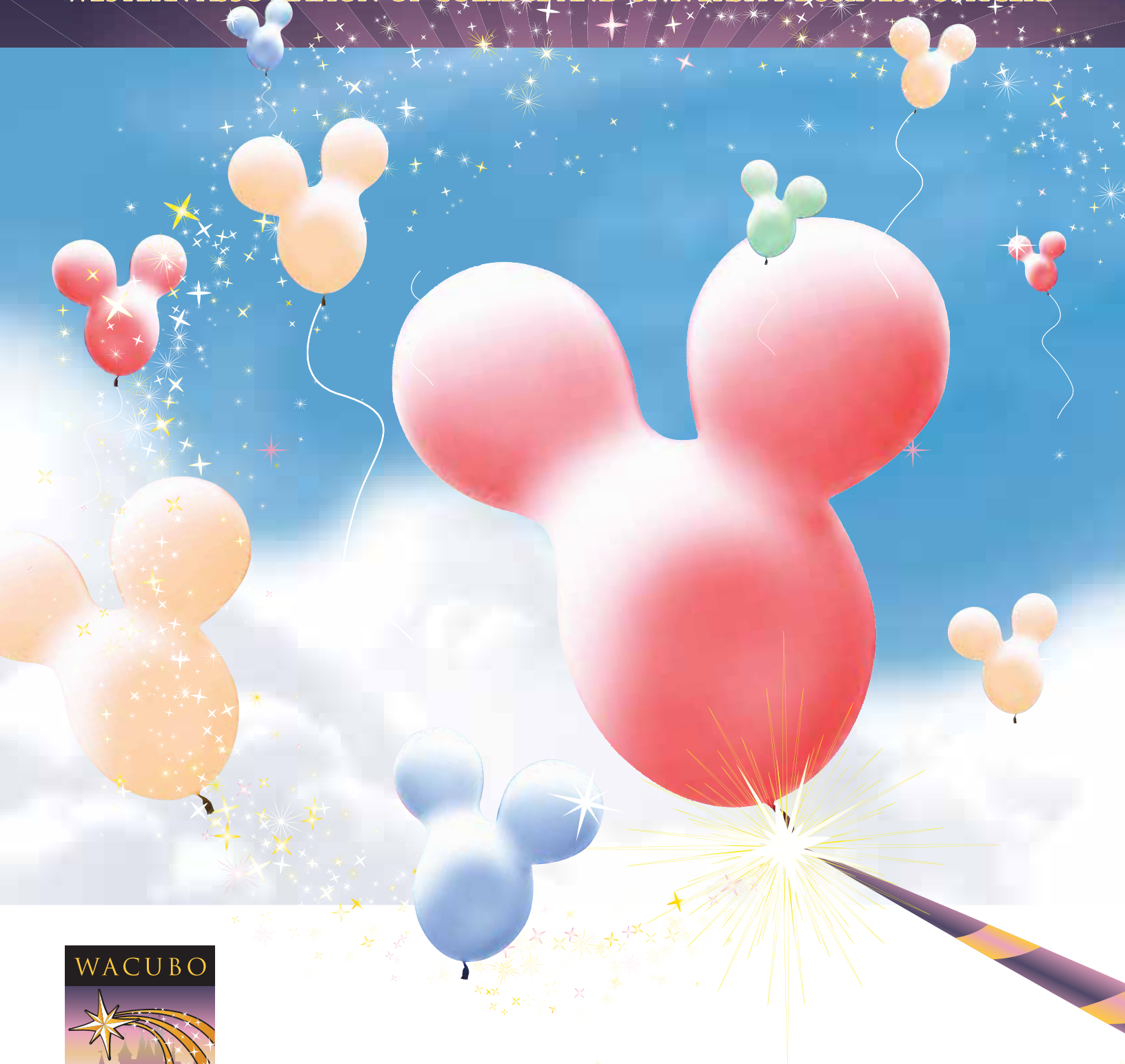




# WACUBO 2010



WESTERN ASSOCIATION OF COLLEGE AND UNIVERSITY BUSINESS OFFICERS



ANAHEIM, CALIFORNIA | MAY 2 – 5, 2010



The background of the page features a soft, multi-colored rainbow gradient that transitions from light yellow at the top to light blue at the bottom. Scattered throughout the scene are numerous small, multi-pointed starburst graphics in various colors, including yellow, pink, and white, which appear to be falling or floating. The overall aesthetic is bright, cheerful, and celebratory.

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# WACUBO 2010 BOARD OF DIRECTORS

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## WACUBO PROGRAM COMMITTEE MEMBERSHIP

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Chair	Daniel Morris, College of Southern Nevada Monica Boulay, EduSpeak Jeanne DeMatteo, Saint Mary's College of California Leda Johnson, Estrella Mountain Community College Lynn Valenter, Washington State University Jan Parten, California State University, Fresno Stuart Roberts, University of Alaska Fairbanks Sandra Uyeno, University of Hawaii Community Colleges Millie Vuksanovic, College of Southern Nevada Lynae Williams, Colorado College
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## HOST COMMITTEE

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Chair	Harold W. Hewitt, Jr., Chapman University
Co-Chair	Gregg Goldman, University of Southern California Bob Allison, Vanguard University Arch Asawa, Soka University Janna Bersi, California State University, Dominguez Hills Paulette Blumberg, California State University Fullerton Alice Broadfoot, California State University Fullerton Dean Calvo, Claremont Graduate University Michael Catanzaro, University of San Diego John Cebula, Chapman University Tim Davenport, Eastern Washington University W. Glenn Ford, Linfield College Steven Garcia, Claremont Graduate University Mike Gregoryk, Mt. San Antonio College Dennis Klaus, Salt Lake Community College Denise Lindholm, Mt. San Antonio College Paige Macias, University of California, Irvine Dan Morris, College of Southern Nevada Patricia Oliver, University of San Diego Kathy Pizzello, Salt Lake Community College Stuart Roberts, University of Alaska Fairbanks Millie Vuksanovic, College of Southern Nevada Kathy Wright, Chapman University

## INFORMATION EXCHANGE

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Chair	Patricia Oliver, University of San Diego Dean Calvo, Claremont Graduate University Michael Catanzaro, University of San Diego Linda Stewart, San Diego State University
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*Welcome WACUBO Friends and Colleagues:*

It is my pleasure, on behalf of the WACUBO Board of Directors, to welcome you to WACUBO's 72nd Annual Meeting in Anaheim, California at the **Disneyland**® Hotel. What better place to address our meeting's theme, "Creating Magic in Difficult Times" than at the always magical **Disneyland**® Hotel.

As we all know, WACUBO's primary mission is to provide opportunities for professional development through instruction, information gathering, networking and mentoring. This year's annual meeting will provide these opportunities through the many educational and motivational sessions offered. A special thank you to the Program Committee Chaired by 2nd Vice President Dan Morris, for putting together a program offering a wide array of valuable sessions including topics covering Generational Issues, Performance Measurement, Information Technology, Accounting Updates, Customer Service, and many more that I'm certain will prove insightful and valuable to all of our member institutions.

Thanks as well go to the Host Committee, under the leadership of Harold Hewitt from Chapman University and Gregg Goldman from USC, for the many creatively planned events that not only draw on the unique attributes of the meeting venue but also provide relaxing opportunities for professional networking and information gathering with friends, colleagues, and vendors.

Additionally, I cannot express enough thanks to Pat Oliver from the University of San Diego and her committee for organizing the Information Exchange Program (IEP). WACUBO truly benefits from Pat's tireless energies working with our many supportive sponsors and IEP vendors. Please be sure to take advantage of the opportunity to meet with all of our vendors at the Information Exchange Sessions.

I look forward to seeing you in Anaheim at the magical **Disneyland**® Hotel.

All the best,

Dennis Klaus

# SCHEDULE OF EVENTS

## SATURDAY, MAY 1ST

8 AM - Noon WACUBO BOARD MEETING  
1 - 5 PM REGISTRATION

## SUNDAY, MAY 2ND

6:30 AM - 1:30 PM GOLF TOURNAMENT - BLACK GOLD GOLF CLUB  
8 AM - 5 PM REGISTRATION  
2 - 4 PM EXHIBIT HALL OPENS  
2:30 - 3:30 PM INFORMATION EXCHANGE/ICE CREAM SOCIAL SPONSORED BY: WELLS FARGO BANK  
5 - 6 PM NEWCOMERS RECEPTION SPONSORED BY: TIAA-CREF  
6 - 10 PM OPENING EVENT/RECEPTION & DINNER SPONSORED BY: FOLLETT HIGHER EDUCATION GROUP

## MONDAY, MAY 3RD

7 AM - 4:30 PM REGISTRATION  
7 - 8:15 AM PAST PRESIDENTS BREAKFAST  
7 - 8:15 AM INFO EXCHANGE/CONT. BREAKFAST  
8:15 - 8:30 AM WELCOME ADDRESS SPONSORED BY: KPMG  
Speaker: James L. Doti, Ph.D., President, Chapman University  
8:30 - 9:45 AM KEY NOTE ADDRESS SPONSORED BY: BON APPETIT MANAGEMENT COMPANY  
Speaker: Brad Montgomery, Motivational Speaker/Publisher/Author & Software Developer  
Presentation Title: Ordinary Magic: The Funny Business of Happiness

Description: A fundamental truth is that our quality of (work) life has a direct relationship to the quality of our work. In other words, if we can be happier at work, we tend to work smarter, be more creative, relate better to others, provide better patient/family care and - in the end - be more productive. How can enjoying yourself at work help you achieve more? Do you wish you had specific tips for doing just that? Come ready to laugh as you learn; hear Brad's powerful message about ordinary magic and happiness - things we all can use more of in our lives! Using his skills as a comedian and magician to cover specific - and very funny - techniques, Brad will remind us that life is both fun and funny. He'll help us learn how to ramp up the happiness (levity, humor, lightheartedness and, dare we say, "fun") in our lives at work. Work in hospice and palliative care takes us to the most somber side of life; Brad will take us to a place filled with inspiration and humor - the perfect mixture for returning to our work energized, renewed and happy!

9:45 - 10:45 INFORMATION EXCHANGE / REFRESHMENT BREAK SPONSORED BY: CHARTWELLS HIGHER EDUCATION GROUP

10:45 AM - Noon **Concurrent Session 1**  
Speaker: Ruth Johnston, Associate VP, Strategy Management, Finance & Facilities, University of Washington  
Presentation Title: Performance Measurement

Description: In this session you will learn about the underlying principles associated with some of the most widely used practices for measuring organizational performance, including the Balanced Scorecard. Participants will have an opportunity to discuss these principles and practices in the context of their organizations. In preparation for this session, each participant should review the performance metrics for their organization.

**Concurrent Session 2**  
Speaker: Jerry Farley, President, Washburn University  
Presentation Title: Accounting Update

Description: Pacioli wrote about accounting rules over 500 years ago. The concepts he described have remained, for the most part, unchanged since. One would think accounting would not often change. Oh how wrong. Each year the accounting Gods at FASB and GASB regularly prescribe new standards. This session will focus on recently issued standards applicable to higher education and the potential impact they may have on our accounting transactions and financial reporting. For the accountant this is a session not to miss.

### Concurrent Session 3

Speaker: Jim Pulliam, CIO, Salt Lake Community College

Presentation Title: Red Flag: What it is, Who Must Comply, and the Impacts to The Institution

Description: The Federal Trade Commission (FTC), the federal bank regulatory agencies, and the National Credit Union Administration (NCUA) have issued regulations (the Red Flags Rules) requiring creditors to develop and implement written identity theft prevention programs, as part of the Fair and Accurate Credit Transactions (FACT) Act of 2003. It is important to understand who must comply with the rules, how to position your institution for compliance with the rules, and assessing impacts to your organization. Requirements include listing and detecting your red flags as well as preventing and mitigating identity theft with an appropriate response.

### Concurrent Session 4 (Tales from the Front)

Speaker: Naomi Goodwin, Assistant VP for Administration & Finance, California State University Fullerton

Chris Manriquez, Acting CIT Officer, California State University Fullerton

Presentation Title: Leading the Way

Description: "You can design and create, and build the most wonderful place in the world. But it takes people to make the dream a reality." Walt Disney - Never were Walt Disney's words truer for higher education business officers than they are today. Grappling with and tackling today's issues and complexities requires knowledgeable, skilled, and motivated leaders prepared to guide institutions through increasingly difficult and unprecedented times. Across our institutions, "graying" of faculty, administrators, and staff, coupled with significantly reduced, if not all but eliminated, professional development funding make providing meaningful and cost-effective leadership development all the more essential.

Noon - 1:15 PM

**CONSTITUENCY LUNCHEAS SPONSORED BY: NELNET BUSINESS SOLUTIONS, GRANT THORNTON LLP AND SIEBERT BRANDFORD SHANK & CO. LLC**

1:15 - 2 PM

**INFORMATION EXCHANGE/DESSERT SPONSORED BY: WELLS FARGO BANK**

2 - 3:15 PM

**General Session 1 SPONSORED BY: UNITED EDUCATORS**

Speaker: Jason Dorsey, Bestselling Author, Generational Expert

Presentation Title: Crossing the Generational Divide

Description: Bridging the Four Generations in Today's Schools - For the first time in US history, four distinctly different generations are working side by side in today's schools. Each of these four generations (Matures, Baby Boomers, Generation X, and Generation Y) is guided by a different set of values, beliefs, and expectations. In Bridging the Four Generations in Today's Schools, bestselling author Jason Ryan Dorsey entertainingly reveals each generation's preferences and priorities - and where they have common ground. Filled with laugh-out-loud stories, surprising statistics, and step-by-step strategies, participants leave Bridging the Four Generations in Today's Schools prepared to unite and lead their colleagues of all ages.

3:30 - 4:45 PM

### Concurrent Session 5

Speaker: Jason Dorsey, Bestselling Author, Generational Expert

Presentation Title: Y-Size Your Business: How Gen Y Employees Can Save You Money and Grow Your Business

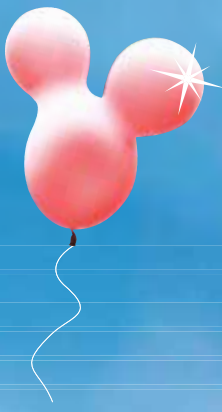
Description: Born between 1977 and 1995, Gen Y employees are entering the workforce in record numbers. Along with a new view of "business casual," Gen Y adheres to a different set of workplace beliefs and priorities than other generations already employed. Gen Y's attitude towards work can make for a growing challenge or a strategic opportunity depending on how business leaders respond. In Y-Size Your Business, Jason cuts through the stereotypes to teach participants Gen Y's workplace mindset. As a member of Gen Y, Jason is uniquely qualified to share his generation's employment perspective. He then reveals a step-by-step process and specific actions that employers can adopt to unlock the talent, loyalty, creativity, and performance of this emerging workforce.

### Concurrent Session 6

Speaker: DP Harris, VP Information Systems, Loma Linda University

Presentation Title: Social Networking-Lingo: What Have They Done With My Language?

Description: Our language has been slowly transforming over the past ten years to include words that our grandparents would barely recognize. When did "text" become a verb? Isn't "Mashup" something you do with potatoes? Can you "Digg" an "RSS Feeds" if you don't live on a farm? Join us for a delightful journey through the emerging world of 21st century tech-lingo. Sometimes funny, never boring. Come learn the language as only a storyteller can deliver it.



**Concurrent Session 7**

Speaker: Nate Johnson, Police Chief, Sonoma State University  
Presentation Title: Emergency Planning for Business Officers

Description: This session will cover an update on emergency preparedness and management for business officers, including an update in State and Federal mandated training, the foundation and key assignments and concerns of emergency planning, active shooter incidents, emergency operations center considerations, and related sections of the Higher Education Opportunity Act. This presentation will cover some planning basics then transition to specific topics, including business continuity planning and new related mandates. Given the time allotment for this presentation, areas covered will focus on emergency management considerations for business officers. Participants will develop a better understanding of their roles during a disaster and emergency plan activation, and how new laws will affect local planning and training activities.

**Concurrent Session 8 (Tales from the Front)**

Speaker: Stacy Lutz Davidson, Assistant Treasurer-Director of Investments, Colorado College  
Kelley Murdock, Senior VP, Wells Fargo Brokerage Services, LLC  
Presentation Title: Variable Rate Bonds: Good Times-Bad Times....

Description: Colorado College advantageously utilized the variable-rate markets for 67% of their institutional debt, reducing average interest costs and gaining flexibility in debt retirement. The economic crisis illuminated the risks associated with variable-rate debt. This provided the college an opportunity to evaluate the success and role of the variable-rate debt portfolio as it relates to the institutional appetite for risk versus reward. The college concluded with four points in mind and analyzed the continuation of the variable-rate debt, with or without a swap agreement, converting some or all to fixed-rate with varying maturities and fixed-rate bullets. By sharing our experiences and research with other higher educational institutions, we hope it may assist others who are contemplating the issuance of variable-rate debt or are beginning to discuss restructuring their current debt portfolio.

4:45 - 5:45 PM

INFORMATION EXCHANGE - WINE & CHEESE RECEPTION

5:45 - 6:30 PM

INSTITUTES RECEPTION

8:30 - 11 PM

Follett's SWEETS IN THE SUITE

**TUESDAY, MAY 4TH**

8 AM - 4 PM

REGISTRATION

8 - 9:15 AM

GENERAL MEMBERSHIP BREAKFAST SPONSORED BY: WELLS FARGO BANK

9:15 - 10:30 am

**General Session 2 SPONSORED BY: BOND LOGISTIX**

Speaker: Tom Tripp

Presentation Title: Preventing Revenge in Bad Times: Be Fair, Look Fair

Description: In bad economic times, workplace conflict often increases. Employees don't feel that they are being treated fairly, and then sometimes even the score. Such workplace revenge causes and escalates office conflicts, from the mundane, such as giving one the silent treatment, to the serious, such as suing an employer.

One common cause of workplace revenge is feeling like one has received an unfair outcome from unfair or unknown decision-making procedures. Fortunately, this is the most preventable cause. That is, while employees receiving outcomes they do not prefer (e.g., losing out on a promotion, being laid off) is often unavoidable, especially in current economic times, using unfair and unknown procedures is avoidable. And when an employer uses obviously fair procedures, amazingly, employees tolerate "unfair" outcomes.

In this session, participants will learn what kinds of "unfair" outcomes prompt revenge considerations, and what kinds of procedures squelch revenge considerations. Indeed, participants will learn what features a decision-making procedure needs to have for employees to perceive it as fair. Also, managers will learn how to deliver bad news (e.g., termination) in a way that is perceived as fair. Learning these skills will allow managers to minimize the fallout from budget cuts and layoffs.

10:30 - 11 AM

INFORMATION EXCHANGE/BREAK

11 AM - Noon

**Concurrent Session 9 SPONSORED BY: PRAGER, SEALY & CO**

Speaker: Jim Doti, President, Chapman University

Presentation Title: The Impact of Economic and Demographic Trends on Higher Education

Description: It looks like we may be in an economic recovery. If so, how will it impact higher education? No doubt tuition pricing, discounting and gift revenues will be affected. But how and by how much? Complicating all this are the demographic forces at work that will significantly affect the number of college-age students.





### Concurrent Session 10

Speaker: Julie Chesley, Assistant Professor, Colorado College  
Presentation Title: Appreciative Inquiry

Description: Appreciative Inquiry focuses on creating images of an organization's preferred future by generating and applying knowledge that comes from inquiry into moments of excellence, periods of exceptional competence and performance in the organization's past. By investigating and engaging in dialogue about those times when people have felt most alive and energized, Appreciative Inquiry links the positive core of the organization's current reality to visions and images of what the organization aspires to be in the future. Appreciative Inquiry is a perspective that can be used with any change process in human systems – community building, innovation, strategy development, productivity, program development, customer service, organization culture, leadership, marketing, etc. In short, Appreciative Inquiry provides a theory and process for organizational growth and development that views change as a continuing process offering constant challenge and opportunity.

### Concurrent Session 11

Speaker: Tom Tripp, Professor, Washington State University Vancouver  
Presentation Title: Conflict Escalation - 10 Practical Steps to Control

Description: Simple slights and misunderstandings often escalate into bigger conflicts, even feuds, in the workplace. In this session, participants will learn why such escalation occurs, and thus what they can do to prevent it or de-escalate it. In particular, participants will learn about many of the ways each disputant mentally tricks oneself into believing that oneself is the virtuous victim while the other disputant is the aggressive villain. Such perceptual misdirection is surprisingly easy and common, especially when one starts obsessing about how one has been wronged. Once we understand how disputants trick themselves, the steps to control conflict escalation become clear. To this end, participants will learn 10 questions they can ask themselves at the beginning of a conflict to better understand the conflict and prevent escalation. These questions can be asked by the disputants themselves or by the managers who must mediate their employees' feuds.

### Concurrent Session 12 (Tales from the Front)

Speaker: Aaron Howell, Director of Business Affairs, OSU  
Presentation Title: Aligning Business Operations With The Strategic Plan

Description: This interactive workshop will challenge participants with new perspectives on the delivery of business and human resources services. We will share our experiences in aligning support services operations with the strategic plan of the university and offer practical solutions and tools for assessing business structures, systems, and processes. The workshop will engage participants in a discussion of strategies for planning and implementing major change initiatives and leveraging effective practices. It will be designed to provide an opportunity for collaborative learning, networking, and 'building bridges' with colleagues.

MEMBER APPRECIATION LUNCHEON - SPONSORED BY: MOSS ADAMS LLP

### Concurrent Session 13

Speaker: Laird Burton, Manager, Office of Emergency Management, University of Alberta  
Presentation Title: The Magic of Bowties

Description: This interactive presentation will explore the use of BowTies as a risk analysis technique which works well with the Enterprise Wide Risk Management approach. The focus will be on how to amaze your friends and faculty with:

- How to build a BowTie
- How to 'Tie the Bow'
- What to wear it with...
- How to register risks in your own BowTie

Come and Learn to 'Perform' your own BowTie to inject a little magic into boring risk management meetings!

### Concurrent Session 14

Speaker: Kay Iwata, President, K.Iwata Associates, Inc.  
Presentation Title: Eggshell Conversations

Description: "I know I should say something but.....":

- I am afraid I will just make things worse.
- It won't make any difference anyway so why bother.
- I don't know how to bring it up.

Sound familiar? Seeking some of that Tinker Bell magic to make these kinds of difficult conversations go away? Well this session can't make them disappear. But it will give you an approach and tools to help you be more effective and less stressed. In fact as you become more adept you will find they provide great learning opportunities that carry through to one's personal life. The platform for this interactive session will be working on common diversity dilemmas that often go unaddressed until they become a crisis because they are considered eggshell issues.

NOON - 1:45 PM

1:45 - 2:45 PM



### Concurrent Session 15

Speaker: Kim Kvaal, Associate VP, Business & Finance, University of San Francisco  
Lyræ Williams, Director of Budget, Colorado College  
Presentation Title: Making The Most of Your Professional Development Dollars in Difficult Times

Description: With limited \$'s, each investment must be strategic, including the investment into professional development for yourself and your staff - how do you decide what you and your staff need? During this session you will learn that there are tremendous opportunities within WACUBO and NACUBO for skill enhancement, on-going development and leadership training. You will learn about the many avenues for development: including volunteering, workshops, annual meeting, institutes, PREP, webcasts, campus and CD based training, and many others. Join your Professional Development Committee co-chairs for an exciting discussion on what opportunities are available to you and your staff, and how you can contribute to future programs.

### Concurrent Session 16 (Tales from the Front)

Speaker: Patty Charlton, Senior VP, College of Southern Nevada  
Greg Gammon, Chief, City of Las Vegas Fire & Rescue  
Presentation Title: How Community Colleges Benefit From Public-Public Partnerships

Description: In the face of economic downturn and dwindling resources, how an innovative community college and city government were able to develop a win-win collaboration for a partnership benefits the college, the city's fire department services and personnel, enhance the protection of citizens in the community, and provide educational opportunities for students K-12 school district.

2:45 - 3:30 PM

INFORMATION EXCHANGE/BREAK SPONSORED BY: SIGHTLINES, INC.

3:30 - 4:30 PM

General Session 3 SPONSORED BY: SODEXO EDUCATION

Speaker: Mary O'Hara Deveraux, CEO, Global Foresight  
Presentation Title: Finding Targets No One Else Can See - Creating the Future Magic in Higher Education

Description: Nothing is more important to the future than robust and stellar higher education and yet the roadmap to achieve this remains elusive. Creating the future magic demands a hero's journey of epic proportions. Who should take this journey and what will it be like? What does the future context look like and how can you spot the right weak signals to invest in when the strong signals of the present are such strong blinders. We will take a hard look at the future and return to where we are today and focus on the 'art of the start' of this journey.

6:30 - 7:30 PM

ANNUAL RECEPTION SPONSORED BY: GEORGE K. BAUM & CO.

7:30 - 10:30 PM

BANQUET & DANCE SPONSORED BY: BANK OF AMERICA

## WEDNESDAY, MAY 5TH

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7:30 - 9 AM

BOARD OF DIRECTORS MEETING

8 - 9:00 AM

CONTINENTAL BREAKFAST

9 - 10:45 AM

General Session 4 SPONSORED BY: ARAMARK

Speaker: Disney® Institute

Presentation Title: Disney's® Approach to Quality Service

Description: This Program is designed to help you improve your organization's quality service by immersing you in the successful **Disney®** model. You will observe **Disney's®** attention to detail and see for yourself how **Disney®** trains its Cast Members (employees) to treat its guests (customers) as VIPs. Through interactive exercises and classroom sessions, our professional facilitators invite you to discover how to match your organization's service standards with successful delivery systems that consistently promote and ensure quality service. Come to the **Disney®** Institute, the only training destination with a living laboratory, where we offer you the opportunity to see how **Disney®** provides the legendary service for which it is famous.

- Anticipate the needs, wants and emotions of your customers in order to exceed their service expectations
- Bring "personality" to your organization by establishing a service theme and standards
- Design a delivery system that focuses on the employees, environment and processes that enhance quality service
- Create a service plan that integrates service standards and delivery systems that promote quality

10:45 - 11 AM

CLOSING REMARKS/DRAWINGS

## GOLF TOURNAMENT

Black Gold Golf Club  
Sunday May 2, 2010  
6:30 am 1:30 pm

The 2010 WACUBO golf event, planned for Sunday May 2, 2010 will be held at the exclusive Black Gold Golf Club in beautiful Yorba Linda. This year's event will begin with an awesome breakfast at the clubhouse, followed by a challenging day on the course (as such, every player will receive two sleeves of golf balls). In addition, this year, everyone will have a chance to win \$10,000! on one of the par 3's and many other prizes. Please check the course out "on-line" via the link below.

Black Gold Golf Club is rated 4 ½ stars by Golf Digest, a honor that only two other Orange County golf courses have been awarded (Pelican Hill and Monarch Beach Golf Links). We are located in the foothills of Yorba Linda, nestled against Chino Hills State Park. Opened in 2001, the challenging par-72 layout measures 6,756 yards and incorporates several water features (including a stunning waterfall off the 18th green), slight elevation changes, rolling hills, strategic bunkering and breathtaking vistas overlooking Orange County. Black Gold's regal 20,000-square-foot clubhouse features banquet facilities for more than 200 guests, complete with vaulted ceilings and wall-to-wall windows, which offer panoramic views of the surrounding landscape. Amenities include a grillroom, corporate meeting room, finely appointed golf retail shop as well as men's and women's locker rooms. Please visit their web site at: [www.BlackGoldGolf.com](http://www.BlackGoldGolf.com) or contact John Cebula for more information: 714-628-2854 / [Cebula@chapman.edu](mailto:Cebula@chapman.edu)

## OPENING RECEPTION AND KICK-OFF EVENT

Sunday, May 2, 2010  
6 pm - 10:00 pm

Sponsored by: **Follett Higher Education Group**

As we kick off our 2010 conference "Creating Magic in Difficult Times", WACUBO invites you to join the festivities in the heart of **Downtown Disney**® at the world famous House of Blues. Conveniently located just minutes from the **Disneyland**® Hotel, the opening reception will have abundant Cajun-style cuisine, prime rib, bananas foster, and drinks. The evening's entertainment will feature musical performances by the Splash, a ten member group, that has entertained Hollywood luminaries at the Governors' Ball following the Academy Awards and Emmy Awards since 2001. With an extensive playlist and medleys from classic to contemporary rock, disco, Latin and Swing, the Splash will have something for everybody. So come join this exclusive evening at the House of Blues and reconnect with your friends and colleagues as we rock the night in **Downtown Disney**!

## APPRECIATION LUNCHEON

Chipper Lowell  
Tuesday, May 4, 2010  
Noon 1:45 pm

Sponsored by: **Moss Adams LLP**

Award-winning comedian Chipper Lowell has been described as an "artistic cyclone of talent & comedy." Equally adept at unusual stunts, bizarre magic, dangerous juggling and twisted, original stand-up comedy, he is a true eclectic fireball of a performer. The Los Angeles Times has called him, "Feverish, Frenetic & Hilarious!" Born into a circus family has certainly had its advantages for Chipper. His father was a well-known, professional clown under the big top, while his mother was a top-flight gymnast and aerialist who performed death-defying acts such as "Iron Jaw" where she suspended herself several stories above the crowds using only her teeth. (Yes, you read that right!) "Because of her, we were never without a bottle opener," jokes Chipper. Not content to merely soak up the vibrant circus atmosphere of his wacky childhood, Chipper also became an ardent student of other performing arts such as theatre, film, and even vaudeville. By age 17, he had already developed his own one-man show, "The ChiPPeR ShoW!," which took him all around the world numerous times. His second critically acclaimed show, "The Chipper Lowell Experience!" was extended three times and ran for over 500 performances at the Horizon Casino Resort in Lake Tahoe, Nevada.

## ANNUAL RECEPTION

Tuesday, May 4, 2010

6 pm 7:30 pm

Sponsored by: **George K. Baum and Company**

After a full day, relax with refreshments and colleagues at the Annual Reception. Mix, mingle and prepare for the Grand Event – the capstone of our annual meeting.

## ANNUAL BANQUET

Tuesday, May 4, 2010

7:30 pm 10:30 pm

Sponsored by: **Bank of America**

Before we return to our respective campuses, let's enjoy one last evening together at our Closing Reception in the Ballroom at the **Disneyland**® Hotel, reflecting on the friendships rekindled and new knowledge gained at the 2010 WACUBO conference. After a wonderful meal, get ready for the sizzling sounds of Haute Chile. With a sophisticated twist, these world class musicians render the best of Motown, classic rock, jazz, disco, current hip-hop favorites – and a taste of salsa. You don't want to miss it!



## CONFERENCE INFORMATION

### WACUBO'S 72ND ANNUAL MEETING IS LOCATED AT:

**Disneyland® Hotel**  
1150 West Magic Way  
Anaheim, CA 92802

Reservations Contact:  
Phone: 714-520-5005

[https://resweb.passkey.com/Resweb.do?mode=welcome\\_ei\\_new&eventID=607276](https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=607276)

DLR.CONVENTION.GROUPS@DISNEY.COM

With its two **Disney®** theme parks - **Disneyland®** Park and **Disney's California Adventure®** Park, three resort hotels and an energetic entertainment, dining and shopping district, the **Disneyland®** Resort is one of the premier meetings destinations on the West Coast.

Please make reservations directly with the **Disneyland®** Hotel by calling 1-714-520-5005 or using the web link provided above. WACUBO's single/double rate is \$169 (Room Rates do not include Room Tax of 15% or the Resort Fee of \$12.00 per night, plus tax. The Resort Fee includes: Self-parking for two vehicles, local phone calls, Guest Room Wireless Internet, Fitness Center access and the newspaper on weekdays).

Please identify yourself as a member of WACUBO when you are making the reservations. The conference runs May 2-5, 2010. Rate is good for the period April 28 through check-out May 9 to allow members to extend their trip to **Disneyland®** and the surrounding area.

#### **Disneyland® and California Adventure® Park Tickets**

Come for the event, then stay for the Magic! Enjoyment is easy when you make the most of your free time with **Disney's®** Special Group Theme Park Tickets. Advance purchase let you skip the lines at the ticket windows, saves money, and customize your free time to suit your individual or family schedule. Please see the **Disneyland®** Ticket link on the Annual Meeting web page. <http://www.wacubo.org/meet/meet.shtml>

#### **Conference Attire**

Suggested attire for all sessions and meals including the closing banquet is business casual. Please wear your school colors and logoed clothing as appropriate.

#### **Polo & Sweatshirt Sales**

We are offering first quality sweatshirts and polo style shirts with the Anaheim meeting logo for sale only through the conference registration form. Please make sure to order your shirt now on line, as they WILL NOT be sold at the conference.

#### **Continuing Education Credit**

The state of your professional licensure may recognize CPE credits generated by your attendance at this WACUBO professional development program. You will need to check with your own state licensing board for any specific requirements. To aid you in self-reporting, please pick-up a form at the registration desk on site, and at the end of this professional development experience complete and retain the form for your own records. This form is intended to document your attendance at the professional development sessions offered by the Western Association of College and University Business Officers.

#### **Early Bird Registration**

March 11, 2010 is the deadline for WACUBO Institutional members to qualify for the discount rate on the registration fee. Full payment must be postmarked by that date.

#### **Online Registration**

Again this year, WACUBO will be offering an online registration process available through our web page at [www.wacubo.org](http://www.wacubo.org). The secure shopping cart is available for full payment registrations only. Most forms of credit cards such as Visa, MasterCard, Discover and American Express are accepted. If you have questions please contact Patricia Oliver, Associate Vice President, University of San Diego, 5998 Alcalá Park, San Diego, CA 92110, 619-260-7430 (phone), 619-260-4606 (fax) or [poliver@sandiego.edu](mailto:poliver@sandiego.edu) (email).

Please note: Corporate partners and/or subscriber members must register through the Information Exchange Program – contact Pat Oliver 619-260-7430 or email [poliver@sandiego.edu](mailto:poliver@sandiego.edu).

#### **Refunds**

Request for refunds will be honored if received by April 1, 2010, by written notification to the address or fax number listed above for Patricia Oliver or by email to [poliver@sandiego.edu](mailto:poliver@sandiego.edu). No refunds will be made after that date for any reason, but substitutions are permitted at any time. There is a \$50 fee for all cancellations (no cancellation fee for guests if the primary registrant is also canceling.) Please notify WACUBO registration in advance (if possible) at the email listed above regarding substitutions.

#### **Cancellations**

In the event of Annual Meeting cancellation in whole or part, registrants will be notified as soon as possible by WACUBO. WACUBO is not responsible for any travel or other expenses incurred by any participant due to a program cancellation.

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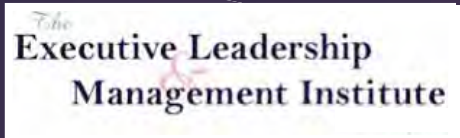
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The 54th WACUBO Business Management Institute at Santa Barbara from Sunday August 1st and conclude on Friday August 6th. Start planning now to attend next year and experience a week of intensive professional development on important topics presented by nationally known faculty in lovely beach side setting the University of California, Santa Barbara. The Institute is perfect for higher education managers, supervisors, academic officers, staff and other mid-level personnel who perform administrative and business functions. Anyone new to higher education will benefit from curriculum and networking opportunities. The Institute's four-year progressive curriculum offers an opportunity for mid-level professionals to enhance technical skills, expand and improve management practices, hear updates on the important issues and

meet new colleagues. Senior-level administrative officers and Institute graduates may attend the Continuous Learning program and take courses from the Institute curriculum or return to hear favorite faculty. Evening special events provide fun, relaxation and a chance to get to know your colleagues.



The Institute will be at the University of Southern California from Saturday August 7th thru Thursday August 12th. The ELMI's mission is to offer participants a premier experience designed to develop and enhance the skills essential for success in higher education administration through an intensive, "total immersion" experience, with numbers limited to ensure personal attention. Lasting seven days, the experience permits participants and faculty get to know each other well and to have in-depth discussion

of issues, with time to explore and reflect. In 2009, the Institute's class sessions were organized around situations which have been shown to make or break the careers of leaders in higher education. The ELMI's long-standing curriculum deals with the "building block" skills of successful leaders: understanding the different "cultures" on campus; effectively handling conflict; dealing with academic politics and meeting management; improving the decision-making process; thinking and acting strategically; communicating complicated information well; and persuading others. For further information on the 2010 ELMI, please contact: Dr. William Pickens, ELMI Director, (858) 278-1764 (Voice), whpickens@aol.com

## **ACADEMIC & UNIT BUSINESS OFFICERS WORKSHOP**

### **SALT LAKE CITY, UTAH**

Thursday, April 8th 8:30 am - 4:30 pm

Friday, April 9th 8:30 am - Noon

Participants of the Academic & Unit Business Officers (UBO) Workshop will enjoy lively discussions and presentations covering various topics designed to expand and improve their skills.

### **Building a Toolkit for Success**

Presentations will provide a better understanding of the larger institutional framework of higher education, and will include discussions about working among the different constituencies, and the organizational and cultural structure of both private and public institutions.

### **Improving Practical Skills**

The UBO will have an opportunity to improve their knowledge of budget development, budget planning and monitoring, effective communication of financial information, financial and other reporting, conflict resolution, business ethics, and daily staff management.

### **Networking Opportunities**

The UBO presenters are a group of professionals with many years of varied higher education experience, and will be helpful with topics such as Finance & Accounting, Higher Education Governance, Leadership, Policy Analysis, Research Compliance, Budget Planning and Analysis, Management, and they possess knowledge of the challenges that face UBOs in any institution.

Participants will have an opportunity to build valuable relationships with peers from other institutions.



WACUBO  
C/O GREGG GOLDMAN  
UNIVERSITY OF SOUTHERN CALIFORNIA  
3670 TROUSDALE PARKWAY - BRI 204J  
LOS ANGELES, CA 90089-0806