Risk Management/Human Resources presents

“Fitting The Pieces Together”
As chancellor of the California State University, Dr. Charles B. Reed serves as the chief executive officer of the country’s largest senior system of public higher education, providing leadership to some 46,000 faculty and staff and 450,000 students on 23 campuses and seven off-campus centers. The CSU spans the entire state of California, and its budget exceeds $5 billion.

Prior to joining the CSU, Reed was chancellor of the State University System of Florida for 13 years. He began his career in higher education as a graduate assistant at George Washington University, where he later served as a tenured professor in education. Following this, Reed served for a decade in various capacities in the Florida Department of Education. Reed also has served as a consultant to the Virginia Higher Education Coordinating Board and the Texas A&M Board of Regents as well as chairing the American Association of State Colleges and Universities’ National Commission on College and University Tenure.

Mr. Richard P. West serves as the executive vice chancellor and chief financial officer for the 23-campus California State University system. As a key member of the Chancellor’s Office, West has overall primary responsibility for directing the development of the CSU’s budget process, allocating fiscal resources to campuses and managing the elements of fiscal accountability necessary to accomplish the CSU’s mission. In addition to these assignments, West oversees the capital construction and technology programs, including the libraries, at the university. West also has responsibility for state governmental relations and represents the chancellor and the CSU Board of Trustees before the state legislature, state control agencies, and others critical to the needs of the California State University. Prior to January 1994, West was the associate vice president of information systems and administrative services for the University of California system, where he had overall information and telecommunications responsibility for the academic and administrative purposes of the University of California system’s $7.5 billion operating budget.

West received a B.A. degree in economics from the University of California, Santa Cruz in 1969 and an M.B.A. from the University of California, Berkeley in 1971.
Dr. Gary W. Reichard has served as executive vice chancellor and chief academic officer for the California State University since February 2006. In that role, he is primarily responsible for academic planning and program implementation, working with the presidents and provosts of the CSU system to ensure strong implementation of system priorities and programs.

The CSU’s Division of Academic Affairs has primary responsibility for such efforts as the Early Assessment Program, the Lower Division Transfer Patterns project, and the range of “student success” initiatives that make up the CSU Board of Trustees’ “Facilitating Graduation” initiative. Academic Affairs also supports intercampus collaborations, including such initiatives as the CSU Intelligence Community Center of Excellence, the Strategic Language Initiative, and CSU Summer Arts. Reichard is also responsible for staffing the CSU’s “Access to Excellence” strategic planning effort.

Reichard is in his fourteenth year with the CSU. Prior to becoming executive vice chancellor, he served for three years as provost and senior vice president for academic affairs at California State University, Long Beach, and for eight years before that as associate vice president for academic personnel, planning, and assessment on that campus. He has also held faculty and varied administrative positions at The Ohio State University, the University of Delaware, the University of Maryland System office, and Florida Atlantic University. A specialist in recent United States history, he received his doctoral degree from Cornell University in 1971.

Ms. Gail Brooks is the interim vice chancellor for human resources at the 23-campus California State University system, the largest university system in the country. As interim vice chancellor, Gail provides strategic leadership for the CSU’s comprehensive human resources department. She oversees labor relations, employee relations, compensation, policy development, benefits, academic human resources, information support, data research, and analysis.

Prior to joining the CSU, Brooks was the assistant vice chancellor for human resources at the University of California, Irvine, where for seven years she provided strategic leadership to UCI’s comprehensive human resources programs. With a background not only in higher education, but in the private and nonprofit sectors as well, she brings together over 20 years of human resources, labor relations, and legal expertise. She has a continued commitment to improving the workplace for all employees. Brooks holds a J.D. degree as well as a M.A. in industrial relations from Wayne State University, Michigan.
Ms. Christine Helwick
General Counsel
Office of General Counsel
California State University
Chancellor’s Office

Ms. Christine Helwick is the general counsel for the California State University system, a position she has held since 1994. Helwick heads a staff of 23 lawyers who represent the CSU. She was previously the manager of the litigation unit in the Office of the General Counsel for the University of California system, where she was employed for 17 years and served as Berkeley campus counsel for five years.

Helwick was president of the National Association of College and University Attorneys in 2002-03. She served on its board of trustees from 1995-98, and again from 2000-04. She also is the one attorney representative on the Board of Trustees for the National Association of College and University Business Officers, where she is now in a second three-year term. She was on the California State Bar Executive Committee from 1980-83, and has been an arbitrator for the Alameda County Superior Court.

Helwick has participated in professional development programs at Harvard and Oxford universities. She was selected to participate in the Fulbright International Education Administrators program in Germany in 2006 and was a member of a select delegation of attorneys and judges who visited Viet Nam and Cambodia in 2004 on a People-to-People exchange.


Ms. Charlene Minnick presently serves as the chief risk officer for the Office of Risk Management of the California State University. Assigned to the headquarters office, she serves as the primary advisor on risk management issues to the assistant vice chancellor of financial services and the executive vice chancellor and chief financial officer of business and finance, and secretary to the Board of Directors for the California State University (CSURMA) and auxiliary organizations.

Ms. Charlene Minnick
Chief Risk Officer
Office of Risk Management
California State University
Chancellor’s Office

Minnick’s risk management career extends over 30 years, including 20 years in public agencies and 10 years in health care. She currently holds the professional designations of Associate in Risk Management (ARM) and Senior Claims Law Associate (SCLA). She also serves on the Board of Directors for the Schools Excess Liability Fund (SELF).

She is a graduate of Louisiana State University and holds advanced degrees in nursing and finance.
TUESDAY, NOVEMBER 6

7:00 a.m. – 4:00 p.m. REGISTRATION OPEN
Fountain Terrace

7:30 a.m. – 8:30 a.m. CONTINENTAL BREAKFAST
Fountain Terrace

8:30 a.m. – 10:00 a.m. A MESSAGE FROM THE CHANCELLOR
Fountain Terrace
Dr. Charles B. Reed, Chancellor, California State University

10:00 a.m. – 10:15 a.m. BREAK

10:15 a.m. – 11:45 a.m. A MESSAGE FROM THE EXECUTIVE VICE CHANCELLOR AND CHIEF ACADEMIC OFFICER
Fountain Terrace
Dr. Gary Reichard, Executive Vice Chancellor and Chief Academic Officer, Academic Affairs, CSU Office of the Chancellor

11:45 a.m. – 12:00 p.m. BREAK

12:00 p.m. – 1:30 p.m. LUNCHEON SPEAKER LEGAL UPDATE 2007
Fountain Terrace
Christine Helwick, General Counsel, CSU Office of the Chancellor

1:30 p.m. – 1:45 p.m. BREAK

1:45 p.m. – 3:15 p.m. CONCURRENT SESSION 1

Surf's Up
Newport Beach I
CLASSROOM IN THE COMMUNITY: ASSESSING AND MITIGATING RISKS

The value of an academic degree increasingly is tied to both the quality of traditional classroom instruction and that of out-of-classroom experiential learning. The latter may include internships, fellowships, and community service that engage the student with institutional entities and organizations that don’t easily recognize responsibilities for student safety and protection. This expansion of the traditional academic model poses challenges for risk management officers, and is likely to continue to increase as colleges and universities seek closer ties with area employers and communities. In this interactive session, case studies will be used to explore solutions to new risks associated with the expanding classroom.

Elizabeth L. Ambos, Ph.D., Assistant Vice Chancellor for Research Initiatives and Partnerships, Academic Affairs, CSU Office of the Chancellor

Lifeguard Station
Newport Beach II
DEVELOPING CAMPUS EMERGENCY AND BUSINESS CONTINUITY PLANS

James Lee Witt Associates will discuss the differences between emergency operations plans and business continuity plans and their importance and uses in a campus environment.

Barbara Andersen, Client Executive, James Lee Witt Associates
Lennette Dease, Client Executive, James Lee Witt Associates

Sunglasses & Sunscreen
Laguna Beach II
EXPORT CONTROLS THROUGH ROSE-COLORED GLASSES: EXPORT REGULATIONS POST 9/11

How do Export Administration Regulations (EAR) and ITAR (International Traffic in Arms Regulations) rock your world? What about their impact on research and sponsored programs, especially those related to homeland security and defense? Learn more about which exports are covered, which are exempt, deemed exports, embargoes, denied persons list, and the employment of or sharing data with certain non-U.S. citizens.

John Sites, Consultant, Huron Consulting Group, Higher Education Division
The speakers will present an overview of how three complicated areas of employment law overlap and sometimes contradict one another. The session will focus on strategies to utilize to fulfill employer obligations under all three sets of law when employees make claims. The presentation will include a summary of FEHA/ADA legal developments in the last few years and their impact on how to offer and provide reasonable accommodations to employees with disabilities.

**Victor I. King**, University Legal Counsel, CSU Los Angeles, Office of General Counsel

**Maureen Heath**, Managing Partner, Mullen & Filippi

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Within the decentralized structure of higher education, the human resources recruiting function has been historically perceived as transactional and an administrative burden rather than an effective resource for identifying and hiring talent. The presenters will illustrate how they faced the challenge of overcoming this perception by (1) applying contemporary recruiting concepts and methodologies from the corporate arena to redesign their recruiting practices; (2) restructuring the services to focus on the needs of internal and external customers; (3) providing consultative and support resources for hiring managers; and (4) measuring and communicating these efforts and results to the campus community. These changes resulted in a significant change in the perception of the centralized recruiting function on campus.

**PANEL DISCUSSION**

**Scott Apel**, Associate Vice President for HR Management, CSU Long Beach

**Vickie Hamilton**, Associate Director, Staff Human Resources, CSU Long Beach

**Lisa Hernandez**, Recruiter, Staff Human Resources, CSU Long Beach

**Karen Kerr**, Assistant Director, Recruitment, Staff Human Resources, CSU Long Beach

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**3:15 p.m. – 3:45 p.m.**

**REFRESHMENT BREAK**

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**3:45 p.m. – 5:15 p.m.**

**CONCURRENT SESSION 2**

**Surf’s Up**

Newport Beach I

**HEALTH AND COUNSELING RISK 101**

The term “health center” or “counseling center” can lead to underestimating the financial risks these operations pose to campuses. These are full-fledged medical and mental health practices that carry all of the risks that such practices in the general community entail. This workshop will focus on the basic areas of health care risk and on the strategies for minimizing risk exposure.

**Martin Bragg**, Ph.D., Director, Health and Counseling Services, Cal Poly San Luis Obispo

**Mary Ann Takemoto**, Ph.D., Director, Counseling & Psychological Services, CSU Long Beach

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**Lifeguard Station**

Newport Beach II

**EH&S PROGRAM MEASURES AND METRICS THAT MATTER!**

The collection of information describing Environmental Health & Safety (EH&S) program activities and outcomes has become a necessity to justify the continued allocation of necessary resources. The creation and assembly of activity and outcome metrics is particularly important for those programs not wishing to be subjected to judgment solely on injury reports and regulatory noncompliance. Although the information embodied in activity and outcome metrics can be very powerful, EH&S programs often do not collect nor display the information in manners that are compelling and lead to desired decision making. This shortcoming is likely due to an absence of formal training in the science and art of displaying safety data compellingly. In this session, the evolution of key EH&S program measures and metrics will be recounted and discussed. Then, the basic tenants of effective data displays will be presented, drawing from the works of recognized experts in the field of information visualization. This information will be followed by a series of EH&S data display before and after “makeovers” to demonstrate the effectiveness of the techniques described. (Session may run until 5:45 p.m.)

**Robert Emery**, Dr.P.H., Assistant Vice President, The University of Texas Health Science Center at Houston

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**Sunglasses & Sunscreen**

Laguna Beach II

**PROTECTING YOUR SANDCASTLES – EFFECTIVE CONTRACT REVIEW**

By following general principles in establishing insurance requirements in contracts, you may be able to help protect your programs from loss, or your sandcastles from being washed away. This session will cover technical information on how to review contracts for insurance requirements and what approach to take within the CSU operating environment. Case studies will be analyzed to provide perspective on how to solve problems related to insurance required in contracts, how to verify coverage of vendors, and how to respond to loss incidents.

**Charlene Minnick**, Chief Risk Officer, Risk Management, CSU Office of the Chancellor

**Daniel Howell**, Sr. Vice President, CSURMA Administrator, Alliant Insurance Services
Beach Volleyball  
Laguna Beach I  
TAMING THE THREE-HEADED BEAST: ADA, FMLA, AND WORKERS’ COMPENSATION - II  

The speakers will present an overview of how three complicated areas of employment law overlap and sometimes contradict one another. The session will focus on strategies to utilize to fulfill employer obligations under all three sets of law when employees make claims. The presentation will include a summary of FEHA/ADA legal developments in the last few years and their impact on how to offer and provide reasonable accommodations to employees with disabilities.

Victor I. King, University Legal Counsel, CSU Los Angeles, Office of General Counsel  
Maureen Heath, Managing Partner, Mullen & Filippi

Beachcomber  
Laguna Beach III  
INTERACTIVITY²: DESIGNING AND DELIVERING ENGAGING WEB PRESENTATIONS  

Have you ever suffered through a boring Web presentation and wondered what all the technology hype was about? Let’s say that it’s your turn to conduct a Web presentation, and you want to take advantage of all the latest techniques to engage your participants. From the initial announcement of your meeting to the final wrap up, you’ll explore the pros and cons of all the engagement techniques that are usually overlooked. And best of all, you’ll be among the first to see what all the hype is about with Interactivity² when you hear directly from the people who coined the term. So skip the visit to the nude beach, and see how you can transform your Web interactions from “ho hum” to “how’d you do that.”

Lynne B. Hellmer, Senior Director, Systemwide Professional Development, CSU Office of the Chancellor  
Jennifer L. Wicks, Executive Producer, Systemwide Professional Development, CSU Office of the Chancellor  
Robin D. Innes, Senior Manager, Systemwide Professional Development, CSU Office of the Chancellor  

DINNER ON YOUR OWN
WEDNESDAY, NOVEMBER 7

7:00 a.m. – 4:00 p.m. REGISTRATION OPEN
Fountain Terrace

7:30 a.m. – 8:30 a.m. CONTINENTAL BREAKFAST
Fountain Terrace

8:30 a.m. – 10:00 a.m. KEYNOTE SPEAKER
Fountain Terrace
learning From Tragedy: Debriefing From Virginia Tech and Looking Forward
Brett A. Sokolow, J.D., Founder and President, The National Center for Higher Education Risk Management (NCHERM)

10:00 a.m. – 10:15 a.m. BREAK

10:15 a.m. – 11:45 a.m. A MESSAGE FROM THE EXECUTIVE VICE CHANCELLOR AND CHIEF FINANCIAL OFFICER
Fountain Terrace
Richard West, Executive Vice Chancellor and Chief Financial Officer, Business and Finance, CSU Office of the Chancellor

12:00 p.m. – 1:30 p.m. LUNCHEON SPEAKER
Fountain Terrace
Strategic Role of Human Resources in CSU
Gail E. Brooks, J.D., Interim Vice Chancellor, Human Resources, CSU Office of the Chancellor

1:30 p.m. – 1:45 p.m. BREAK

1:45 p.m. – 3:15 p.m. CONCURRENT SESSION 3

☀ Surf’s Up
Newport Beach I
SUMMER CAMPS:
A GREAT (HIGH RISK) CASH COW
Summer camps take place on most campuses across North America. These camps are typically organized by a variety of groups on campus (Athletics, Campus Recreation, Academic Units, and Auxiliaries), and while they can be great revenue generators, they are also high risk—since we are dealing with minors. The problem for universities is inconsistency—different camps are being run differently, and often with insufficient attention being paid to safety and risk management. Since the standard of care for all camps is very high, there is a need to take a hard look at how camps are being organized and run. This session will explore how to develop a consistent, coordinated approach to managing camps which will minimize the risk of children getting hurt—and at the same time significantly reduce the university’s liability exposure.
Ian McGregor, Ph.D., President, McGregor & Associates

☀ Lifeguard Station
FIRE SAFETY ON THE CAMPUS
Were you aware that campuses must provide annual fire safety reports on student housing containing statistics about the number of fires and the cause of each fire; the number of injuries related to a fire that result in treatment at a medical facility; the number of deaths related to a fire; and the value of property damage caused by a fire? Learn more about preventing fires to ensure the safety of our students, staff, and faculty.
Tonya Hoover, Chief, CAL FIRE, Office of the State Fire Marshal

OPPORTUNITY DRAWINGS – MUST BE PRESENT TO WIN

11:45 a.m. – 12:00 p.m. BREAK
Sunglasses & Sunscreen

DON’T GET BURNED:
PROPER IMPLEMENTATION OF THE “LITIGATION HOLD” PROCESS IS YOUR BEST SPF (“SPOLIATION PROTECTION FACTOR”)

This session will cover best practices for document retention/destruction policies; legal standards for preservation and production of electronic evidence; CSU guidelines and expectations for implementing litigation holds; and coordination between affected departments, including Risk Management, Human Resources, Office of General Counsel, and Information Technology.

Susan Westover, University Counsel, Office of General Counsel, CSU Office of the Chancellor
Denah Hoard, University Counsel, Office of General Counsel, CSU Office of the Chancellor

Beach Volleyball

MAKING THE MOST OF CAMPUS RETURN TO WORK PROGRAMS

This session will discuss how to maximize campus support, heighten awareness and increase success of transitional employment programs. We will look at current practices from a variety of campuses that encourage a team commitment to bringing injured workers back to work and how these might benefit your campus’ program.

Jacki Graf, Senior Claims Consultant, Alliant Insurance Services
Cindy Parker, Vice President/Operations Manager IV, Sedgwick CMS

Beachcomber

ENCOURAGING AND REWARDING EXCELLENCE WITHIN THE CSU SYSTEM

Most employees in the CSU system are represented by a union. Salary and benefits are negotiated and applied to all or most people in a common way. How can we recognize and reward outstanding individual and team performance in this environment? What are the possibilities? Can it work? This session will address both the theoretical and pragmatic elements of this issue for both the HR practitioner and for the line manager who wants to enhance the engagement and commitment of the workforce.

Robert Foldesi, Associate Vice President for Human Resources, CSU Northridge
Cathy Cox, Senior Manager, Compensation and HR Information Projects, CSU Office of the Chancellor

Surf’s Up

RISKY STUDENT EVENTS – WHAT’S ALL THE FUSS?

Many high-risk student-run events are being organized on campuses across North America—often without any real attempt to assess or control them. This presentation takes a look at these events, and why they represent a major source of liability for universities. The presentation also introduces a new process—the “Student Event Risk Management” program, which focuses on the primary event organizer. Learn how this program can be used as a key strategy in the overall risk assessment and control of identified high-risk events.

Ian McGregor, Ph.D., President, McGregor & Associates

Lifeguard Station

PARTNERING FOR SAFETY: WORKING WITH CAMPUS SAFETY AND SETC

Every safety professional would agree that without a safety culture that values its employees as the most important resource the institution has, there would never be an effective safety program. What can be done to influence the employees to value a strong safety culture? Some of the hidden costs resulting from ineffective partnerships in safety include workers’ compensation, and decreased quality and productivity. Conversely, with effective partnerships, some of the hidden gains include increased awareness, motivation, and positive employee relations. This discussion will be focused on the existing high-quality work of our campuses in partnering with SETC and the effective programs that have resulted from these partnerships. The panel will address how these effective programs can build employee moral, as well as personal buy in.

PANEL DISCUSSION

Moderator: Regina Frasca, Director of Risk Management & Safety, CSU San Marcos
Deborah Aiono, SETC Executive Board Member/JHSC Chair, San Jose
Kevin Brady, Director, Risk Management/EH&S, CSU Los Angeles
Benjamin Elisondo, Manager, Operations, Safety & Work Control, CSU Northridge
Robert Foldesi, Associate Vice President for Human Resources, CSU Northridge
Amy Thomas, Assistant Director, EHS and Emergency Management, CSU Stanislaus

3:15 p.m. – 3:45 p.m. REFRESHMENT BREAK
Sunglasses & Sunscreen
Laguna Beach II
A CONSISTENT APPROACH TO WAIVERS AND RELEASES

Whether it’s called a narrow release, a broad release, an informed consent, or an assumption of risk, the document that releases your campus from liability is an important part of your protection or “sunscreen.” This session will discuss how using the appropriate release prior to engaging in various activities can keep you from being “burned.”

Charlene Minnick, Chief Risk Officer, Risk Management, CSU Office of the Chancellor

Beach Volleyball
Laguna Beach I
HOW TO SPIKE SETTLEMENTS TO SERVE UP GREAT RESULTS

In this session, we will demonstrate how a focused settlement strategy for your campus can increase claim resolutions and reduce your open WC claims and future financial liability. This is a team approach involving the campus and the claims examiners. We will identify what steps are taken to select appropriate claims for settlement and provide tracking tools to measure results. This process has already met with success at the CSU. We will share actual results from one campus’ successful experience in incorporating these practices into its workers’ compensation claim management program.

Cindy Parker, Vice President/Operations Manager IV, Sedgwick CMS
Colleen F. Slyngstad, Assistant Vice President, Claims/Operations, Sedgwick CMS
Jacki Graf, Senior Claims Consultant, Alliant Insurance Services

Beachcomber
Laguna Beach III
SINGING AROUND THE BEACH FIRE: BUILDING EFFECTIVE RELATIONSHIPS THROUGHOUT THE UNIVERSITY

Regardless of your profession, your level of success is largely determined by your ability to harmonize with people throughout the organization. Your ability to influence, persuade, and understand the motivations and constraints of others will be enhanced to effectively interact with other “beachcombers” at your campus.

Susan Berilla, Director of Organizational Development & Training, Human Resources, Cal Poly Pomona

DINNER ON YOUR OWN
7:30 a.m. – 8:30 a.m.  CONTINENTAL BREAKFAST
Fountain Terrace

8:30 a.m. – 10:00 a.m.  CONCURRENT SESSION 5

/question mark Surf’s Up/
Lifeguard Station
Fountain Terrace

NEW STANDARDS FOR CRISIS MANAGEMENT AND COMMUNICATIONS AT UNIVERSITIES

The complex and unexpected events of April 16, 2007, at Virginia Tech University have resulted in higher expectations for timely information to students, faculty, and staff. Learn how the media relations office at Virginia Tech handled thousands of media requests in the aftermath of the incident. Also learn how public information officers at CSU campuses are prepared to respond during an emergency to provide constant, credible, and accurate information to the university community, and how they plan to manage the public’s expectations for information during a crisis.

Clara Potes-Fellow, Director, Media Relations, CSU Office of the Chancellor
Christine Destefano, Manager, Web Services, CSU Office of the Chancellor

/question mark Sunglasses & Sunscreen
Laguna Beach II

STORMY WEATHER: SAFE PASSAGE OR SHIPWRECK

California State University has weathered many storms. Charlene Minnick will present case studies on some of the issues faced by CSU in the past and their outcome. She will share lessons learned and tips on what to avoid and how to prepare for the worst. No matter what lies ahead, we can all learn by sharing our experience.

Charlene Minnick, Chief Risk Officer, Risk Management, CSU Office of the Chancellor

/question mark Beach Volleyball
Laguna Beach I

HOW TO CONTROL WORKERS’ COMPENSATION COSTS THROUGH JOB SATISFACTION

This session is designed to help employers explore innovative alternatives for controlling workers’ compensation costs. Many workers’ compensation professionals anecdotally understand that there may be a relationship between employee satisfaction and workers’ compensation reporting; those employees appearing to be dissatisfied with their job and/or supervisor tend to report more claims. Now, emerging research has investigated relationships between employee job satisfaction and workers’ compensation costs. The research has also identified antecedents to job satisfaction. This session will explore the employer’s role in job satisfaction and provide practical steps employers can take to increase employees’ job satisfaction and control workers’ compensation reporting and costs.

Pat Hosegood Martin, Ph.D., Associate Human Resources Director, Cal Poly Corporation

/question mark Beachcomber
Laguna Beach III

TOSSING YOUR FRISBEE – EFFECTIVE COMMUNICATION STRATEGY

To be fully effective, all managers need to communicate well with a variety of audiences. This session will illustrate how to be an effective communicator in verbal and written formats. You will learn how to develop a communications plan with insight into timing, message, frequency, and audience.

Maria Rivera, AVP HR, San José State University
Dennis Hungridge, Workforce Planning Manager, San José State University

10:00 a.m. – 10:15 a.m.  BREAK

10:15 a.m. – 11:45 a.m.  KEYNOTE SPEAKER
Fountain Terrace

Future Disasters – The Next 5,000 Years

Gunnar J. Kuepper, Chief of Operations, Emergency & Disaster Management, Inc.

12:00 p.m.  CONFERENCE ADJOURNMENT

SEE YOU NEXT YEAR!
**TUESDAY, NOVEMBER 6, 2007**

**8:30 a.m. - 10:00 a.m.**

A MESSAGE FROM THE CHANCELLOR (CHARLES B. REDD)

10:15 a.m. - 11:45 a.m.

A MESSAGE FROM EXECUTIVE VICE CHANCELLOR AND CHIEF ACADEMIC OFFICER (GARY REICHARD)

**12:00 p.m. - 1:30 p.m.**

LUNCHEON SPEAKER - LEGAL UPDATE 2007 (CHRIS HELWICK)

**CONCURRENT SESSION 1**

- Classroom: How to Control WC Costs
  - Tonya Hoover
  - Jack Earl

- Classroom: Developing Campus Emergency and Business Continuity Plans
  - Dr. Ian McGregor
  - Susan Westover
  - Denah Hoard

**1:45 p.m. - 3:15 p.m.**

Assessing and Mitigating High Risk Cash Cow
- Tonya Hoover

- How to Spike Settlements
- Dr. Ian McGregor

- Interactivity

**3:45 p.m. - 5:15 p.m.**

How to Control WC Costs
- Tonya Hoover

- Delivering Engaging Web Presentations
- Lynne Hellmer

**WEDNESDAY, NOVEMBER 7, 2007**

**8:30 a.m. - 10:00 a.m.**

LEARNING FROM TRAGEDY: DÉBRIEFING FROM VIRGINIA TECH AND LOOKING FORWARD (BRETT SOKOLOW)

10:15 a.m. - 11:45 a.m.

A MESSAGE FROM EXECUTIVE VICE CHANCELLOR AND CHIEF FINANCIAL OFFICER (RICHARD WEST)

**12:00 p.m. - 1:30 p.m.**

LUNCHEON SPEAKER - STRATEGIC ROLE OF HUMAN RESOURCES IN CSU (GAIL BROOKS)

**CONCURRENT SESSION 2**

- Classroom: Don’t Get Burned: Proper Implementation of the “Litigation Return to Work Program”
  - Jack Earl

- Classroom: Taming the Three-Headed Beast: Experiential Learning
  - Tonya Hoover

**1:45 p.m. - 3:15 p.m.**

- Classroom: Cash Cow
  - Tonya Hoover

- Classroom: How to Spike Settlements
  - Dr. Ian McGregor

- Classroom: Interactivity

**3:45 p.m. - 5:15 p.m.**

- Classroom: Don’t Get Burned: Proper Implementation of the “Litigation Return to Work Program”
  - Jack Earl

- Classroom: Taming the Three-Headed Beast: Experiential Learning
  - Tonya Hoover

- Classroom: How to Spike Settlements
  - Dr. Ian McGregor

**THURSDAY, NOVEMBER 8, 2007**

**8:30 a.m. - 10:00 a.m.**

FUTURE DISASTERS - THE NEXT 5,000 YEARS (GUNNAR KUPEPER)

10:15 a.m. - 11:45 a.m.

FUTURE DISASTERS - THE NEXT 5,000 YEARS (GUNNAR KUPEPER)

**12:00 p.m. - 1:30 p.m.**

LUNCHEON SPEAKER - STRATEGIC ROLE OF HUMAN RESOURCES IN CSU (GAIL BROOKS)

**CONCURRENT SESSION 3**

- Classroom: Weather Safety
  - Vic King

- Classroom: Employee Safety
  - Robert Emery

**1:45 p.m. - 3:15 p.m.**

- Classroom: Tossing Your Frisbee - Effective Recruiting Strategies

- Classroom: Developing Campus Emergency and Business Continuity Plans

- Classroom: Developing Campus Emergency and Business Continuity Plans

**3:45 p.m. - 5:15 p.m.**

- Classroom: Tossing Your Frisbee - Effective Recruiting Strategies

- Classroom: Developing Campus Emergency and Business Continuity Plans

- Classroom: Developing Campus Emergency and Business Continuity Plans

**CONCURRENT SESSION 4**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies

**CONCURRENT SESSION 5**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies

**CONCURRENT SESSION 6**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies

**CONCURRENT SESSION 7**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies

**CONCURRENT SESSION 8**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies

**CONCURRENT SESSION 9**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies

**CONCURRENT SESSION 10**

- Classroom: How to Toss Your Frisbee - Effective Recruiting Strategies
## Monday, November 6

<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 a.m. – 4:00 p.m.</td>
<td>REGISTRATION OPEN</td>
<td>Fountain Terrace</td>
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<tr>
<td>7:30 a.m. – 8:30 a.m.</td>
<td>CONTINENTAL BREAKFAST</td>
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<td>Fountain Terrace</td>
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<tr>
<td>11:45 a.m. – 12:00 p.m.</td>
<td>BREAK</td>
<td>Fountain Terrace</td>
</tr>
<tr>
<td>12:00 p.m. – 1:30 p.m.</td>
<td>LUNCHEON SPEAKER: CHRISTINE HELWICK, LEGAL UPDATE 2007</td>
<td>Fountain Terrace</td>
</tr>
<tr>
<td>1:30 p.m. – 1:45 p.m.</td>
<td>BREAK</td>
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<tr>
<td>1:45 p.m. – 3:15 p.m.</td>
<td>CONCURRENT SESSION 1</td>
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<tr>
<td>Surf’s Up</td>
<td>Classroom in the Community: Assessing and Mitigating Risks</td>
<td>Newport Beach I</td>
</tr>
<tr>
<td>Lifeguard Station</td>
<td>Developing Campus Emergency and Business Continuity Plans</td>
<td>Newport Beach II</td>
</tr>
<tr>
<td>Sunglasses &amp; Sunscreen</td>
<td>Export Controls Through Rose-Colored Glasses: Export Regulations Post 9/11</td>
<td>Laguna Beach II</td>
</tr>
<tr>
<td>Beach Volleyball</td>
<td>Taming the Three-Headed Beast: ADA, FMLA &amp; WC – I</td>
<td>Laguna Beach I</td>
</tr>
<tr>
<td>Beachcomber</td>
<td>Searching for Seashells: Creative Recruiting Strategies</td>
<td>Laguna Beach III</td>
</tr>
<tr>
<td>3:15 p.m. – 3:45 p.m.</td>
<td>REFRESHMENT BREAK</td>
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## Tuesday, November 7

<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 a.m. – 4:00 p.m.</td>
<td>REGISTRATION OPEN</td>
<td>Fountain Terrace</td>
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<tr>
<td>7:30 a.m. – 8:30 a.m.</td>
<td>CONTINENTAL BREAKFAST</td>
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<tr>
<td>8:30 a.m. – 10:00 a.m.</td>
<td>KEYNOTE: BRETT SOKOLOW, LEARNING FROM TRAGEDY: DEBRIEFING FROM VIRGINIA TECH AND LOOKING FORWARD</td>
<td>Fountain Terrace</td>
</tr>
<tr>
<td>10:00 a.m. – 10:15 a.m.</td>
<td>BREAK</td>
<td>Fountain Terrace</td>
</tr>
<tr>
<td>10:15 a.m. – 11:45 a.m.</td>
<td>A MESSAGE FROM RICHARD WEST, EXECUTIVE VICE CHANCELLOR &amp; CFO</td>
<td>Fountain Terrace</td>
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<tr>
<td>11:45 a.m. – 12:00 p.m.</td>
<td>BREAK</td>
<td>Fountain Terrace</td>
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<tr>
<td>12:00 p.m. – 1:30 p.m.</td>
<td>LUNCHEON SPEAKER: GAIL BROOKS, STRATEGIC ROLE OF HR IN CSU</td>
<td>Fountain Terrace</td>
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<tr>
<td>1:30 p.m. – 1:45 p.m.</td>
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<tr>
<td>1:45 p.m. – 3:15 p.m.</td>
<td>CONCURRENT SESSION 2</td>
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<tr>
<td>Surf’s Up</td>
<td>Health and Counseling Risk 101</td>
<td>Newport Beach I</td>
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<tr>
<td>Lifeguard Station</td>
<td>EH&amp;S Program Measures and Metrics That Matter</td>
<td>Newport Beach II</td>
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<tr>
<td>Sunglasses &amp; Sunscreen</td>
<td>Protecting Your Sandcastles – Effective Contract Review</td>
<td>Laguna Beach II</td>
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<tr>
<td>Beach Volleyball</td>
<td>Taming the Three-Headed Beast: ADA, FMLA &amp; WC – II</td>
<td>Laguna Beach I</td>
</tr>
<tr>
<td>Beachcomber</td>
<td>Interactivity²: Designing &amp; Delivering Engaging Web Presentations</td>
<td>Laguna Beach III</td>
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<tr>
<td>3:15 p.m. – 3:45 p.m.</td>
<td>REFRESHMENT BREAK</td>
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## Wednesday, November 8

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<thead>
<tr>
<th>Time</th>
<th>Session/Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 a.m. – 3:15 p.m.</td>
<td>CONCURRENT SESSION 3</td>
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<tr>
<td>Surf’s Up</td>
<td>Summer Camps: A Great (High Risk) Cash Cow</td>
<td>Newport Beach I</td>
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<tr>
<td>Lifeguard Station</td>
<td>Fire Safety on the Campus</td>
<td>Newport Beach II</td>
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<tr>
<td>Sunglasses &amp; Sunscreen</td>
<td>Don’t Get Burned: Proper Implementation of the “Litigation Hold” Process Is Your Best SPF</td>
<td>Laguna Beach II</td>
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<tr>
<td>Beach Volleyball</td>
<td>Making the Most of Campus Return to Work Programs</td>
<td>Laguna Beach I</td>
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<tr>
<td>Beachcomber</td>
<td>Encouraging and Rewarding Excellence Within the CSU System</td>
<td>Laguna Beach III</td>
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<td>3:15 p.m. – 3:45 p.m.</td>
<td>REFRESHMENT BREAK</td>
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## Thursday, November 9

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<th>Time</th>
<th>Session/Event</th>
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<tr>
<td>7:30 a.m. – 8:30 a.m.</td>
<td>CONTINENTAL BREAKFAST</td>
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<tr>
<td>8:30 a.m. – 10:00 a.m.</td>
<td>CONCURRENT SESSION 5</td>
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<tr>
<td>Surf’s Up/Lifeguard Station</td>
<td>New Standards for Crisis Management &amp; Communications at Universities</td>
<td>Fountain Terrace</td>
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<tr>
<td>Sunglasses &amp; Sunscreen</td>
<td>Stormy Weather: Safe Passage or Shipwreck</td>
<td>Laguna Beach II</td>
</tr>
<tr>
<td>Beach Volleyball</td>
<td>How to Control WC Costs Through Job Satisfaction</td>
<td>Laguna Beach I</td>
</tr>
<tr>
<td>Beachcomber</td>
<td>Tossing Your Frisbee - Effective Communication Strategy</td>
<td>Laguna Beach III</td>
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<tr>
<td>10:00 a.m. – 10:15 a.m.</td>
<td>BREAK</td>
<td>Fountain Terrace</td>
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<tr>
<td>10:15 a.m. – 11:45 a.m.</td>
<td>KEYNOTE: GUNNAR KUEPPER, FUTURE DISASTERS – THE NEXT 5,000 YEARS</td>
<td>Fountain Terrace</td>
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<td>12:00 p.m.</td>
<td>ADJOURNMENT</td>
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