



**The Institute for Student Services Professionals presents
"Integrating Student Services: Fulfilling Our Student-Centered Mission"
Sunday, November 6 – Tuesday, November 8, 2005
Philadelphia
at the University of Pennsylvania**

The Institute for Student Services Professionals, a collaborative endeavor of six higher education institutions, invites you to attend a hands-on workshop, **"Integrating Student Services: Fulfilling Our Student-Centered Mission."** The workshop, presented in alliance with the National Association of College and University Business Officers (NACUBO), will offer sessions for institutions at various stages of integrating student services. Whether you are exploring the possibilities, in the midst of change in progress, or, having completed integration, seeking continuous improvement, this program will address your concerns. Unique mini-lab sessions will take advantage of the University of Pennsylvania campus in Philadelphia to provide real-world examples of effective delivery of student services through integration.

Planned for you by student services professionals from Belmont University, Pepperdine University, Temple University, the University of Minnesota, the University of Pennsylvania, and the University of Washington, the workshop will address topics such as physical, organizational, and virtual integrations so you can understand which model will work best for you. Other sessions focus on how to work most effectively, including staff/leadership development, cost containment, customer service, and measuring effectiveness. Faculty will work interactively with participants and will provide tools to help facilitate, lead, and participate in change while discussing the benefits, opportunities, and challenges of creating dynamic integrated student services.

Mark your calendar now for **Sunday, November 6 – Tuesday, November 8, 2005**. Successful integration depends on teamwork. Plan to bring a team to get the most from this program. Look for more details and registration information coming soon to www.nacubo.org.

Program Planning Committee:

- Frank Claus, University of Pennsylvania, claus@sfs.upenn.edu
- Roseann DeRupo, DeRupo and Associates, derupo.associates@verizon.net
- Paula Gill, Belmont University, gillp@mail.belmont.edu
- David Glezerman, Temple University, david.glezerman@temple.edu
- Anne Gross, NACUBO, anne.gross@nacubo.org
- Ruth Johnston; University of Washington, ruthj@u.washington.edu
- Hung Le, Pepperdine University, hung.le@pepperdine.edu
- Julie Selander, University of Minnesota, goode021@umn.edu

For more information, please feel free to contact any member of the Program Planning Committee listed above.