere in the silent auction that promises to make attendees dance while perusing the items. The professional auctioneer at this year's live auction will have attendees jumping out of their seat to bid. Featured will be exciting Boston sports memorabilia from some of the greatest teams in the world, regional gifts, school apparel, and some other unique donations that attendees will have to see to believe. Be sure to preregister items online to receive extra Battle of the Region points!

## COMMUNITY SERVICE

Wednesday, March 21, 11 a.m.–4:15 p.m.

*Price: \$5, includes transportation (each group will have time to stop for lunch along the way, but the cost is not included)*

While at the conference, attendees will have the opportunity to **RELATE** to Bostonians and each other, **REFLECT** on the importance of serving, and **REACT** by addressing local community needs. Attendees are invited to donate a nonperishable food item to a Boston-area food bank. There is a grocery store across the street from the Marriott, where food items can be purchased to donate on site. Additionally, delegates are encouraged to preregister and serve for an afternoon at one of three local agencies for service projects in the Boston area.

### The Campus Kitchen at the University of Massachusetts–Boston

Volunteers will go to The Campus Kitchen at the University of Massachusetts–Boston to work in their gardens. The project coordinates food donations and volunteers, and prepares and delivers meals to nonprofit agencies. The Campus Kitchen also provides service-learning opportunities for students.

### Cradles to Crayons

Volunteers will go to The Giving Factory, a warehouse that serves as a collection point for clothing, books, toys, and other items for children. Cradles to Crayons strives to provide children up to age 12 living in homeless and low-income situations with the essentials they need to feel safe, warm, ready to learn, and valued.

### The Greater Boston Food Bank

Volunteers will go to the Greater Boston Food Bank to inspect, sort, and repack donated grocery products that are then distributed to hunger relief agencies. Volunteers will work together as a team on an assembly line and may be working alongside other groups. Volunteers will be doing a variety of activities: loading boxes onto conveyer belts, inspecting products, sorting products, and checking and labeling boxes. A few of these "jobs" require the ability to lift a box of about 30–40 pounds, but the majority of positions simply require that a volunteer can stand and inspect products for a few hours.



# REGISTRATION AND FEES

This conference is important for creativity, shared learning, and problem-solving with peers. The Boston conference program allows more time for in-depth conversations and personal reflection at each educational session. In addition to education and networking, you can meet with associate members in the ACUI Expo as well as through dedicated sessions with product demonstrations. The professional development investment in the ACUI conference experience will give every opportunity to demonstrate immediate returns once back on campus.

## REGISTRATION

DEADLINE	UNDERGRADUATE AND GRADUATE STUDENT RATE*	PROFESSIONAL RATE	NONMEMBER PROFESSIONAL RATE <sup>▲</sup>
Early (by Dec. 19)	\$350	\$625	\$800
Regular (by Jan. 30)	\$350	\$675	\$875
Late (after Jan. 31)	\$350	\$725	\$950

\* Full-time professionals pursuing an advanced degree are not eligible for either student discount.

<sup>▲</sup> Nonmembers who join before conference can use rate differential toward dues payment.

## Justifying Conference Attendance

Recognizing the importance of professional development, ACUI has built a tool kit of resources to help attendees make the case for attending the 2012 annual conference. Visit [www.acui.org/boston](http://www.acui.org/boston) to find a letter of invitation to attend from ACUI Executive Director Marsha Herman-Betzen that can be customized, an electronic version of this overview to share with supervisors and colleagues, and a complete action plan kit to assist in identifying learning outcomes and planning to achieve them.

## Hotel and Transportation

The Boston Marriott Copley Place serves as the host to the ACUI conference. Boston is an international center for higher education and innovation and boasts many high rankings in the area of transportation. Nearly a third of its residents use public transit for their commute to work. The "T" has a stop at the hotel, making it easy to get anywhere in the city from our conference location. Additionally, it is nicknamed "The Walking City" due to the number of pedestrian commuters. Logan Airport serves more than 25 million passengers per year, along with Amtrak and Megabus, so getting there will be no problem.

## Rates and Reservations

- \$173 single
- \$220 double

To make hotel reservations, call Marriott directly at 800.266.9432 (refer to conference code ACUI2012) or visit [www.acui.org/boston](http://www.acui.org/boston) for a link to make a reservation online.

ACUI's long history of partnership with Marriott allows us to lock in the best rates based on the number of rooms booked at the property before, during, and after the conference. Help us continue this pattern by booking your room at the Marriott within the group block.

## Meals at the Conference

ACUI is able to secure a more favorable hotel room rate (and decrease the overall member cost of attending the conference) by including some meals in the conference registration fee. Our professional community also values the opportunities inherent in mealtime discussions, such as meeting other colleagues and sharing best practices.

For a complete list of meals included, please visit [www.acui.org/boston](http://www.acui.org/boston).

## Cancellation

Payment for all fees is due at the time of registration. All fees are listed in U.S. dollars. International currency will be accepted at the exchange rate prevalent at the time of payment. A \$25 processing fee will be added to all registrations not paid in full by the first day of the conference. Upon written request, credit will be issued for all fees, less a \$50 processing charge, until Jan. 30. No credit will be issued for tour or preconference program cancellations after Jan. 15. A \$100 processing charge will be assessed for conference registrations canceled in writing from Jan. 30–March 16. No credits will be issued after March 16. If payment has been received prior to cancellation, refunds will be issued, less fees, after the conference. Unpaid cancellation fees and no-shows are billed. Replacements are welcome.



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