



*Advancing Tomorrow's
Continuing Education Leaders*

Annual CEANY Region South Meeting

May 8th, 2009

10:00am-2:00pm

**CUNY in the Heights
108 Cooper Street, NYC 10034**

(1 Block West of Broadway & 207th Street...1 / A Train or BX7, BX11, BX12, BX20, M100 to 207th Street)

AGENDA

9:45 – 10:00am Registration and Refreshments

10:00 – 11:15am Concurrent Panels

Motivating Staff without (Necessarily) Paying More

This workshop will explore the use of leadership styles and reward systems to motivate staff to be more productive and sustain high performance. We will also discuss motivating staff within the constraints and opportunities of a collective bargaining environment.

Productivity Innovation: Google Docs Mastery

In this workshop each participant will learn how to use Google Docs a free web-based word processor, spreadsheet, presentation, and form application. You will learn how to create and edit documents online anytime from anywhere while collaborating in real-time with other users.

11:30 – 12:45pm Concurrent Panels

Student/ Customer Service Best Practices for Growth & Retention

This workshop will provide you with practical solutions and strategies to effectively service and communicate with student-customers. We will review best practices in the area of customer service and retention in an educational setting, as well as, managing conflict with dissatisfied customers.

Toward Data-Driven Decision Making: Actionable Intelligence

This workshop will review ways to calculate your ratios for success, increase your operating margins, establish effective pricing and breakeven points, calculate course half-life, research repeat students and market segmentation, and move towards a data-driven decision-making approach.

1:00pm-2:00pm

Lunch – Buffet

**Continuing Education Association of New York Overview & Future
Remarks from Charles Caples, President CEANY**

COST:

\$25 per person (includes lunch, morning break, and meeting materials)



Advancing Tomorrow's Continuing Education Leaders

WHEN: Friday, May 8th, 2009 10:00am-2:00pm
WHERE: CUNY in the Heights, 108 Cooper Street, NYC 10034
COST: **\$25 per person** (includes lunch, morning break, and meeting materials)

CEANY Region South Registration Form

Please complete the form below (one per person) and return to:

Cindy Keitz, Program Coordinator
CUNY in the Heights
108 Cooper Street, Room #101
New York, New York 10034

Telephone: 212-567-7132; Email: ckeitz@hostos.cuny.edu.

COST: \$25 per person (includes lunch, morning break, and meeting materials)

Make checks out to **CEANY**. Return checks with this form or bring to the conference on May 8th.

Please return form by Thursday April 30th 2009.

Name _____ Title _____

Institution _____ Phone _____

Address _____ Fax _____

City, State, Zip _____ E-Mail _____

Payment: \$ _____ for _____ people. Payment enclosed Will pay at conference
