

Pieces of the Puzzle: Practices that Work

April 17-19, 2002

Portsmouth, NH

One of the primary themes which emerged at our annual conference was CHANGE. During the opening workshop, ***Riding the Waves of Change***, which was presented by Dr. Nancy Puglisi, Director of Organizational Wellness in the University System of New Hampshire, we discovered that virtually every individual and every institution represented was going through moderate to very significant changes, much like our world is doing. It was, at the very least, reassuring to hear that we're all in it together.

Using the animated feature, ***Who Moved My Cheese?***, we considered how we can all become attached to the way it's always been done, the students we've always had in our classes, the function and purpose of our divisions in the institution, and everything else, for that matter! Being able to look for new ways of doing business when things change and being willing to make the necessary changes leads to success (and a steady supply of cheese!)

The banquet and awards ceremony on the first night was highlighted by a presentation by Normand Rene Poulin on the art of ***Feng Shui***, the arrangement of space and objects to enhance energy and increase focus. (Might this lead to a new book, *Who Changed my Feng Shui?* -- probably not.)

The second day of the conference began with a keynote address by Dr. Lori Alvord, entitled, ***Walking in Beauty, Living in Balance - A Navajo Philosophy of Healing***.

Dr. Alvord is a surgeon and is also currently serving as Associate Dean of Student Affairs at Dartmouth Medical School. She is also the first Navajo woman to become a doctor! Through her words and slide presentation, Dr. Alvord told us that by seeking beauty and striving for balance in everything we do, and in every aspect of our lives (personal, physical, spiritual, intellectual, and the natural world), we can live healthier, happier lives.

Dr. Alvord signed copies of her book, *The Scalpel and the Silver Bear*, for many delighted members at the conclusion of the session. Our thanks to Dr. Alvord for sharing her perspective on Navajo philosophies and the healing arts.

Dr. Lori Alvord, Keynote Speaker





Dr. Robert Leiter

The remainder of the second day saw a variety of concurrent workshops, including: ***Alone on the Cutting Edge: Launching Innovative Programs***, by Dr. Shirley Russo; ***Faculty Development: A View from Both Sides of the Dean's Desk***, by Dr. Michael Hartwig; ***Perils, Pitfalls & Rewards: A Panel Discussion of Certificate Programs***, with participation by Francine Fink, Eileen Milanette, and John LaBrie; ***Crafting a New Program***, with David Bergquist and Maryon Attwood; ***Becoming David in a World of Goliaths: Marketing to "Make it Big!"***, with Glenn Inghram and Kathy Hardigan; and ***Customer Service: Can John Cleese Tell Us Anything?***, with Susan Biro and Patricia Lawler. These concurrent workshops all provided lots of useful information and saw much interaction and participation by the attendees

The business lunch included the official transfer of the Region I chairpersonship from David Bergquist to Mary Wargo, reports from Anna Langenfeld and Beverly Henry, an animated presentation by Dr. Robert B. Leiter, National ACHE President, and a series of drawings for prizes that kept Roxanne Gonzalez, David Bergquist, Mary Wargo, and Anna Langenfeld hopping between courses.



David Bergquist accepts the thanks of Region I from Mary Wargo for his service as Chair, 2001-02



Roxanne Gonzalez and David Bergquist enjoying the distribution of raffle prizes

Thursday's events concluded with an informal wine and cheese reception sponsored by Assumption College, Providence College, and Stonehill College. It was a nice prelude to a "dinner on your own" evening, and many of the first-timers joined with the veteran conference-goers in a night on the town.

The final morning of the conference began with a full breakfast, and included two concurrent workshops: ***Help Wanted! A Strategic Planning Workshop***, led by Ron Blankenstein and Charlene Martin; and ***How Do You Know Your Learners are Learning? An Assessment Model for CE***, by Ingrid McGowan. The final general discussion session on ***The Current State of Distance Learning*** included presentations by Jane Pelletier, Patricia M. Sparks, and Steven Smolnik.

A special thanks to Ron Blankenstein, who not only brought his laptop and LCD projector to Portsmouth for the presenters to use, but also did yeoman work keeping the presentations moving along nicely!



Keep on tapping that screen, Ron!