



Hosting “Working Connections” Events

August 30
2017

This report will provide assistance while planning Working Connection Events by outlining the necessary steps and elements involved and providing resources to ensure success.

Project
Planning



This material is based upon work supported by the National Science Foundation under Grant No. 1205077 . Any opinions, findings and conclusions or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the National Science Foundation.

Changes and additions made since the February 2017 version in RED.

Overview

Hosting “Working Connections” will make the newest technologies and industry trends available to all your attendees. The event will encourage networking and collaboration among educational and industrial leaders that, in return, will strengthen the current IT programs. One goal of “Working Connections” is to provide high quality IT professional development that is difficult to obtain except from expensive commercial training. For this reason, the selection of instructors is important. Perception is everything. As a rule of thumb, no more than one instructor should be a faculty member of the host institution. In other words, the majority of the speakers should be industry/faculty experts from outside the host community. In addition, when planning “Working Connections,” please keep in mind the unique needs of the local region. This typically means surveying the community to learn more about the specific areas of interest or need, then letting those survey results drive your track selection.

To ensure the success of your “Working Connections” event the following has been prepared to assist you in project planning. Several EXHIBITS have also been prepared as samples and templates for the kinds of documents you may need. Please note that this is only a guide and any modifications or documents which do not apply to your event can be changed at your discretion. We also encourage you to let us know if any of the instructions included here need further clarifying. This document is considered a “work in progress” and will be frequently updated and amended.

Division of Labor

The National CTC wants to provide member colleges with the necessary tools and procedures to host a successful Working Connections event. This includes making the National CTC staff available for discussions and consultations about best practices and for troubleshooting specific concerns. Even so, the hope is that the actual implementation and managing of the event, including all customer service needs, will be handled solely by the host college. The grid below helps further outline what the National CTC will provide and what the host college will provide.

CTC	Local College
* Creates wiki template and offers wiki training	* Manages and updates the wiki
* Creates invitation template	* Sends invites and manages registration
* Creates document templates	* Creates documents using the template
* Offers assistance and answers questions	* Hosts the event
* Creates surveys	* Manages survey responses

Project Team

Deciding the roles within the project team is very important. Depending on the expected size of your event you may decide that you will require fewer team members than used in our current model.

The National CTC has the following team members: Principal Investigator, Director, Program Manager, Assistant, Student Assistant, and Temporary Staff. (During our event you may see more of an active role by additional individuals since we have two grants collaborating to host the event).

Project Steps

Once you have determined that you are hosting a “Working Connections” event, below are the steps you’ll need to follow:

PREP WORK

- Set the dates for the event (ideally, this is done one year in advance), which includes a decision on setting a registration closing date. This closing date should be prominently and clearly communicated to everyone from the very beginning. If possible, you may want to first check other training event dates to avoid competition.
- Send out “Save the date” notifications as early as possible, even if you don’t yet have the curriculum finalized. In fact, you can advertise use this event to advertise the dates of the next event if you know those dates (e.g. use Summer Working Connections to advertise Winter Working Connections).
- Reserve the venue, whether it’s a set of classrooms or conference center meeting rooms.
- Decide what sort of meals you want to provide.
- Determine if the event will be offering CEUs – if so, work with your school to determine how best to provide that element to attendees.
- Decide on the curriculum, which should be finalized prior to opening registration – ideally, the content of your tracks will be determined by local survey results to insure you’re providing content desired by your region. While the decision is wholly yours, keep in mind that the NSF will want assurances your event meets the needs of the instructor attendees. Using local survey results is a good way to justify why you picked the curriculum you picked. Don’t disregard the survey results and avoid topics that get no votes, no matter how appealing they may be.
- You may want to keep an eye on your competition. Are you duplicating track topics of other, similar events? If so, is that okay? This might be especially true for other Working Connections events.
- Book suitable instructors for the tracks. Ask instructors to provide abstracts/descriptions of the topics so you can use that to help market the event. This information will also go on your event website and wiki.
- Create a website for your event to give prospective attendees specific details on logistical elements (event location, schedule, parking details, local hotel options, travel reimbursement rules, taxi/shuttle contact numbers) and curriculum elements (track specifics and abstracts). The National CTC uses Constant Contact for managing invitations and registration, but because Constant Contact’s default one-page “event website” is a bit small, we create a separate website with multiple pages.
- Create a budget for the event.
- Develop a calendar for benchmark dates, which will include not just attendee deadlines but also internal dates like deadlines for deciding whether an unperforming track should be canceled. See **EXHIBIT AA** for an example.
- Determine the level of reimbursement you wish to offer each qualified attendee. This should be a factor of average airfare from three or more cities, local hotel costs, and your own local per diem rates. It’s best to be as consistent as possible. For example, only pay a maximum of \$650 per traveler – until funds are exhausted – and only cover airfare, car mileage, and some hotel costs.
- Consider booking lunch speakers.
- Take steps to insure you’re inviting the proper audience. Working Connections is intended solely for working community college IT faculty. The NSF does not want grant money used for for-profit schools, which more and more have names that sound non-profit. You should likewise avoid inviting students

and business leaders and non-IT faculty. One way to help with the screening process is to add a question to the registration page that forces attendees to answer questions like “What IT classes do you teach?” or “What IT disciplines are you currently teaching?” You can also ask them to confirm they’re picking a track they will be teaching in the next two semesters (and follow-up with “If you’re not, why are you taking this track?”). You could also require attendees to self-identify on the registration form via multiple choice whether they’re an IT instructor or department head. You might also consider a back-end solution that adjusts your mailing list so it includes only IT faculty. You can further underscore this faculty-only element by asking them to forward the invitation not to a “colleague,” but to a “fellow faculty member.”

- Be sure you’re not going to inadvertently invite anyone on a “do not invite” punishment list. Pull those names out.
- As you move forward, begin archiving all key documents for future reference. You may also want to start to compile your own unique “best practices” list for hard lessons learned. What worked and what didn’t? What would you have done differently? Who are the key contacts at your school? What are the policies and procedures? If possible, you want to avoid re-inventing the wheel each time.
- The more organized, the better. A big-picture “project plan” can help keep you on track, especially early in the process, but as you get closer to the event a more detailed “bible” might be appropriate. See **EXHIBIT A** for a blank project plan (created in Excel).

THE INVITATIONS AND TRACKING RSVPs

Note: For Summer 2013 Working Connections, the National CTC created EventBrite invitation, registration, and event page templates. The host colleges then used those templates to send invitations and track registrations.

- “Create” the event in software of your choice to track RSVPs. The National CTC uses Constant Contact to send invitations and track registrations, but this process could be managed with regular e-mail applications and Excel. Please see **EXHIBIT B** for sample invitations from 2013 Summer Working Connections.
- Because topic descriptions/abstracts are an important draw for prospective attendees, it’s a good idea to have your instructors selected and their descriptions submitted before you send out the invites.
- Be sure the event’s venue (both the map and the physical address) is prominently and clearly displayed on the event website. You don’t want someone going to the wrong location.
- Make clear to everyone from the very beginning (in the registration materials) that after a certain date, cancellations and “track switching” are not permitted. The reason is that plans are made and materials ordered based on a set headcount. Behind the scenes, feel free to accommodate these kinds of requests if materials and space permit. But it should be the private exception, not the public rule.
- To keep non-profits out (NSF funds cannot support for-profit school participation), consider a question in the registration form to screen for that. “Do you work for a for-profit educational institution?” Make this clear on the event website as well.
- You may want to consider “syncing up” the no-cancel deadline with the end of registration. In the past, sometimes registration continue for several weeks after a “no switching, no canceling” deadline, which may not be fair to the attendees.
- You may likewise want to make it clear from the very beginning how important the end-of-program surveys are. If you wish to follow the National CTC model, this means explaining to all attendees that if they fail to complete the overall survey and the track survey at the end of the program, he/she may not be eligible to attend Working Connections again for 12 months.
- You may also want to use the website to explain in detail what participants must do to earn a certificate. That is, be sure it’s clear that the only way to get a certificate is to attend every session and sign every attendance sheet.
- For remote/online tracks, make clear in the track description that this is a synchronous class. Everyone is expected to log in every day all day for the duration of the training.

- Outline for attendees any applicable travel reimbursement policies and rules and post that information on your website. You’ll also need to create the necessary forms. Please see **EXHIBIT C** for a blank “Per Diem Worksheet” (created in Excel) and a blank “Request for Travel Reimbursement” form (created in Word). If possible, print (via mail merge) the attendee information on these forms in advance so each person gets a personalized copy. Also create a separate handout of travel reimbursements instructions and a checklist of the necessary items to turn in. Please see **EXHIBIT D (update)** for a travel policy handout from 2016 Summer Working Connections (created in Word) – this is essentially a hard copy version of the policy you’ll be posting on your website.
- It’s a good idea to tell registrants that their travel reimbursement eligibility will be conveyed to them within 48 hours of their registration. You want to avoid any confusion as to whether they’re getting the travel reimbursement help they requested (which they may not if you’re running out of money or if you determine they live closer than an hour away) since your decision might affect their travel plans.
- The registration form should make clear to the participant that whatever e-mail address they provide is the one you’ll use to communicate urgent messages. In other words, participants should provide active e-mail addresses that they check often.
- Your registration tool (i.e. Constant Contact) should include a way to identify if the attendee will be enrolling for CE credit. You may also want the registration tool to ask the attendee if they’ll be needing travel reimbursement.
- The registration form should clearly ask for the participants’ home address since this is the address you’ll likely be using to calculate travel expenses.
- You may want to consider a registration field that asks the attendees what name they want to use on their badge, which may be different than the legal name they want or need on their certificate of completion.
- If you have a “VIP” group (like CCN members), perhaps allow them a one- to-two week exclusive “head start” period where you allow only them a chance to register. It’s only after that exclusive period ends that you open it open to the larger pool of registrants. To manage this exclusive window, keep your wiki page’s registration button turned off. These VIPs can thus only register via your event management system’s registration form, which they access via a URL you send to them in an e-mail. You don’t want non-VIP registrants stumbling onto your wiki page and registering during the VIP period. Keep the access limited just to those who get your e-mail notice.
- Constant Contact provides a way to create a simple registration page – reached by a link in the Constant Contact initiation e-mail – as well as a simple “event page.” As mentioned, because this Constant Contact event page is limited in what it can provide, the National CTC also creates a separate wiki (linked to the Constant Contact page) with additional information. This link (<http://winterworkingconnections.mobilectc.wikispaces.net/Home+Page>) provides an example of a National CTC-designed event wiki website. To help insure a more consistent look and feel, Jen McGarvey will create a wiki template for your own event.
- If you do intend to require surveys, you’ll want to include in your registration questions some identifying question that you can use later with the anonymous surveys to be sure everyone did the survey. For example, the National CTC asks for each attendee’s hometown and last four numbers of his/her Social Security Number. These same two questions are asked on the end-of-program surveys, allowing one to be sure everyone who registered took the survey without compromising the anonymity of the survey answers.
- Local hotels, especially those that will provide free shuttle service to your event location, should be researched for convenience and price. Post a list of hotels on your event website to assist attendees with travel arrangements. You may also want to include taxi service contact information or notable “tourist” attractions for the host city. For larger events, you may want to work with the hotel to schedule shuttle departure times, then relay that to the attendees. (You may also want to ask hotels if

they have refrigerators in the rooms – and post that info – in case guests want to provide their own drinks and snacks.)

- Avoid signing a contract with a local hotel. You don't want to be on the hook financially if someone cancels or you undersell rooms. Better to help the attendees by asking the hotels for a "gentle hold," an arrangement whereby they offer a special discounted rate only available for a limited time.
- To facilitate the distribution of an event roster to all participants, use the registration form as a way to get permission from participants to share their name, college, and e-mail. Another way to handle this is to place a blanket statement on the registration page stating that by registering for this event, the participant grants you permission to add him/her to a list.
- Once all of the basic infrastructure is in place – the registration system, finalized instructors and track content, venue details and travel reimbursement rules posted on your event website – start sending out formal invitations.
- Do what you can to minimize your messages getting caught in the recipient's spam filter. Keep your subject line short. Avoid using all caps and limit excessive punctuation in your subject line. And don't include active https links in the body of your message or e-mail.
- It may help generate responses if you put the RSVP link as close to the top of the message as is possible. This might help let the recipient know right away that action is needed to attend.
- If possible, have the message or invitation come from a person the recipients will know. Most people aren't as eager to read messages from people they don't know.
- You will likely need to send the invitation out more than once. A good rule of thumb is to send it out every couple of weeks – adjust and rewrite the invitation copy so it isn't an exact replication. If possible, only send the follow-up/reminder e-mails to those who have not responded YES or NO. Constant Contact, for example, calls these "non-responders."
- If anyone from your staff registers for the event, make sure you understand whether he/she truly intends to be a student in the track. If you're confused, it could disrupt your careful headcount management.
- As people start to register, you'll likely need to create a checklist to be sure each new attendee is eligible before sending them a confirmation message and making them "official":
 1. Make sure he/she is eligible to attend (i.e. they're not on the blacklists, they did the surveys last time, they're clearly an IT educator and intend to teach the content, they're from a non-profit school)
 2. Confirm their travel eligibility (based on your rules) if he/she is asking for travel help
- While systems like Constant Contact will send an automated confirmation message once someone registers, automated e-mail messages can get trapped in spam filters. It's therefore a good idea to send a traditional confirmation e-mail to each attendee with specific track/class information and travel reimbursement information. Below is an updated sample for this e-mail:

Hello, Glenn.

This e-mail confirms your registration in the "**Linux+ Online Curriculum and Virtual Labs (IN PERSON)**" track for Summer Working Connections, which runs July 13-17, 2015. Thank you for your interest!

We're also confirming your eligibility for up to **\$600** in travel reimbursement. Learn more about your "Travel Guidelines" and the required paperwork by visiting:
<http://summerworkingconnections.mobilectc.wikispaces.net/General+Attendee>.

You are responsible for understanding the travel rules. Let us know if you have any questions. Please remember that Collin College strongly discourages the use of online travel sites (e.g. Travelocity Orbitz, Priceline, etc.) because of the way those sites often cannot provide the kind of detailed itemizations we need to provide reimbursement. Avoid those services.

Please also note these dates:

- * Last day to switch tracks or cancel your registration - Friday, June 19
- * Last day to register - Friday, June 19

- * Last day to tell us if you're driving and not flying - Friday, June 19
- * Airline ticket purchase deadline - Monday, June 22
- * Final reimbursement paperwork deadline - Friday, August 21

We ask that you pay particular attention to the June 19 cancellation deadline. After that date, if you cancel (or if you fail to show up on July 13) without providing a substitute for your empty seat, you may be removed from the Working Connections invite list for 12 months. For those suspended from Working Connections for the next 12 months, both you and your supervisor will be notified.

Summer Working Connections begins Monday morning, July 13 at 8:00 a.m. with registration in Heritage Hall on the Preston Ridge campus of Collin College (9700 Wade Blvd., Frisco TX 75035). Your track's first session will begin at 8:30 a.m.

For more details about Working Connections, visit:
<http://summerworkingconnections.mobilectc.wikispaces.net/>.

If you have any questions or concerns, please let us know. We look forward to seeing you this summer!

- To minimize drop-outs, email the registrant's supervisor (and cc the registrant) to let him/her know that the registrant has signed up for the event. This email should also spell out the 12-month-blacklist consequences for dropping out after the deadline without providing a substitute. The hope is that this will force registrants to take the event seriously since now their supervisors are in the loop.
- For someone who does cancel and offer a substitute, that substitute has to attend the entire program. No partial substitutes. That is, person A can't miss the first two days and send person B to take his place, then person A shows up on day three to finish out the program. This should be clear on your website.
- Do what you can to vet substitutes. The idea is that the sub is the same sort of IT faculty member as the person he/she is replacing. If possible, have the sub go through the same registration page/form to have him/her answer all of the registration screening questions. Make this clear on the website.
- Be very clear on your event website when registration ends. Don't just post a happy "Registration is now open!" message. Provide a clear end date.
- If someone registers after a "no cancel" deadline, be sure the confirmation e-mail reminds them that they cannot drop out with providing a substitute. There is no grace period when they register late.
- After your registration period has been open a while and you've received a good number of registrations, export your RSVP list to Excel and make that the "master" list – any additions or changed will be merged into this Excel file. This will become your bible to help keep track of a variety of attendee details (which e-mails you've sent them, whether they took the surveys, the status of their travel reimbursements, whether they take the survey). In Excel, you can keep adding columns to track these kinds of additional details.
- Keep an eye on classroom capacity. Once you've filled a room and reached capacity, close the class. (Note that in some cases you'll want to close a track at a number far below the actual classroom capacity – each track has different limitations.) And be sure you let attendees know the class has closed – this means both posting messages on the website and also adjusting the registration form's wording. Your confirmation e-mail to them should also explain the situation. Open lines of communication are essential, especially when people are buying non-refundable airplane tickets. This is why it can help to ask during registration for the attendee's second choice of topic.
- If you do encounter a situation of having more people than available seats, you could create a wait-list, add a second section of that track, or invite overflow attendees to bring their own laptops if space permits.
- The ideal minimum per classroom is ten. That is, you shouldn't run a class with nine or fewer people. If you do need to cancel a class, make that decision as soon as possible. Remember that people are buying non-refundable airline tickets. You don't want to cancel a low-enrolling class just a few days before the event begins. Again, this is why it's a good idea to ask during registration for the attendee's second choice of topic.

- Vendor tracks need special attention because they can be slow to fill. Let vendor-track registrants understand this reality and maybe suggest they wait to buy airline tickets until there’s a better sense of whether the class is definitely going to go. You’ll also need to get a clear idea of the vendor’s go/no-go deadline. The vendor must understand the track cannot be kept open indefinitely because many attendees need to make travel plans. The vendor may want to wait until the last week to decide, but that isn’t a realistic way to handle this for registrants. There’s also a concern of cancelling a track late in the process (because you were waiting until the last minute, hoping that a track would fill) that there’s few openings left in the other tracks to accommodate registrants of the cancelled track.
- Keep an eye on the calendar – as soon as registration has ended (per your pre-determined deadline date that you’ve been publicizing from the beginning), change the wording on the registration page and on your event website to reiterate that registration is closed. This is a good platform to advertise the next event.
- Continue to update and fine-tune the content on your event websites. This includes adding track information, track prerequisites, or menu details. Multiple updates will be required.

INSTRUCTORS

- Gather important information from instructors: cell phone number (in case they’re running late to class and you need to find them), specific AV needs for their classroom, bios and photos for use in a program or the website, and any handouts you may need to photocopy. The National CTC uses an “Instructor Checklist” to organize these many questions into a single document. Please see **EXHIBIT E** for a blank form (created in Word). Your Checklist will include a deadline. After that deadline passes, you’ll need to follow-up to get the information you’re still missing.
- The start of registration is a good time to contact the instructor to check in. You can send them their “Instructor Checklist” and their travel rules and forms. You can mention the orientation webinar. This is also a good time to let them know when they’ll be getting a final roster and that the expectation is that they’ll contact the attendees prior to the first day of class.
- Be sure the instructor understands when he/she is expected to arrive each morning, especially on the first day.
- Be sure the instructor understands that if the class doesn’t attract ten registrants (or whatever your attendee floor may be) by a certain date, it may be cancelled.
- Be sure the instructor understands he/she is expected to provide instruction for the entire program. No early dismissals are allowed.
- Ask the instructor if he/she is okay with videotaping or still photography.
- Find out if the instructor needs textbooks and help – if necessary – to get them. One way to get multiple copies is to contact the publisher (always referencing the ISBN) and asking for “desk copies.” More and more, however, publishers may be reluctant to honor such requests.
- Tell the instructor to bring two extra sets of any handouts or books he/she will be bringing to class. You could have last-minute additions to the tracks.
- You can send the instructor in advance the names and e-mail addresses of all registered attendees. This will allow the instructor to contact students directly to communicate any special instructions or expectations for the class.
- Demand direct communications with the instructor prior to the event. Corporate providers may sometimes seem reluctant to connect you with their busy globe-hopping instructors, but you should insist. Go-betweens can create problems.
- It’s always nice to offer the instructor a chance to get into his/her classroom a day early to check the set-up and test the system, but this may not be possible. It will depend on the availability of your school’s tech support team.
- Any URLs or documents provided by the instructor can be posted to your event website.

- Prepare for the instructors specific day-by-day directions for the event. This can include a request for help with the sign-in sheets, with passing out the certificates, and with communicating details about the lunch slot. For longer programs, you may want to make a separate instruction document for each day. This document can be included in the instructors’ registration packet or set out separately each day. It’s also a good idea to send it in advance via e-mail so if there are any concerns and questions, you can address them early. To call attention to the fact that each document covers a specific day, highlight the day and date. Please see **EXHIBIT F** for the directions created for 2016 Summer Working Connections (created in Word).
- To further minimize the chance a participant changes tracks without permission, remind the instructors that no participant can switch tracks without express permission from event staff. Instructors should also be required to take roll verbally on the first day of class – and announce that no one can switch without permission – to help flush out those in the wrong room (intentionally or not).
- Prepare any necessary instructor contracts, working with your business and financial office as needed. There may be additional internal paperwork needed for payment, either before or after the instructor’s service date. There may also be certain institutional rules in place depending on how much the instructor can be paid. Remember to also consider a provision for paying for the instructor’s travel expenses.
- Ask instructors in advance to let you know if they plan on going back to the classroom after they get a plate for lunch. Corporate trainers sometimes prefer to eat in the classroom to do work, which is fine. But you should know their plan in advance to better coordinate classroom locking/unlocking.
- Ask instructors if they’d be open to coordinated, scheduled break times so attendees can mingle together.
- Tell instructors about the hotel discounts – and urge them to use the links – just like you do the registrants.

INSTRUCTOR ORIENTATION

- Consider arranging a short meeting or conference call with the instructors prior to the program start date. This meeting would be in addition to any e-mails or directions you provide them, which they may or may not read closely. This meeting would allow you to spell out in detail your expectations for their participation in the program, including survey requirements, daily start and stop times, a need to provide instructional content for the entire schedule, and attendance policy. This meeting will also give them a chance to ask questions of their own. Include screen shots of the paperwork they’ll be using/managing so they know what to look for. Please see **EXHIBIT FF** for a sample of an instructor orientation PowerPoint.

LUNCH SPEAKERS

- Gather the same sort of information from lunch speakers that you get from instructors: cell phone number, specific AV needs for their talk, bios and photos for use in a program or the website, and any handouts you may need to photocopy. You can ask for this in an e-mail or modify the “Instructor Checklist.”
- Be sure the lunch speaker understands when he/she is expected to arrive at the room to allow for an AV system check.
- Ideally, you’ll want to post a read-only copy of any lunch presentation on the event website. Ask for the speaker’s okay for this when you request a copy of their presentation. This is something you can also post after the event.
- Ask the lunch speaker if he/she is okay with videotaping or still photography during his/her talk.
- Determine who will be introducing the lunch speaker.
- The National CTC typically allows the attendees 15-20 minutes to eat before the speaker begins. That is, if lunch starts at 12:00pm, the speaker won’t begin his/her talk about 12:20pm.

- Will the lunch speaker be receiving a certificate of thanks? If so, who will be presenting it? Will it be a formal presentation or a more casual and discreet delivery?
- To make the technical side of things run smoothly, it may be best to try and load their lunch presentation into your laptop. That way, you can connect the laptop with the lunch room AV system (and troubleshoot any problems) before the speaker arrives. This will help for those speakers who walk in moments before they’re set to talk.
- Encourage your lunch speakers to avoid long video clips, which can kill the room’s energy. Remind them also that they’ll be in a big room with lots of people – they should avoid tiny, hard-to-read fonts in their presentation.
- Don’t feel compelled to use a traditional speaker/lecturer model for your lunch event. You could also host a panel or round-table discussion. There’s also the “Birds of a Feather” format in which each table at lunch focuses on a single topic or a “speed dating” model in which everyone in the room gets a chance to quickly present a best practice or classroom challenge to the group. You can also do small breakout sessions if you have the extra rooms – participants get their food, then pick a room (one of 3 or 4) that’s handling a specific topic. You may or may not want the attendees to generate some sort of proof of work or results. You can also ask your track instructors to take turns at the podium briefly explaining what they’re covering during the week. Or you can moderate a group discussion about a particular topic.
- Another possible lunch program mode to consider are “Lightning Round” presentations: each speaker gets just five minutes and 15 PowerPoint slides that advance automatically every 20 seconds. These presentations are most engaging if the speaker discusses a specific program or strategy, rather than a dry overview. The key is to consider the audience: what would those gathered like to know about or benefit hearing about?
- Some participants would prefer a quiet lunch without content. It may therefore help to pre-emptively explain to the group that because NSF rules pay for lunch only if there is an educational component, you must provide a speaker. If the lunch were left open for just eating and networking, participants would have to pay their own way.
- It may help to write an agenda/script for the lunch events. Even if you decide to make last-minute changes, it might help to go into the lunches with a plan of who’s going to say what and in what order. Consider using the first-day lunch announcements to set expectations: this is not a high-end conference. We’re using federal tax dollars with a tight budget where the money goes to your travel and to the instructors. We’re not here to pamper you.
- During the meal portion of the lunch, background music can be a nice addition. If not a CD or iTunes playlist, then you can tune into a Pandora station online like “Jazz Radio.”
- Be sure your lunch speakers stay “on mic” so everyone can hear them.

ROOMS

- Reserve appropriate classroom space with specific set-ups (tables, chairs, AV).
- Reserve a reasonable area for lunch to be served. This includes a serving area as well as a dining area.
- Arrange in advance appropriate AV and IT support staff needed to help with the set-up and to handle any trouble-shooting.
- Make arrangements in advance for unlocking classroom doors in the morning and also locking them during the lunch break so everyone can leave their things inside. You may want to leave the break room (and meeting room) unlocked during lunch.
- Anticipate trash can needs. If you’re serving food to a lot of people, small 13-gallon classroom trash cans will not be enough.
- Make sure the rooms you reserve have enough power outlets, especially if you expect those in attendance might want to use a laptop.

- Don’t provide power strips or extra outlets for the break room or the lunch room. The assumption is that everyone will leave their laptops in the classroom.
- Consider the classroom chairs. Molded plastic chairs may not be the best option for multi-day programs. Be aware of the kind of chairs your room will have.

FOOD

- Typically, Working Connections events provide only a working lunch. No breakfasts.
- Decide how you want to provide the food – catered or in-house, do-it-yourself? Caterers are expensive, but can usually handle all aspects of food and beverage including cups, tablecloths, clean-up. In-house catering is cheaper, but much more labor-intensive for you and your staff.
- Always provide vegetarian options. One way to get a hard count for vegetarian entrees is to provide a yes/no question on the initial registration form. To avoid confusion, make sure the vegetarian option is set aside on a different table with a tall big-lettered sign with high visibility, that the option is as close to the “main” option as possible (i.e. don’t give everyone potatoes and the vegetarians a fancy grilled asparagus), and maybe offer a “last chance” reminder two weeks out asking for their final decision on vegetarian options. It may also help to affix a colored sticker to the name badge of the vegetarians and then reminding them what it means when the first sign in on the opening day. (But keep in mind even with a vegetarian option, not every may honor it. You may still need a “proctor” for the vegetarian entrees.)
- Most caterers provide generous helpings based on the headcount. For this reason, you may have some leeway with buffet items like fruit platters, and serve-yourself lunches. In other words, it’s likely that in these kinds of situations you can give caterers a lower headcount than the number you’re actually expecting.
- If the caterers leave behind any plastic spoons or tongs, keep them for that future rainy day when you need extras. It’s always a good idea to create a backup inventory of napkins, cups, and plates.
- Because even the quietest caterer can be noisy in a classroom or lecture hall when setting everything up, if possible, it’s best to serve the food in a hallway or in a room separate from the classroom event. If you’re worried about people lingering in a separate food room and not returning to class, remove the chairs so there’s no place to sit.
- Keep an eye on your school’s per diem limits. Typically, meal costs are not allowed to exceed an established per-person amount.
- Remember that Collin College is sales-tax-exempt. You may need to provide the vendor with the form.
- If possible, put the ice water in a large dispenser with a spigot. That may be a more appealing and sanitary set-up than a cooler full of ice.

FOOD - CATERERS

- Work with your school to identify suitable caterer vendors. Typically, you’ll want a vendor who’s willing be paid by check after the event. You’ll also want a vendor approved by the school.
- Understand your school’s rules regarding food. Certain forms may be required in advance or after the fact or both. This may include turning in rosters or even sign-in sheets. There may also be specific steps required if an estimate crosses a certain dollar-amount threshold.
- Make sure you also understand your school’s rules on gratuity for the delivery people.
- Be specific on when you want the food delivered. Err on the side of early. Better to have the food sitting there for a few minutes than having your attendees standing around waiting for the caterers to arrive.
- Create an Excel spreadsheet to keep track of RSVPs and headcounts, which will help you identify the final number to give the caterer. Don’t forget to include in the final headcount you and your staff, the lunch speaker, the instructors, and any other VIPs you’ll be inviting. It’s also not a bad idea to add 1 or

2 TBD “cushion people” to the list in case you forget someone or there’s an unexpected attendee. This is especially important for plated meals where there’s one served meal per person.

- Make arrangements in advance for tablecloth linens. Who will provide them, the room staff or the catering staff? This is the sort of small detail that can fall through the cracks. This includes arrangements for spare, clean linens if you’re doing multiple days of lunches. The tablecloths will get stained.
- Once the menu is locked, post it on the event website. This is an element you can also include in the final printed event agenda. To make things easy for you later, it may help to add a disclaimer that no special diet/food substitutions are possible. You may also want to print a hard copy for the participants.
- Publicize the menu. Rather than burying it on the website under some vague section like “Schedule,” give it its own navigation tab.
- Make sure you understand the catering logistics and how specifics of the meal will unfold. Who’s bringing the food and where will they bring it? How will it work? Are they dropping off and then picking up again or is everything they’re dropping off disposable? Will the caterer bring utensils and ice and plates/cups?
- Two simultaneous buffet-style lines always work better and faster with large groups.
- Be prepared to manage leftovers, whether that means bagging and refrigerating it overnight, sending it home with staff members, or inviting support staff after the attendees have left. It’s good to have 2-gallon Ziploc bags on hand.
- When the catering order arrives, take a moment to compare what they brought to what’s listed on the estimate. Did they forget anything? Also check the utensils, cups, and plates supplies. Did they bring enough? Are there enough serving spoons and tongs?
- Don’t let participants choose their portion sizes. For example, if allowed to cut their own cake, people at the front of the line will cut larger slices that leave nothing for people at the end of the line.
- Keep in mind the kind of food that may be served at an evening social event so you don’t duplicate it for lunch – i.e. if you’re going to Mexican place for happy hour, don’t serve tacos for lunch that same day.

FOOD - IN-HOUSE

- The National CTC has had luck asking vendors to donate money to pay for in-house refreshment items like chips and fruit and soft drinks.
- Make clear on the website what you will offer in the break room so attendees can bring their own snacks if they don’t like what you will be offering. They are welcome to pack a bag.
- Ideally, this sort of do-it-yourself catering spread would be set out in a separate reserved classroom intended solely as a “break room.” That way, the food and drink will be available to the attendees all day. (You may also want to set aside a second classroom space and call it the “meeting room” should anyone wish to have a private room.)
- Make sure your “break room” has enough power outlets should attendees want to use their laptops.
- The easiest thing to do in-house is buy a large coffee urn and make your own coffee, providing on the side napkins, cups, sweeteners, and stirrers. The trick is keeping an eye on the coffee level and making more if it starts to get low. This isn’t always easy. Some groups drink more coffee than others.
- If no one’s using this “break room” in the evenings, leave everything set up overnight with the door locked. Things will go faster if you turn off the coffee towards the end of the afternoon (maybe 90 minutes before the end of the classes), let it cool, then make a fresh pot before you leave for the day. That way, in the morning, all you have to do is plug it in.
- This means you need to know how long it takes your coffee maker to make coffee.
- Until the coffee is ready, put an inverted cup over the spigot with a note “Ready at 7pm” so people know the coffee is still brewing.

- Another beverage option is to provide attendees with a giveaway cup, then make available a cooler of ice (with a scoop) and some lemonade or ice tea power. The attendees can fill their cups at the water fountain or make drinks if they so choose. This is cheaper than paying for two bottles of water a day for every attendee.
- If you’re using store-bought coffee grounds, keep an eye on the expiration date. Freezing coffee can help it stay fresh longer.
- Consider letting the participants know in advance that the only thing served outside of lunch is hot coffee. No water, no tea, no soft drinks. It’s always better to manage expectations in advance.

SUPPORT MATERIAL

- Order textbooks if needed. Please keep in mind that delivery and shipping may take time so you’ll need to be place the order as soon as possible.
- Buy necessary office supply materials. This includes paper, name badges, signs, pens, folders, tablecloths, coffee pots, and flash drives. And don’t forget cleaning supplies like paper towels or 409 to help tidy up areas where you’re serving food and beverages.
- Make whatever handouts the instructors have requested. To save paper, ideally this material will be delivered to attendees electronically, either on a flash drive or posted to a website. But some instructors will still prefer old-fashioned, in-class handouts.
- Check the pricing and delivery details of your school’s in-house print shop. For larger jobs and with enough lead time, it may be cheaper to have them do it. But for smaller jobs with short lead time, it’s probably better to do it yourself in the office.
- Consider an asynchronous message system to help participants communicate with one another, especially with regard to scheduling carpools. This could be the break room’s whiteboard or an on-line message board/chat room. Whatever you choose, be sure to properly publicize it so everyone knows to use it. For example, mention the whiteboard both in written materials and in your lunch announcements so people remember to check the board when they use the break room.

AV AND COMPUTERS

- Make the necessary AV and computer arrangements for the classrooms based on the needs of each instructor, which will be provided on the “Instructor Checklist” form.
- A technical “run through” of the classroom prior to the event can be useful, especially if it helps teach you how to troubleshoot small problems. In other words, test the AV equipment if you’re at all unsure of its reliability or how to operate it.
- The biggest AV problem typically involves a projector being unable to properly project a laptop. This is a hiccup you want to be as prepared for as possible.
- Reserve microphones if the room is at all large. It’s better to have handy a sound system you don’t need than need one you didn’t order.
- You’re going to want a laptop available (networked to your shared drive and linked to e-mail) at registration just in case you need it. Test the connection before the event and be sure you have a power outlet nearby.
- Be cautious when using NDG virtual labs and make sure the lab capacity will support the track’s attendees and instructors.
- Consider a digital bulletin board or a file-sharing system like Dropbox to allow attendees to share material and message across the tracks.

TRAVEL REIMBURSEMENTS

- The National CTC must follow the travel rules of Collin College. You may be likewise required to follow your school’s travel rules.

- For the NCTC and Collin College, the most important question is whether the attendee lives an hour or more away from the event site (a question that can be posed on the registration page). If attendees do live an hour or more away, they are eligible for travel reimbursement. If they live less than an hour away, they cannot request reimbursements. When in doubt, GoogleMaps and Mapquest are the final arbiter of travel time.
- It’s important to be very clear about expectations and rules with travel reimbursements. Repeat the message as often as possible – e-mails, the website, the forms. Most important are any deadlines or cut-off dates. Please see **EXHIBIT D** for travel policy handout created for 2016 Summer Working Connections – this text should be posted on your event website as well as included as a hard copy in the registration folder.
- Underscore in the reimbursement instructions that Working Connections is intended solely for working community college IT faculty.
- Consider also a travel reimbursement disclaimer like this: “Please keep in mind that the reimbursement process can take up to 4-6 weeks.”
- Also make clear that reimbursement requests should be turned in one month after the end of the event. There is an end date to the process.
- Attendees requesting reimbursement receive in their registration packet a blank “Request for Travel Reimbursement” form and a blank “Per Diem Worksheet.” Please see **EXHIBIT C** for blank forms.
- This “Per Diem Worksheet” was created by Collin College. You’ll find most of the cells are locked, allowing you and the attendee to input information only in select cells as needed to calculate per diem amounts.
- Again, it’s a good idea to tell the registrants that their travel reimbursement eligibility will be conveyed to them within 48 hours of registration. You want to avoid any confusion as to whether they’re getting the travel reimbursement help they requested (which they may not if you’re running out of money or if you determine they live closer than an hour away) since your decision might affect their travel plans.
- On the last day of “Working Connections” you and your staff host an open house in the “break room” to answer travel questions and process travel paperwork. Some attendees will turn in everything required (i.e. forms and receipts), others will turn in only part of what’s required. In those cases, you’ll provide a “Missing Item Checklist” (please see **EXHIBIT G** for checklist created for 2015 Summer Working Connections – created in Word) they can use when they get home as a reference. Still others won’t turn in anything, preferring instead to send everything to you after they get home. That’s okay, too.
- This open house could be in the morning during the breaks or in the afternoon after lunch. Depending on the demand, you could offer it at both times.
- One way to reduce the chance of bottlenecks at the open house is to schedule times for each track. That is, assign one 15-minute window to each track and ask the respective instructors to schedule their morning breaks during those windows.
- At this open house, have with you plenty of pens, blank travel forms, paper clips, staplers, highlighters, and something to serve as an “in” box for completed packets. As a reference, you should also have multiple copies of the “master” Excel attendee list with blank columns for the travel items – this will help you keep track of what’s been submitted and what’s pending. Please see **EXHIBIT H** for a blank version of this spreadsheet (created in Excel).
- Make arrangements in advance to have access to a photocopier should you need it for the paperwork.
- The attendees may need to print out itineraries and invoices from the web. Ideally, you can make available a classroom with computer workstations, internet access, and a printer. Test the printer in advance. You may also want to have paper on hand in case the printer runs out.
- For small programs of 15 or so attendees seeking reimbursement, a single table with two or three “clerks” should be enough for the open house. But larger programs may require more tables, more

“clerks,” and maybe even a separate workstation table where the attendees can sit and fill out paperwork without holding up the line. By the time the event begins, you should have a good idea how many people will be seeking reimbursements based on how everyone answered the question like “Do you live an hour or more away from the venue?” when they registered.

- There may be certain pre-approvals required by a certain date. For example, the National CTC requires pre-approval for those who want to drive instead of fly. It might help avoid confusion and problems later if you check in with those who will want travel reimbursement and reiterate those kinds of deadline-specific rules. You want to be sure everyone understands the rules up-front. Not everyone is a careful reader of e-mails and websites. You can’t assume they understand. Repetition always helps.

SOCIAL NIGHT

- Plan an evening social event. This need not be elaborate – reserving a private room at a local restaurant/bar for happy hour is enough. Let the participants pay their own way and set up their own bar tabs. All you’re doing is booking a private space and then letting everyone know where to be and when.
- Just be sure to set clear expectations for this kind of “happy hour” event. There is no mass transportation. People who cannot walk to the event will either need to call a cab or catch a ride with one of the other attendees.
- If you don’t want to do a happy hour event, there are other possibilities. You could book a business tour of a relevant facility or organize a “birds of a feather” event.
- If you can get volunteers, encourage your attendees to organize other after-class events, like happy hours or going to a sporting event. You could also try to facilitate some interaction and sign-ups on the break room white board (i.e. “happy hour tonight – sign up if interested!”). Providing a attendee directory in advance can also help the group plan their own events.

SIGN-IN SHEETS

- Sign-in sheets are required by the NSF because it verifies attendance and impact.
- Typically there are two sign-in roster sheets. One is a “master” sheet that everyone signs when they register on the first morning. The other is a track-only “initial” sheet passed around each track classroom in the morning and in the afternoon and on which the attendee simply initials by his name and that particular timeslot. Please see **EXHIBIT I** for samples of these two forms, plus the Excel file that helps create the sheets (created in Word, using Excel grids).
- The “master” sheet uses the template created by Jen McGarvey, then creates a table in Word for the names and the blanks for signatures. The names can be pasted into the columns on the Word table by copying from an Excel table of attendees.
- The “initial” sheet also uses the template created by Jen McGarvey. But here, the National CTC creates the individual sign-in grids using Excel, one worksheet tab per track. To get those grids into the Word document, first highlight the cells you want to paste, then select the “Copy as Picture” function in Excel. Then you can paste it into the Word document and resize as needed.
- While ideally, the instructors will help pass the “initial” sheets out and then collect them, in practice it may be easier for a staff member to help coordinate this. Circulate the “initial” sheets at the top of each session (mornings and afternoons), then gather them up again before the end of the session.
- These sign-in sheets are important for grant funds. Do not leave them unattended.
- Attaching the sign-in sheets to a clipboard can make them easy to pass around and hard to lose.

RELEASE FORMS

- Photo releases are necessary if you are planning to publish photos or post video. Don’t forget to also get the instructors and lunch speakers to sign release forms.
- Your college likely has a boilerplate release you can use.

- Verify that you have all of the releases signed before the event ends. It’s much easier to track someone down to sign the form in person than after the fact via e-mail.
- In case someone asks, understand for what you intend the photos and videos to be used.
- The best time to have the release forms signed is probably at the registration table. The attendee can sign the sign-in sheet and the release form at the same time. To make the process go faster, consider mail-merging the attendee data so each release form is already pre-printed and personalized with the name, address, and date. That way, all they have to do is sign.
- It can help the return rate if you staple a high-contrast (i.e. pink or yellow) explanation sheet to the release form.

CERTIFICATES

- Decide how the certificates will be/should be passed out. Will there be a small certificate ceremony or can the instructors pass them out informally at the end of the last day?
- Decide if you want to include the instructors’ name on the certificate.
- If possible, get certificates printed the week before your event. Put them in flat linen document holders, which you can find at most office supply stores. Please see **EXHIBIT J** for a certificate sample from 2016 Winter Working Connections (created in Word).
- You may also want to make certificates of appreciation for the lunch speakers, the instructors, and some of your college support staff.
- Keep in mind that those who need CEUs may need a separate certificate with different wording.
- Develop a process for collecting CEU request forms. You can include the form in everyone’s registration packet and collect them from those interested in CEUs. Or you could set up an information table and treat it like the travel reimbursement “open house”: for one morning or afternoon only, participants can turn in CEU requests and ask questions.
- If you choose to hand out “thank you” certificates to instructors at lunch, be sure to let them know your plans so they can attend the lunch.
- It’s fine to amend a certificate of completion to show in-classroom hours if a participant needs it.
- You may want to develop in advance a “sick policy” – how much can an attendee miss and still get a certificate?

SURVEYS

- The National CTC uses SurveyMonkey. After building the surveys, embed the survey links in your event website, preferably on a “Survey” page.
- Ask attendees to do one overall survey and one track-specific survey.
- These can be created for you by the National CTC if you prefer. Contact Helen Sullivan or Mark Dempsey for more details.
- For shorter programs, one survey at the end may be enough. But for longer programs, it may help to do more than one survey. That is, if you can do a preliminary survey early enough in the week (typically Monday after lunch), there’s time to course-correct the content if needed based on the feedback.
- To insure participation, mention the surveys as many times as is possible: on the registration page, in e-mails, during lunch announcements.
- It can help further remind attendees to do the survey by also writing the URL on the classroom whiteboards on the day of the survey.
- The National CTC makes the survey a requirement. Specifically, if an attendee doesn’t do the end-of-program survey, he/she is ineligible to attend “Working Connections” for 12 months. Obviously, once you have a rule like this in place, one of the first things you do when someone registers is to go back to the previous “Working Connections” information and be sure that he/she did the survey.

- Remember that for this to work you're asking attendees the same question at registration that you're asking on the surveys (hometown, first pet, last four numbers of SSN). This will allow you to match those keyword answers without necessarily revealing the survey-taker's identity. That is, if one of your attendees puts "Los Angeles" as a hometown when he/she registers, all you're doing at the end is making sure one of the survey takers also put "Los Angeles" as a hometown on the survey. You won't know how the "Los Angeles" person responded to the other questions.
- Sample questions for the overall survey include:
 - 1 Working Connections provided me with high quality IT training. (Agree/Disagree)
 - 2 Working Connections showcased "best practices." (Agree/Disagree)
 - 3 Lunch speaker on DAY was helpful and informative. (Agree/Disagree)

>>Questions 1, 2, 3 above are answered on a scale: Strongly agree, Agree, Disagree, Strongly Disagree

 - 4 What features did you like best about Working Connections?
 - 5 Will you teach a course as a result of this professional development?
 - 6 If you are not going to teach a course, how do you plan to use this information?
 - 7 How will you demonstrate that the learning from Working Connections has increased your capacity to impact student learning in this area? And how will you verify this impact?
 - 8 What would like to see us do next year that we did not do this year?
 - 9 What topics interest you for future Working Connections events?
 - 10 How many Working Connections events have you attended? (Select from a list)
 - 11 Using your best estimate, how many new courses have you or your college created or modified as a result of the training you received from prior Working Connections?
 - 12 Using your best estimate, how many new certificates have you or your college created or modified as a result of the training you received from prior Working Connections?
 - 13 Using your best estimate, how many new degrees have you or your college created or modified as a result of the training you received from prior Working Connections?
 - 14 How many students have you or your college had enrolled in these new/modified classes/programs?
 - 15 What other intensive professional development have you participated in during the last year (equivalent to Working Connections)? What was the cost?
 - 16 How, if at all, will this week's in-person networking with your IT faculty peers help you and your program?
 - 17 If you're from out of town and stayed at a local hotel this week, which hotel did you use?
 - 18 If you're from out of town and stayed at a local hotel this week, were you satisfied with your experience at that hotel? Is there anything we should know about your stay?
 - 19 Have you or your program used any of the following NetLab labs? Does your school have its own NetLab installation?
 - 20 Please tell us anything else you would like us to know.
 - 21 What social media tools/platforms, if any, do you use at least once per week? (Select from a list)
- Sample questions for the track-specific survey include:
 - 1 Describe your level of expertise regarding the following track goals as of RIGHT NOW at the end of Winter Working Connections. That is, where are you today?
 - 2 Describe your level of expertise regarding the following track goals BEFORE attending Winter Working Connections. That is, where were on Sunday night?

>>For questions 1, 2, the choices are Beginner, Intermediate, Advanced, Master

 - 3 If your level of expertise in any of the above three track goals increased as a result of your Winter Working Connections training, please check any answer below that you feel most contributed to your increased level of expertise.

>>Choices are Discussion/Q&A, Hands-on practice, Help from classmates/other attendees, Instructor's lecture, Real-world examples/content, Textbook.handouts, Other

 - 4 Instructor was subject matter expert.
 - 5 Instructor communicated subject well.
 - 6 Instructor understood audience and held my attention.
 - 7 Instructor was skilled in listening and questioning.
 - 8 Instructor reacted positively to questions.

- 9 Instructor gave straightforward answers.
 - 10 Instructor encouraged participation from all members.
 - 11 Instructor stayed focused on the class objectives and content.
 - 12 Instructor was effective and I would take another class from him/her.
 - 13 Course material focused on content that was useful.
 - 14 There was appropriate hands-on practice and exercise.
 - 15 Right length of time for material covered.
 - 16 Course materials up-to-date and easy to follow.
 - 17 Use of class time was balanced between projects, lab, and information dissemination.
 - 18 Time in class was well-spent.
 - 19 Will you use what you learned when teaching the next academic year?
 - 20 Would you recommend Working Connections to a colleague?
- >>All of the above questions are answered on a scale: Strongly agree, Agree, Disagree, Strongly Disagree
- 21 What was the best component and/or most valuable content of your track?
 - 22 What do you suggest we do next time to improve the track if offered?
 - 23 Approximately how much of your travel costs were not covered by the CTC’s travel reimbursement?
How are you paying for this unfunded portion?

- The NSF values evaluation of learning and implementation beyond just on-site surveys. That is, consider conducting longitudinal surveys to help track classroom/curriculum impact after the event concludes. Contact Mark Dempsey for more details.

REGISTRATION/WELCOME PACKET

- Each attendee gets a registration packet, which should be customized by track. That is, if one track has handouts, only those attendees for that track should get the handout.
- Maintain a consistent style and format for all of the materials you provide attendees and all materials you post, like signage. The National CTC can help by providing branded letterhead/logo templates for letters, PowerPoint slides, table tents, name badges, and certificates. Contact Mark Dempsey for details.
- Remember also that instructors will get a packet that will include their specific instructions.
- The registration packet consists of:
 - Welcome letter from you, your PI, or your dean (See **EXHIBIT L** for the 2012 Winter Working Connections letter – created in Word)
 - Event agenda (See **EXHIBIT M** for the 2016 Summer Working Connections agenda – created in Word)
 - Event maps (this ideally includes floor plans showing classrooms, bathrooms, and vending machine locations)
 - Travel reimbursement forms
 - Tourist information from your local Chamber of Commerce
 - A list (with map) of local restaurants for evening dinners
 - Any marketing/informational material about future events for your school
 - Name badge or table tent (this can be clipped to the outside of the packet – but be sure your badge type matches your lanyard type; clip-on badges don’t work well with clip lanyards)
 - If you’re active in social media, a flyer with your Twitter handle, Facebook address, blog URL, etc.
 - Classroom behavior reminder
 - “Save the Date” card for a future event
 - Event lunch menu
 - Participant directory – names, schools, emails (this can help further the networking efforts during the week)

- In addition to being included with the registration packet, the agenda can also be e-mailed in advance or attached/linked to an invite follow-up or website.
- Be sure to proof the badges after printing to make sure names, schools, and tracks are all correct.
- Any student or temp helpers should also be given some kind of abridged agenda packet so they understand the overall schedule and logistics.
- Keep the registration process streamlined. Don't gum up the line by asking participants to sign release forms. Have them sign the attendance sheet, pick up their packet, and head to the classroom. You may also want to set up two registration stations based on last name (e.g. A-L and then M-Z) so you can process two attendees at a time.
- At the registration table you'll have the sign-in sheet, the release forms, and other giveaways.
- You should have plenty of pens on hand at registration. Be prepared to let them walk off. For this reason, branded pens are ideal.
- To get participants into the correct classroom on the first day, in addition to hanging plenty of arrow signs on the walls and outside classroom doors, you may also want to put signage on the registration table. This could be maps or arrow signs to help point everyone in the right direction. It might also help to put the room number on the registration badge.
- Make one or two extra registration packets as backups.
- Use mail-merge to quickly make the name badges or table tents. Don't forget to make these for your staff, your lunch speakers, and your instructors. You should also make blanks for those you missed or those you were not expecting – those can just be handwritten with a marker. Also be sure to make the font/text large enough to be read by your intended “reader,” who may be all the way across the room. Please see **EXHIBIT N** for a sample.
- The National CTC uses a nice branded tablecloth that looks nice on a registration table.
- For larger events, color coding the name badges by track can help attendees recognize one another and stay organized.
- For name badges, some people prefer lanyards. Try to have those available if possible.
- It can help with ice-breaking and networking to add hometowns and states to the name badges.
- Larger events may require two separate registration tables, divided either by track or by last name (one A-L table and one M-Z table).
- Make plenty of “arrow signs” that will direct attendees to registration, to lunch, and to their classrooms.
- Consider ways to recycle plastic name badges and lanyards; that is, you can reuse those items net time, while the attendees will probably just throw them away. Maybe pass around a “recycle” basket at the end of the event.
- Find a way to convey to the participants a need to respect the learning environment, just as they'd want their own classroom respected at their home schools. That means turn off cell phones, don't talk, and if you have to leave, do so quietly.
- Consider developing a short orientation video that can be played (on YouTube) in each classroom at the start of the week. This might be an efficient, polished way to insure that the same message is delivered to everyone.
- If possible, put tablecloths on your registration tables.
- Have in place a plan for an unregistered walkup. Would you let someone in who's not on your list? Have that conversation in advance just as a contingency so you're not taken off guard when it happens. The best solution may be to simply offer a seat in a track that has room. That is, they can't get a seat into a closed/full track.
- If registration is over and you're still waiting for a few latecomers, you can either leave someone sitting at the table to wait or you can set up a sign directing latecomers to come to your office to sign in and gather their registration packet. They're late, they have to do some walking.

GIVEAWAY ITEMS

- Will there be any giveaway items? This can be something as simple as branded plastic cups or something as elaborate as a vendor-donated prize.
- If you are doing a prize drawing (avoid the term "raffle"), work out in detail the logistics of how that will work. Will it be a door prize where everyone gets a ticket for a drawing (in which case a good way to distribute tickets is to slide one inside the back of each registration-packet name badge)? Or will it be tied to a specific track goal, such as everyone who passes a test gets the item? It works well when one person calls out the numbers while a second person walks the prize out into the crowd.
- Sometimes, prize drawings help keep people from leaving early. That is, the prize isn't awarded until the very end of the event.
- In addition to vendor donations and branded premiums (cups, lanyards, pens), another source of prizes are local donations, like gift certificates to local restaurants and businesses.

SOCIAL MEDIA

- You could use social media (and specific hashtags) to promote the event, engage the attendees, and create a community. Maybe the attendees can be encouraged to post about what they learned that day or post classroom photos. Prizes could even be awarded for the most or best social media engagements.

ONE WEEK OUT

- Check in with the **attendees** one last time. Make sure they all know where to go for registration and what time to be there. This includes attaching a map with specific directions and the final event agenda (see **EXHIBIT O** for the 2016 Summer Working Connections map – created in Word using an embedded JPEG image created in Publisher). Offer to answer any final questions or concerns. Here's a sample of one way to convey all of this:

Greetings from Frisco, Texas!

Summer Working Connections starts bright and early Monday morning. The registration packets have been collated, the lunches ordered, the name badges printed, the classroom computers configured. All we're missing you!

A few final notes and reminders:

* TRACK PAGE - Please be sure to visit your "**vsphere 5.5 - Install, Configure, and Manage**" track's page for any last-minute instructions or information. Your assigned classroom is **H137** in Heritage Hall. The URL is:
<http://summerworkingconnections.mobilectc.wikispaces.net/vSphere+5.5>

* CAMPUS MAP - Registration begins at **8:00am** on Monday morning in the lobby of Heritage Hall. Please see the attached campus map. There will be two registration tables - one for last names A-K and one for last names L-Z. Your class will begin at **8:30am**.

* AGENDA - I've also attached the Working Connections agenda. A hard copy will be included in your registration packet.

* SURVEYS - We require that all participants complete two surveys at the end of the day on Wednesdays. If you don't do the surveys, you may be ineligible to attend a Working Connections event for the next 12 months. All surveys can be found here:
<http://summerworkingconnections.mobilectc.wikispaces.net/Surveys>

* TRAVEL REIMBURSEMENTS - During your Friday morning break, my colleagues and I will be available in room H209 to collect your travel reimbursement requests and answer any questions you may have. If you need to print travel documents, your classroom has a networked printer.

* LUNCH MENU - Review next week's lunches here:

<http://summerworkingconnections.mobilectc.wikispaces.net/Lunch+Menu>

No substitutions are available, so plan accordingly. The only complimentary beverage that's available outside of lunch is coffee and water in the break room. If you need a soft drink or iced tea, please make plans to bring that with you.

* TEXAS HOTEL TAX EXEMPTION - If you are a Texas educator, you are exempt from hotel sales taxes. Please print out the attached form and present it to your hotel when you check in. Some hotels may not accept this form at check-out. Note that if you're requesting reimbursement from Collin College, state hotel tax will not be reimbursed. Use this form and get it waived. If you don't use this form, you will have to pay the state tax out-of-pocket.

* MESSAGE BOARD - Feel free to use the whiteboard in the H209 break room to write messages to one another. We always seem to have people looking for rides or coordinating evening events. This may be a good way to help with that since everyone eventually visits the break room.

* SHUTTLE TIMES - For those staying at the Holiday Inn Express Frisco and the Marriott SpringHill Suites, we've worked out a shuttle schedule for you to help minimize bottlenecks. You should still check in with the front desk regarding the shuttles.
 Holiday Inn - 7:45am Mon; 8:00am rest of the week
 Marriott - Mon 7:30am and 8:00am; 7:45am and 8:15am rest of the week (the shuttle is small so it may take two trips)

If you have any final concerns or questions, please let us know.

We'll see you next week!

- Check in with the **instructors** one last time. Give him/her your contact numbers (including cell phones) and be sure it's again clear where and when they are to go on the first day – you can use the same map (**EXHIBIT O**) as you did for the attendees. Make it as foolproof as is possible. This may also be a good time to ask again if they need anything specific or unusual for the classroom. Offer to answer any final questions or concerns.
- Check in with the **lunch speakers** one last time. Give him/her your contact numbers (including cell phones) and be sure it's again clear where and when they are to go for their talk – you can a variation of the same map (**EXHIBIT O**) you did for the attendees. Make it as foolproof as is possible. Offer to answer any final questions or concerns.
- Send the **caterer** a final headcount and ask for a revised estimate of the cost. You want to be sure you're on the same page regarding what they're delivering. This is also a good time to remind them of the delivery times.
- Double-check classroom reservations and set-ups to be sure you can accommodate the final number of attendees. In other words, has your headcount grown too big for the room size?
- Meet with any student or temp help to explain logistics and answer questions. Also be sure you have their cell phone number and you have theirs.
- Build and assemble your registration packets.

FINAL PREP

- Prepare a “supply box” with Clorox wipes, power strips, markers, clear Scotch tape, larger clear strapping tape, heavier duct tape (in case you need to tape wires and cables to the carpet – red is better for visibility), extra doorstops, dry erase markers, 2-gallon Ziploc baggies
- Do an internal “walk-through” meeting with your staff, going through the schedule day by day and hour by hour to be sure nothing's been overlooked. This level of detail will allow you and your team to pre-visualize the event, discuss problems, and identify lingering last-minute “to do” items that need to be handled. You will need to have internal meetings throughout the process – this is not the only meeting you should plan.
- Make plans for someone to take photographs. Group photos are always good. A nice goal is to take one photo of each track.
- Be sure you have with you any cell phone numbers you need. Don't assume you can get back in your office over the weekend or early in the morning. Take home with you on Friday afternoon anything and everything you'll need for the start of the event.
- Prepare simple announcement scripts if needed. Be clear on who's making which announcement on what day.

- Create a “work schedule” grid that explains in detail the roles and responsibilities of each team member so everyone knows his/her job during the event. That is, who’s doing what when? Include arrival times and don’t forget to include any student or temp workers.
- Will one of the deans or provosts be interested and available in saying a few remarks and welcoming the group, either at a keynote or at a lunch?
- If possible, get all of your refreshment supplies and registration materials as close to the venue as possible. This may mean requesting permission to store everything in an office or closet in the venue building on the Friday afternoon before the event’s Monday start.
- If you feel comfortable doing so, leave textbooks in their respective classrooms before you leave for the weekend. Textbooks are precious commodities, so if you’re at all worried about theft, leave them locked up. But in some cases, hiding a cardboard box of textbooks in a far corner over the weekend will be okay. It can be a lot of work to wheel textbooks around to all of the classrooms on Monday morning during registration..
- Consider arranging a room on the last morning of the event to store everyone’s luggage. With classes ending after 12pm, most attendees will have checked out of their hotel and plan to go straight from the classroom to the airport after the program ends. One possibility might be the “meeting room” you’ve already reserved.

THE FIRST MORNING

- Hang your “arrow signs.” More is better. Make it easy for the attendees to find their track classrooms, the registration table, the break room, and the lunch room. If possible, leave these signs up for the duration of the event. It will help your first-morning workload if these signs can be hung the Friday before the event. Please see **EXHIBIT P** for 2016 Winter Working Connections signs (created in PowerPoint).
- Hang on the front doors of your venue a campus map with specific directions on where to go for registration. You may also want to mark on these same maps the location of lunch if it’s in a different building. Anticipate your attendees possibly going to the wrong building –hang these campus map signs on those as well. It might also help to include a “you are here” element to help further orient them. If possible, leave these signs up for the duration of the event. Please see **EXHIBIT Q** for a 2012 Winter Working Connections map – created in Publisher, but this image could have been pasted into a Word document).
- Keep your registration staffed table all day in case someone arrives late. For larger events, it may be a good idea to use the table for the duration of the event as a kind of centralized information center for attendees who might have questions or problems.
- As attendees show up, give them a packet (with name badge clipped to it), have them sign a release and the sign-in sheet, and pass out whatever premium giveaways you may have.
- Bring with you a laptop – which you hopefully previously tested.

DURING THE EVENT

- Consider hosting a “Meet and Greet” for all the instructors and or guest speakers before the attendees arrive to work out any last-minute details and “break the ice.”
- Keep the rooms clean between sessions.
- On the first day, assign someone to help steer and guide everyone to the lunch venue when the morning classes end.
- Take photos, both posed group shots and candid classroom shots.
- Visit each class throughout the event and speak to the instructors and the attendees as often as possible. Circulate, smile, and schmooze.
- Keep an eye on “break room” supplies. Make more coffee, get more ice, replenish snack bowls if levels get low.

- At the end of the day, leave the room as you found it – this may mean erasing the boards, emptying the trash, straightening the tables and chairs.
- Keep a record of problems or questions that arise. You want to learn from your mistakes and adjust procedures for the next event.
- If your event includes a series of presentations by different people that must stick to a specific schedule, consider assigning someone the role of “timekeeper” to make sure no one runs long and throws the agenda out of whack. This could even mean some sort of sign system (a yellow card means “five minutes” and a red card means “one minute – two more sentences and sit down”).
- A typical day might look like this: in the morning before classes start, arrive early to unlock the doors and start the break room coffee, then greet participants as they enter the building and go to class. This is a good time to answer questions and troubleshoot problems. Once classes start, the morning can be spent on office work and collecting the morning attendance sheets. You may need to go early to the lunch room to supervise the catering delivery and test the lunch speaker’s AV set-up. After lunch, collect the afternoon attendance sheets and put out the break room snacks. As the day winds down, you’ll turn off the coffee, reset the break room for the next morning, then be sure everyone’s out of the classrooms so you can lock the doors.

EVENT WRAP

- Take down all of your “arrow signs.”
- Pay the vendors. This means becoming familiar in advance with your school’s accounts payable process. Typically, you will submit an original receipt along with an internal form. For food, you may have to submit a list of attendees and a program agenda as proof that the event happened.
- Process any travel reimbursement forms. Again, become familiar with school’s process. Use the Excel “master” sheet to help you stay organized and monitor which payments gets reimbursed when - please see **EXHIBIT R** for a sample of this spreadsheet – created in Excel.
- Part of the reimbursement process should include notifying the attendees if you or your business office amends the requested travel amount (i.e. you deny a claim or receipt). You want to keep them in the loop so they’re not surprised when the check isn’t what they were expecting. This notification can be a function of the Excel sheet you’re using to track reimbursements.
- Send PDF copies of the final scanned travel reimbursement packets to those attendees.
- Follow up with your AP office to be sure all vendors get paid – this is especially important for the instructors and attendees. This courtesy can engender a lot of goodwill. Don’t wait for someone to ask when they’ll get the check. Try to be proactive and let them know when they can expect payment.
- Mail certificates to anyone who didn’t receive them in person.
- You may want to send out thank you letters or cards to instructors and guest speakers.
- Archive your paperwork, either in a binder or in a paper file. This includes invitations, wiki web pages, handouts and registration materials, instructor contracts, travel reimbursement forms, signed release forms, completed sign-in sheets, catering paperwork, room set-up paperwork, survey results, and your “arrow signs.”
- Contact anyone who registered but did not show up. Here’s one way to handle this:

Dear Working Connections Registrant,

We missed seeing you at Winter Working Connections.

When we have a "no-show" from a registration, we still pay expenses for the RSVP'd list of attendees. If we are notified within a week or so of the event, we can adjust some costs, such as food.

Please let us know the reason why you were unable to attend. We would like to include you in mailings for future events, but we hope you understand that when you sign up for an event, we incur the cost unless you notify us beforehand.

Thank you for your interest in Working Connections.

- Debrief with your staff to discuss what worked, what didn’t, and how you can improve things for next time. This is why it’s so good to keep detailed notes during the event of problems and questions. These lessons can go into your own “best practices” list unique to your own college.

FOR ONLINE TRACKS

Certain special considerations may be necessary for all online tracks in which no one’s in a classroom together.

- Standardize attendance rules. At in-person events, it’s easy to look at the room and see who’s missing and allow latecomers to sign the roll sheet when they arrive. Checking attendance isn’t as simple for online tracks. Instructors may call roll one time in the morning and one time in the afternoon, then focus on the instruction. Latecomers might not be noticed. One solution is to give the instructors an assistant to help monitor attendee lists throughout the session. It might also help if to make clear in advance that attendees must be proactive with attendance; they won’t get a certificate unless they attend every session and get marked as present; in other words, if they’re late and miss roll call, they need to speak up to be sure they’re marked “present.” Another way to help with this: call roll twice in each half-day session. Finally, because even those who are counted may not be fully engaged in the class since they’re participating remotely, you might consider rewording the certificate language – something softer (“participated in” rather than “successfully completed”) to cover everyone.
- Minimize cybersquatters. Find a way to restrict access to the online event to only those who register and make clear on the website that the track is intended for registrants only – no “link sharing” is permitted.
- Stay in the loop on instructor-to-attendee communications. Clear email correspondence is particularly important for online classes where there’s no in-person Monday morning session to clear up questions and problems. Ask instructors to always cc you on any correspondence they send to the attendees.
- Demand attendees be proactive with track information prior to the start date. Again, no one’s meeting anyone in person on machines that have already been loaded up with the necessary software, so attendees need to take more responsibility for making sure they’ve ready. Thus needs readubg the prerequisites on the track website page and following up with the instructor in advance if they have question or suspect they didn’t get an email.
- Be sure you instructor knows to teach online. What works in the classroom may not work online. And so you may want to somehow vet the instructor’s online experience and/or ask him/him to provide a preview of the first online lesson.
- Always be sure to test the screen-share webinar platform (no matter if it your system or your instructor’s) in advance of the event. That gives everyone a chance to work out kinks in advance and minimize problems that may arise on the first day of the event.
- Encourage the instructors to spend the few first meeting going around the virtual room so everyone can introduce each other.
- Consider sending out a final “check in” email at 8am on the Monday it starts.

Please note also that the National CTC will require you to submit an “Event Report” at the conclusion of your event. Please see **EXHIBIT S** for a sample – created in Word. This packet will include a copy of your event agenda and budget, a list of attendees, track details, survey summary, and a report by you analyzing the success and impact of the event on your attendees and region.

Exhibit List

AA – Calendar for Benchmark Dates

A – Project Plan

B – Event Invitation

C – “Request for Travel Reimbursement” form and “Per Diem Worksheet”

- D – Travel Policy
- E – Instructor Checklist
- F – Instructor Daily Instructions
- FF – Instructor Orientation PowerPoint
- G – “Missing Item” Checklist
- H – Travel Reimbursement “master” sheet (blank)
- I – Sign-in Sheets
- J – Certificate
- L – Welcome Letter
- M – Event Agenda
- N – Name Badge
- O – “Registration Map”
- P – “Arrow” Signs
- Q – “You Are Here” Map
- R – Travel Reimbursement “master” sheet (complete)
- S – Event Report

WORKING CONNECTIONS Project Plan

Action	Notes	When	Who	Status	Date
Set the event date - set the registration open/close dates		Prep			
Decide on content/tracks		Prep			
Reserve the venue and rooms		Prep			
Decide on travel reimbursement rules and publicize		Prep			
Create the event website		Prep			
Plan the invitation, finalize e-mail list		Prep			
Book instructors		Prep			
Open registration - send out invitation and start tracking RSVPs		Prep			
If anyone needs CEUs, start working that out with college		Prep			
Order catering		Organizing Logistics			
Book lunch speakers		Organizing Logistics			
Order textbooks		Organizing Logistics			
Prepare travel reimbursement forms		Organizing Logistics			
Gather instructor information (cell phone, AV needs, classroom needs, abstract, goals, etc)		Organizing Logistics			
Process instructor contracts		Organizing Logistics			
Order/arrange AV and computer lab support for the classrooms		Organizing Logistics			
Order/arrange room set-ups for the classrooms		Organizing Logistics			
Plan in-house catering (coffee, snacks, ice, etc.)		Organizing Logistics			
Send formal confirmation e-mail to registrated attendees		Organizing Logistics			
Create Excel document for registrants, which can be used for other tasks (e.g. travel reimbursement tracking)					
Continue updating event website with new details		Organizing Logistics			

Finalize catering headcounts - don't forget staff, instructors, VIPs		Organizing Logistics			
Make the name badges/table tents		Organizing Logistics			
Gather premium/giveaway items		Organizing Logistics			
Prepare sign-in sheets		Organizing Logistics			
Prepare release forms		Organizing Logistics			
Prepare surveys		Organizing Logistics			
Order any additional supplies for the classrooms		Organizing Logistics			
Order any additional supplies for the office		Organizing Logistics			
Close registration, change wording on websites		Organizing Logistics			
E-mail final check-in to instructors		One Week Out			
E-mail final check-in to attendees		One Week Out			
E-mail final check-in to caterers		One Week Out			
Make final check-in to support staff (AV, rooms, computers)		One Week Out			
Create registration materials and assemble registration packets		One Week Out			
Make the track handouts		One Week Out			
Prepare certificates		One Week Out			
Make building signage		One Week Out			
Create a "work schedule" grid for staff to know who's doing what when		One Week Out			
Do a detailed walk-through meeting with staff of the event schedule		One Week Out			
Assemble supply box (cleaning supplies, power strips, tape, door stops, etc.)		One Week Out			
Post the surveys - remind everyone to do the surveys before they leave		One Week Out			
Hang the signage		One Week Out			

Set up the break room		One Week Out			
Manage sign-in sheets		During the Event			
Get release forms signed		During the Event			
Man the registration table		During the Event			
Monitor the break room food/drink levels		During the Event			
Keep the classrooms clean		During the Event			
Take notes during event of what's working and what's not		During the Event			
Clean up/lock up classrooms at end of day		During the Event			
Travel reimbursement "open house"		During the Event			
Pass out certificates		During the Event			
Pay the vendors		Wrap-Up			
Gather the travel reimbursement paperwork and process payment (use your Excel list to help manage this)		Wrap-Up			
Analyze the survey results		Wrap-Up			
Do a debriefing meeting with staff to discuss lessons learned and start creating a "best practices" list		Wrap-Up			
Create an archival file or binder of key documents		Wrap-Up			

projected

"Registration open" invite - VIP ONLY 17 WEEKS OUT	Mon March 3
"Registration open" invite - GENERAL PUBLIC 15 WEEKS OUT	Mon March 17
Reminder invite - VIP and GENERAL PUBLIC 12 WEEKS OUT	Mon April 7
EMAIL to instructors - your class is a go, here's your track URL	n/a
EMAIL to instructors - packets and checklists (deadline May 20)	n/a
"Last chance" invite - VIP and GENERAL PUBLIC 7 WEEKS OUT	Mon May 12
EMAIL to all registrants (grouped by track) - June 3 registration deadline reminder, June 14 airline ticket date reminder	n/a
EMAIL to all registrants (grouped by track) - last day to cancel without penalty	n/a
Another reminder invite - VIP and GENERAL PUBLIC ("seats still available") 3 WEEKS OUT	Mon June 2
Registration closes 3 WEEKS OUT	Fri June 13
FINAL EMAIL reminder to all registrants regarding event logistics	n/a
Event starts	Mon July 7

Reassess the wait lists	Wed May 1
Kill underperforming tracks	Fri May 24
Registration ends	Fri June 13
Last day to switch or cancel	Fri June 13
Last day to pre-approve travel	Fri June 13
Last day to buy airline tickets	Mon June 16
Travel forms due	Fri Aug 15

FIRST INVITATION – 15 weeks out
Constant Contact



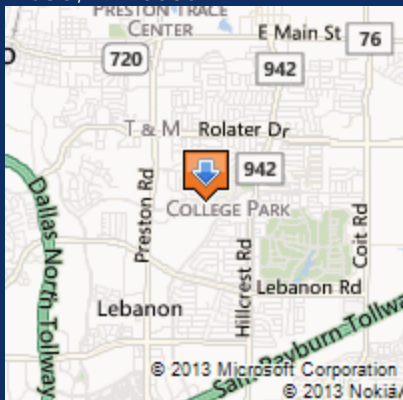
When

Monday July 8, 2013 at 8:00 AM CDT
-to-
Friday July 12, 2013 at 12:30 PM CDT

[Add to Calendar](#)

Where

Collin College - Preston Ridge Campus
9700 Wade Blvd.
Frisco, TX 75035



[Driving Directions](#)

[Get more information](#)

[REGISTER NOW!](#)

Dear Helen,

You're invited to attend the Summer Working Connections IT Faculty Development Institute that runs July 8-12, 2013 at Collin College in Frisco, Texas.

[REGISTER NOW!](#)

Working Connections offers cutting-edge, cost-effective professional development opportunities to current high school and community college faculty that is often only available through expensive commercial training.

The goal of Working Connections is to provide attendees with the expertise needed to teach their respective track in a subsequent semester, bringing the most current information to their classrooms either as a stand-alone course or as supplemental information to an existing course.

The Working Connection registration fee will be covered by the Convergence Technology Center. There is no tuition cost.

The 2013 Summer Working Connections training tracks are:

- [Advanced Network Analysis, Troubleshooting, and Security \(Wireshark\)](#)
- [Citrix Application Virtualization](#)
- [EMC Cloud Infrastructure and Services](#)
- [Introduction to Forensics](#)
- [Introduction to iOS Mobile Programming](#)
- [Microsoft Server 2008 Network Infrastructure Configuration](#)
- [VMware vSphere 5.1](#)



www.connectedtech.org

Click the link below to register for one of these exciting new tracks! Space is limited!

Registration ends **Friday, June 28!**

[Get more information](#)

[**REGISTER NOW!**](#)

[I can't make it](#)

Travel reimbursement opportunities are available for select educators. Learn more by visiting the [Working Connections Website](#) or by contacting [Mark Dempsey](#), 972.377.1582.

You're also welcome to contact Helen Sullivan (hsullivan@collin.edu, 972.377.1648) or Ann Beheler (abeheler@collin.edu, 972.377.1649) with questions.

Travel reimbursement eligibility, if requested, will be confirmed via e-mail within 48 hours of your registration.

Thank you and we can't wait to see you at the Summer Working Connections IT Faculty Development Institute!

Sincerely,

Mark Dempsey
National Convergence Technology Center
mdempsey@collin.edu
972-377-1582

REMINDER – 2 weeks after first email
Constant Contact



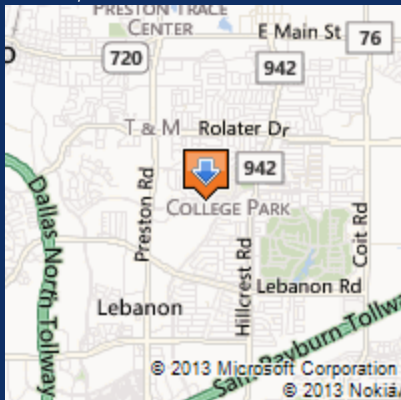
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Frisco, TX 75035



[Driving Directions](#)

[Get more information](#)

[REGISTER NOW!](#)

Dear Helen,

If you haven't already considered attending the Summer Working Connections IT Faculty Development Institute that runs July 8-12, 2013 at Collin College in Frisco, Texas, please take a moment now to learn more about the program.

The Wireshark and iOS Mobile Programming tracks are almost filled. Only a few seats remain.

And the Microsoft Server track has now been upgraded to Microsoft Server 2012.

[REGISTER NOW!](#)

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- [Introduction to iOS Mobile Programming](#)
- [VMware vSphere 5.1](#)

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Mark Dempsey
National Convergence Technology Center
mdempsey@collin.edu
972-377-1582

REMINDER to non-responders – 8 weeks out
Constant Contact



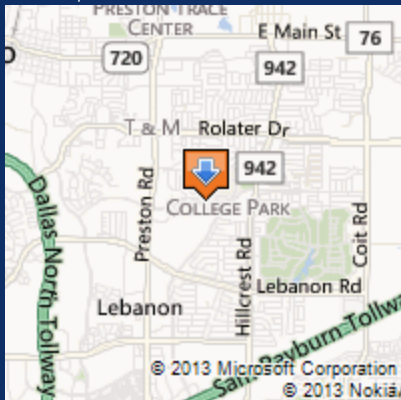
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9700 Wade Blvd.
Frisco, TX 75035



[Driving Directions](#)

[Get more information](#)

[REGISTER NOW!](#)

Dear Helen,

Seats are still available for the "Citrix Application Visualization" track!

[REGISTER NOW!](#)

If you haven't already registered for the Summer Working Connections IT Faculty Development Institute that runs July 8-12, 2013 at Collin College in Frisco, Texas, please consider joining us for this important topic.

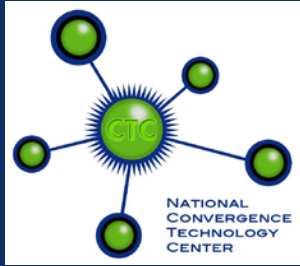
Did you know Citrix XenApp virtualizes any application and delivers it to any computer, tablet, or smartphone over LAN, WAN, 3G, and 4G? It's the de-facto standard for on-demand app delivery, proven by 25 million applications in production and over 100 million users worldwide. Don't let your students miss out on this networking tool!

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The Working Connection registration fee will be covered by the Convergence Technology Center. There is no tuition cost.

Click the link below to register for "Citrix Application



www.connectedtech.org

Virtualization"! Space is limited!

Registration ends **Friday, June 28!**

[Get more information](#)

[**REGISTER NOW!**](#)

[I can't make it](#)

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Sincerely,

Mark Dempsey
National Convergence Technology Center
mdempsey@collin.edu
972-377-1582

PER DIEM WORKSHEET - INDIVIDUAL

NAME OF PAYEE:		NAME OF EVENT:	Summer 2013 Working Connections	DATE:	
		CITY AND STATE:	Frisco TX		
	ESTIMATED TIME OF DEPARTURE:		ESTIMATED TIME OF RETURN:		

DATE(S) OF TRIP:	Sat July 6	Sun July 7	Mon July 8	Tue July 9	Wed July 10	Thu July 11	Fri July 12	TOTALS:
BREAKFAST								\$0.00
LUNCH		provided	provided	provided	provided	provided		\$0.00
DINNER								\$0.00
Total Daily Per Diem:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
TRIP TOTAL:								\$0.00

TEXAS PER DIEM RATES:	
BREAKFAST	\$10.00
LUNCH	\$15.00
DINNER	\$21.00
TOTAL DAILY TEXAS PER DIEM:	
	\$46.00

OUT OF STATE PER DIEM RATES:	
BREAKFAST	
LUNCH	
DINNER	
TOTAL DAILY OUT OF STATE PER DIEM:	
	\$0.00

CTC Convergence College Network
DATES, 2013, Event Title Request for Travel Reimbursement

PRINT NAME _____

SOCIAL SECURITY # (Only needed with final paperwork) _____

ADDRESS _____

CITY/STATE _____

ZIP CODE _____

Travel START Date & Time _____

Travel END Date & Time _____

Indicate which track registered for: track #1 / track #2 / track #3

Be sure to read carefully the "Travel Reimbursement Guidelines" prior to making your travel arrangements and submitting your paperwork.

		Estimated Expenses	Actual Expenses
**1. CAR – From home to airport	____ MILES AT \$0.56 PER MILE Attach MapQuest/GoogleMaps showing round trip. The allowable mileage between two points is the shortest route between those 2 points.	1. _____	1. _____
2. AIRFARE	Attach confirmed, detailed receipt, including itinerary. A 21-day advance purchase is required. Tickets must be purchased by June 14.	2. _____	2. _____
3. SHUTTLE/ TAXI/ OTHER TRANSPORTATION	From Dallas airport to hotel and back.	3. _____	3. _____
4. CAR RENTAL: An option instead of taxi or shuttle if it is more economical.	On car rentals, LDW (Loss Damage Waiver) will not be reimbursed by the District.	4. _____	4. _____
5. PARKING	At home airport only. Note: only reasonable, economical fees will be reimbursed. No valet parking accepted.	5. _____	5. _____
6. LODGING	Attach payment receipt that shows check in and check out. The hotel reimbursement is not allowed for those who live within an hour of the event. Collin College will not reimburse a room costing more than \$140/night including taxes.	6. _____	6. _____
7. MEALS	Complete "Per Diem Worksheet" for any meals not provided by conference. Do NOT provide meal receipts.	7. _____	7. _____
8. BAGGAGE CHECK	One checked bag each direction.	8. _____	8. _____
		\$ _____ TOTAL ESTIMATED EXPENSES	\$ _____ TOTAL REIMBURSEMENT REQUEST TO CTC (maximum allowed \$XXX unless pre-approved for more)

****MILEAGE DETAIL:** Is the starting address your home? YES NO If not, please explain:

REIMBURSEMENT TO BE PAID TO: School ~or~ Me (You must circle one) If school (or other source) is to be reimbursed, provide info:

School _____ Attn: _____

Address: _____ City: _____ State/Zip: _____

I understand that I am required to attend all # days of the event title in order to request travel reimbursement.

I understand that while I may submit my estimate of expenses via email or fax, I must submit my final request with original ink signature.

I verify that I have not and will not be reimbursed from my school/ business, or any other source, for any funds I am requesting to be reimbursed to me, personally. I understand that if I am not able to provide all requested documentation by deadline date, I waive my right to any reimbursement.

I verify that I have completed all of my online surveys. _____

PRINT NAME

Requestor Signature:	
CTC Approval:	
Date:	
	Check Request #

Return completed form & documentation to: Name, Address



Summer Working Connections July 11-15, 2016

TRAVEL REIMBURSEMENT GUIDELINES (CCN Level 1)

Pre-approved "Level 1" Convergence College Network (CCN) and partner college individuals may be eligible for **up to \$1275** in travel reimbursement. Please review the following information prior to making travel arrangements. You are personally responsible for following the guidelines below.

Questions and concerns should be directed to Mark Dempsey at 972.377.1582 or mdempsey@collin.edu.

Eligibility Criteria

To be eligible for this level of reimbursement, you must meet the following criteria:

- ★ Work as an IT/convergence faculty member or IT/convergence academic dean or director at a non-profit community college or four-year university
- ★ Intend to use what you learn in your track to teach or supervise a class in the next two semesters
- ★ Be a member of a "Level 1" CCN or a partner college (If you're unsure of your school's CCN Level, please contact Helen Sullivan - 972.377.1648, hsullivan@collin.edu or Mark Dempsey - 972.377.1582, mdempsey@collin.edu.)
- ★ Live one or more hours away from Collin College's Preston Ridge campus in Frisco, TX as determined by GoogleMaps
- ★ Attend the Sunday afternoon CCN meeting – July 10, 2016
- ★ Attend all five days of the conference - Monday morning, July 11, 2016 through Friday morning, July 15, 2016
- ★ Complete two end-of-course online surveys

Covered Expenses

The \$1275 in travel reimbursement can cover the following three categories. All are listed on the "Request for Travel Reimbursement" form. No exceptions will be made to exceed this \$1275 per-person cap.

<i>Travel Category</i>	<i>What You Submit</i>
Airfare	Receipt with passenger name, total amount paid, form of payment, and itinerary
Lodging	Itemized paid invoice showing payee, method of payment, and zero balance





Summer Working Connections July 11-15, 2016

Travel Category	What You Submit
Taxi	Original receipts

Expenses Not Covered

The following expenses are NOT reimbursable. Please see detailed travel categories below for more information.

- ★ Per diem/meals
- ★ Car mileage (unless you're driving instead of flying and have been approved by June 19)
- ★ Car rentals
- ★ Shuttle/taxi services – both in your home city and in the local Dallas/Frisco area
- ★ Parking – both in your home city and in Dallas/Frisco
- ★ Airline baggage check fees
- ★ Toll fees and gasoline purchases
- ★ Travel agent fees/commissions or flight/travel insurance (includes fees charged by on-line travel sites)
- ★ Airline upgrades and extra fees
- ★ Hotel room upgrades, valet parking, and personal expenses
- ★ Tips and gratuities

Please note also that Collin College **will not reimburse for airline and hotel bundles** purchased through online travel sites (e.g. Travelocity, Orbitz, Priceline, Hotwire, etc.) if an itemized airfare or hotel receipt cannot be obtained by the traveler. Many of these sites charge one rate for both airfare and hotel and often the hotel cannot provide the sort of itemized paid invoice that Collin requires for reimbursement. In general, Collin College urges you to **avoid these on-line travel websites** even if you're not buying a bundled package. If the travel website or the vendor (hotel, airline) cannot provide you an itemized receipt of payment, your expenses will not be reimbursed.

Driving Instead of Flying

Pre-approval is required from the National Convergence Technology Center (CTC) if you plan to drive instead of fly. If you do not get this approved in advance by **Friday, June 17, 2016**, these expenses will





Summer Working Connections July 11-15, 2016

not be reimbursed. No exceptions. See more information about driving vs. flying at the bottom of this document.

Important Info

- ★ The National CTC will reimburse on a first-come, first-served basis until funds are exhausted. Your travel reimbursement eligibility will be confirmed via e-mail within 48 hours of your registration for the event.
- ★ Reimbursement requests will not be processed until after the event ends and after you have provided all required paperwork and original receipts as described above.
- ★ That paperwork is due no later than **Friday, August 19, 2016**. If you are not able to provide all required documentation by this date you waive your right to reimbursement.
- ★ The National CTC follows Collin College's policy on travel reimbursements. All decisions of the Collin College Business Office regarding travel reimbursements will be final.
- ★ All reimbursement submissions are subject to review and approval and may not be guaranteed.
- ★ **An important rule of thumb:** always select the mode of travel that provides the lowest total cost to Collin College. To do otherwise risks the denial of your reimbursement request.
- ★ The reimbursement process can take 4-6 weeks.

Checklist

- ★ Complete and sign the "Request for Travel Reimbursement" form – a paper copy with an ink signature is required. (Please note that at the top, "Travel START Date & Time" refers to the day and time that you left your house and "Travel END Date & Time" refers to the day and time that you returned home.)
- ★ Provide original receipts and invoices – no copies, no faxes. Please tape all receipts to 8 ½ x 11 paper. DO NOT use staples. These will be attached to the "Request for Travel Reimbursement" form.

Completed travel reimbursement forms along with backup documentation is due by **Friday, August 19, 2016** to:

National Convergence Technology Center
Collin College
attn Mark Dempsey
9700 Wade Blvd. #J130
Frisco, TX 75035



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TECHNOLOGY CENTER



Summer Working Connections July 11-15, 2016

Questions?

All questions regarding CCN "Level I" participant travel should be directed to:
Mark Dempsey, 972.377.1582

Reimbursable Expenditure Details

Airfare: You must submit a receipt with passenger name, total amount paid, form of payment, and itinerary. A "confirmation" or "reservation" email is not enough.

The National CTC will pay for a basic coach seat. A 21-day advance purchase is required for all airline tickets. Specifically, if you buy a ticket after **Sunday, June 19, 2016**, you will only be reimbursed for the amount the ticket would have been had it been purchased June 19. For instance, if you buy a ticket on June 20 for \$300 and Collin College determines that the ticket would have cost \$275 on June 19, you will only be reimbursed the \$275.

Flight insurance, seat upgrades, early check-in or early boarding, preferred seating (unless there is proof no other seating category is available), or extra-leg room (unless a medical necessity as described by a doctor), and similar fees will not be reimbursed.

If you're forced to buy a more expensive seat because there was no other seats available on your flight, to be reimbursed for that extra cost, please submit a screen shot or printout proving that no other seats were available to you at the time of purchase.

Again, if you want to drive rather than fly to a destination, you must be pre-approved by the National CTC by **Friday, June 17, 2016**. You will only be reimbursed for the less expensive mode of travel. More information about driving vs. flying can be found below.

Lodging: You must submit an itemized paid invoice showing payee, check-in/check-out times, method of payment, and zero balance. A "confirmation" or "reservation" email is not enough.

It is up to the individual to book a hotel room.

Collin College will not reimburse a room costing more than \$140/night including taxes.

Valet parking, room upgrades, movies, alcohol, or any other similar personal expenses will not be reimbursed.

Texas educators are encouraged to complete and submit the Texas Hotel Occupancy Tax Exemption Certificate to their hotel to be exempt from state taxes. Collin College will not reimburse state occupancy taxes for Texas educators.





Summer Working Connections July 11-15, 2016

Shuttle/taxi: This will be an allowable reimbursement for Sunday, July 10 only to help get you to and from your hotel to Collin College for the CCN meeting. Most hotels will not offer complimentary shuttle service on Sundays.

You must submit original receipts of expenditures. Blank taxi receipts will not be accepted – the receipt must include taxi company name, service date, and pick-up/drop-off locations.

Tips and gratuity will not be reimbursed.

Driving vs. Flying

Driving instead of flying **must be pre-approved by Friday, June 17, 2016**. Should you choose to drive rather than fly, you will only be eligible for reimbursement of the less expensive mode of travel: either mileage from your home to the Dallas/Frisco hotel or the cost of a round-trip airline ticket purchased on Sunday, June 19.

<i>Reimbursements if you fly</i>	<i>Reimbursements if you drive</i>
No mileage	The <u>cheaper</u> of: airfare purchased Sun June 19 vs. mileage round-trip home to Dallas/Frisco hotel
Airfare	
Taxi for CCN meeting	
Hotel	Hotel

If you are approved to drive instead of fly, you must submit a print-out of your route documenting miles traveled using Google Maps.

Please also note the following:

1. The allowable mileage between two points is the **shortest route** between those two points. Mileage is currently reimbursed at 54c/mile and paid to the driver only.





Summer Working Connections July 11-15, 2016

2. You will only be reimbursed the cost of the less expensive mode of travel. For instance, if it costs \$150 to fly round trip to North Texas and \$250 for mileage, you would only be reimbursed the \$150.
3. Toll fees will not be reimbursed. Gasoline purchases will not be reimbursed.
4. Local mileage, including mileage between Collin College's Preston Ridge campus (PRC) and your Dallas/Frisco hotel, will not be reimbursed.



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Summer Working Connections July 11-15, 2016

INSTRUCTOR CHECKLIST “TRACK”

Please complete and return this form to Mark Dempsey at mdempsey@collin.edu. Feel free to also call 972.377.1582 with questions.

For your convenience, we've divided the questions below into two sections – those we need answered right away and those we don't need answered until Monday, June 29.

We look forward to seeing you soon!

Due as soon as possible:

I. PERSONAL INFO –

Name:
Bio (or link):
Photo (or link):
Cell phone number:
Mailing address:
Social Security Number (required for payment):

If you don't feel comfortable putting your SSN on this form, we can get it over the phone.

2. SYLLABUS OUTLINE - Please provide an overview of “Track Title” to be posted on our event wiki. We'd like to get from you both a broad overview and a more detailed day-by-day outline/agenda.

3. OBJECTIVES – Please list the top three objectives of “Track Title,” which we will use in creating the end-of-program evaluations:

-
-
-

4. TEXTBOOKS – If you require us to provide a textbook, please provide title, author, and ISBN.

5. CLASSROOM NEEDS – In addition to informing us what AV basics like whiteboards and projectors you think you'll need, please also specify the computer configuration (software installed, internet connection, etc.) you require for the students. Many of the classroom labs have “Deep Freeze” installed, which erases the machines' memory each evening – if this is concern, please let us know.





Summer Working Connections July 11-15, 2016

Due Monday, June 29:

1. PHOTOCOPY NEEDS – We ask that you keep printed materials to a minimum and use online postings wherever possible.

Please let us know if you expect to need help with photocopies. We would need your originals via electronic file by Monday, December 1. (If you prefer to make the photocopies yourself, please bring two additional sets beyond the number of registered attendees.)

2. WIKI MATERIAL – We can easily post course material or links on our Working Connections event wiki.

3. OTHER INFORMATION – Are there any other specific requirements or information you would like us to know about you or your class?

4. RECORDING AND PHOTOGRAPHY PERMISSION – For marketing and branding needs, do we have your permission to record a small portion of your session? Do we have your permission to take still photos of you and your students during your session?

5. COORDINATED BREAK TIMES – Are you open to scheduling your morning and afternoon breaks with the other tracks so attendees can network and mingle in the hallways and in the break room? Or would you rather leave your break times unscheduled and take as needed?





Summer Working Connections July 11-15, 2016

INSTRUCTOR DIRECTIONS for TUESDAY

Morning – 8:30am-12:00pm

- ★ To access the Collin College wireless internet this week:
User Name: guest-wireless
Password: Yuduth7s
- ★ Circulate the sign-in sheet. Every student must initial the sheet twice a day: once in the morning, and then once again after lunch. We will collect the sheets each day.
- ★ During the morning break, in H209 the grant staff will be hosting a CEU “open house.” For those interested in getting a CEU certificate for their time spent here at Working Connections, they can turn in the form in H209 and ask questions.
- ★ Give everyone a short break at 10:00am.

Lunch – 12:00pm-1:00pm

- ★ Lunch will again be served in the Conference Center.
- ★ Release your students for lunch around 11:55am so they have time to get to the Conference Center. Lunch is scheduled to end at 1:00pm.
- ★ Everyone must wear their badge.
- ★ Your classroom will be locked during lunch. If you want to bring your lunch plate back to the room, please let us know in advance.
- ★ Menu: “Home on the Range” - King Ranch casserole (corn tortillas, cheddar, mozzarella, chicken, poblano peppers, and cream sauce garnished with black olives) and vegetarian cheese enchiladas. Served with rice and beans and lemon pie. Iced tea and water.
- ★ The lunch program will feature a presentation by Chris Kadlec (Georgia Southern University) and David Keathly (University of North Texas) on cooperation between universities and community colleges.

Afternoon – 1:00pm-5:00pm

- ★ Plan on resuming your session at 1:05 or 1:10pm.






Summer Working Connections July 11-15, 2016

- ★ Circulate the sign-in sheet. Every student must initial the sheet twice a day: once in the morning, and then once again after lunch. We will collect the sheets each day.
- ★ Give everyone a short break at 3:00pm.
- ★ Please vacate the room at 5:00pm. Working Connections staff cannot leave until the rooms are locked and empty. Lingering conversations and discussions can be moved to the hallway or lobby.
- ★ Ask that your students take everything with them at the end of the day. Leave nothing behind.

Other

- ★ Coffee and ice will again be available in Heritage Hall's room H209 until 3:30pm.
- ★ Questions? Call or text Mark Dempsey (323.868.7437) or Helen Sullivan (972.377.1648).






Summer Working Connections

Summer Working Connections
Instructor Orientation

Tuesday, June 14, 2016



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Summer Working Connections

Why Are We Doing This?



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Summer Working Connections

The Schedule

Monday

- 7:00am, CTC staff here
- 7:30am, instructors arrive – packets in your classroom
- 8:00am - 8:30am, registration
- 8:30am - 12:00pm, class (with one 15-min break at 10:00am)
- 12:00pm - 1:00pm, lunch
- 1:00pm - 5:00pm, class (with one 15-min break at 3:00pm)
- 5:30pm - Happy Hour mixer at La Hacienda




Summer Working Connections


The Schedule

Tuesday

- 7:00am, CTC staff here
- 8:30am - 12:00pm, class (with one 15-min break at 10:00am)*
- 12:00pm - 1:00pm, lunch
- 1:00pm - 5:00pm, class (with one 15-min break at 3:00pm)

* CEU “open house”







Summer Working Connections

The Schedule

Wednesday

- 7:00am, CTC staff here
- 8:30am - 12:00pm, class (with one 15-min break at 10:00am)
- 12:00pm - 1:00pm, lunch
- 1:00pm - 5:00pm, class (with one 15-min break at 3:00pm)





Summer Working Connections

The Schedule

Thursday

- 7:00am, CTC staff here
- 8:30am - 12:00pm, class (with one 15-min break at 10:00am)
- 12:00pm - 1:00pm, lunch
- 1:00pm - 5:00pm, class (with one 15-min break at 3:00pm)







Summer Working Connections

The Schedule

Friday
7:00am, CTC staff here
8:30am - 12:30pm, class (with one break)*
12:30pm, dismissal (end promptly for those with plane tickets)


*Travel “open house” – times set by track



Summer Working Connections

Travel Reimbursements Friday morning

9:45am – Firewall Essentials
10:00am – Leadership Academy
10:15am – Swift for iOS
10:30am – Teaching Cloud Storage
10:45am – vSphere
11:00am – Wireless Technologies



Working Connections
IT Faculty Development Institute
Founded by: AACU | Microsoft | NWICT

Summer Working Connections

The Venue

Conference Center
LUNCH

J Building
TRACK
Leadership Academy

Heritage Hall
REGISTRATION
& TRACKS
Firewall Essentials
Teaching Cloud
vSphere 6
Wireless Technologies

Lawler Hall
TRACK
Swift for iOS

WIDE BLVD.
OHIO DRIVE
TOBACCO ROAD
★ MAIN ENTRANCE

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Working Connections
IT Faculty Development Institute
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Summer Working Connections

The Venue

First floor Heritage Hall

Room 134
Firewall Essentials

Room 132
Wireless

Room 139
vSphere

registration


water fountains

East Entrance (courtyard)

West Entrance (parking lot)

1st Floor

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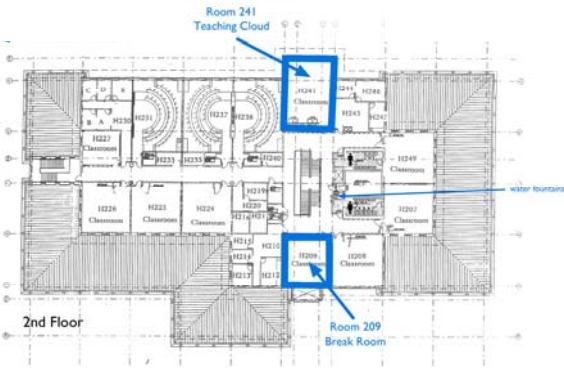


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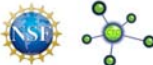
Summer Working Connections

The Venue


Second floor
Heritage Hall



2nd Floor



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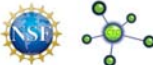


Working
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IT Faculty Development Institute
Founded by: AACU | Microsoft | NWICT


Summer Working Connections

Classroom Assistance

1. Look for our daily instruction sheet each morning
2. Take roll on the very first morning
3. Collect release forms as needed – not everyone will have one
4. Attendance sign-in sheets (morning and afternoon every day)
5. Monday after lunch – encourage everyone to do the survey
6. Tuesday morning break – CEU open house
7. Friday morning break – travel open house
8. Friday surveys – end a few minutes early to give everyone time to do both
9. Friday before end of class: pass out the certificates





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Summer Working Connections

Classroom Assistance

1. Look for our daily instruction sheet each morning
2. Take roll on the very first morning
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8. Friday surveys – end a few minutes early to give everyone time to do both
9. Friday before end of class: pass out the certificates






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Summer Working Connections

Track Switching

- * Attendees cannot switch tracks without the permission of Working Connections staff.
- * Instructors cannot approve someone changing tracks.
- * Please take roll on the very first day to be sure everyone's in the right classroom. If someone's in the room and not on your list, let us know. We'll provide a roster for you to use.


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Summer Working Connections

Other Logistics


1. If you bring handouts, please bring 2 more than the headcount just in case.
2. Your classroom will be locked during lunch, so if you plan on taking your plate back to your classroom, please let us know.
3. If anyone asks, the lunch menu is on our website. (It will also be on your daily information sheet.)
4. H209 upstairs is break room – cold water and coffee, afternoon snacks.
5. Please vacate the classrooms at 5pm. Staff can't leave until the rooms are empty and locked. Take any final conversations into the lobby.
6. Attendees must take everything with them at the end of the day.

Summer Working Connections

Questions?

Mark Dempsey, office 972.377.1582, cell 323.868.7437
 Christina Titus, office 972.377.1786
 Helen Sullivan, office 972.377.1648, cell 214.927.6588





Summer Working Connections July 13-17, 2015

TRAVEL REIMBURSEMENT
MISSING DOCUMENTS (\$1450)

Dear Working Connections Participant,

The following checked items are missing from your travel reimbursement packet and will need to be returned by **Friday, August 21, 2015** to the following address:

**National Convergence Technology Center
Collin College
9700 Wade Blvd., Suite J130
Frisco TX 75035**

You are missing the following documents:

- Airfare receipt with passenger name, total amount paid, form of payment, and itinerary
- Lodging paid invoice showing payee, method of payment, and zero balance
- Per Diem Worksheet

Thank you for joining us at Working Connections - we look forward to seeing you again next year!

If you have any questions please contact Mark Dempsey (mdempsey@collin.edu, 972.377.1582).



SEEKING TRAVEL, \$1300 (13)			TOTAL	track	req #	req sent	check paid	emailed update
George	Washington	City College		IPv6				
John	Adams	County School		IPv6				
Thomas	Jefferson	Big City School		IPv6				
James	Madison	Big State		IPv6				
James	Monroe	Community School		Junos				
John Q	Adams	Little College		Junos				
Andrew	Jackson	Little School		Junos				
Martin	Van Buren	City College West		Junos				
W H	Harrison	Big City University		Junos				
John	Tyler	Rural School		Junos				
James	Polk	County College		Junos				
Zack	Taylor	City Community Collge		Junos				
Milliard	Fillmore	Big School East		VMW				

NO TRAVEL (7)

Indicated on registration lived less than an hour away

Franklin	Pierce	Big State		VMW				
James	Buchanan	Community School		VMW				
Abe	Lincoln	Little College		VMW				
Andrew	Johnson	Little School		VMW				
US	Grant	City College West		VMW				
Rutherford	Hayes	Big City University		VMW				
James	Garfield	City Community Collge		VMW				

SEEKING TRAVEL, \$1300 (13)

notes

George	Washington	City College	
John	Adams	County School	
Thomas	Jefferson	Big City School	
James	Madison	Big State	
James	Monroe	Community School	
John Q	Adams	Little College	
Andrew	Jackson	Little School	
Martin	Van Buren	City College West	
W H	Harrison	Big City University	
John	Tyler	Rural School	
James	Polk	County College	
Zack	Taylor	City Community Collge	
Milliard	Fillmore	Big School East	

NO TRAVEL (7)**Indicated on registration lived less than an hour away**

Franklin	Pierce	Big State	
James	Buchanan	Community School	
Abe	Lincoln	Little College	
Andrew	Johnson	Little School	
US	Grant	City College West	
Rutherford	Hayes	Big City University	
James	Garfield	City Community Collge	



Summer Working Connections July 11-15, 2016

FIREWALL ESSENTIALS ATTENDANCE SHEET

Please initial. No Xs or check marks.

	Name		July 11 Mon AM	July 11 Mon PM	July 12 Tue AM	July 12 Tue PM	July 13 Wed AM	July 13 Wed PM	July 14 Thu AM	July 14 Thu PM	July 15 Fri AM
1	John	Adams									
2	Ulysses	Grant									
3	Warren	Harding									
4	Herbert	Hoover									
5	Andrew	Jackson									
6	Thomas	Jefferson									
7	Abraham	Lincoln									
8	James	Madison									
9	Theodore	Roosevelt									
10	Franklin	Roosevelt									
11	Zachary	Taylor									
12	George	Washington									



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Summer Working Connections July 11-15, 2016

Name		Registration Packet Signature (July 11)
John	Adams	
Ulysses	Grant	
Warren	Harding	
Herbert	Hoover	
Andrew	Jackson	
Thomas	Jefferson	
Abraham	Lincoln	
James	Madison	
Theodore	Roosevelt	
Franklin	Roosevelt	
Zachary	Taylor	
George	Washington	





Summer Working Connections 2016

Thomas Jefferson

Has successfully completed the
2016 Working Connections IT Faculty Development Institute
with an emphasis in

Advanced Network Analysis, Troubleshooting, and Security

Ann Beheler

Ann Beheler, PhD.
Principal Investigator, National Convergence Technology Center
Collin College

July 15, 2016



[Exit this survey](#)

Working Connections Summer 2014 Overall Conference Evaluation

Thank you for attending Summer Working Connections IT Faculty Development Institute 2014 at Collin College.

As you know, you are required to complete TWO end-of-program surveys (this overall survey and also a track-specific survey) in order to be eligible to attend future Working Connections events. Your comments are an essential element in our efforts to make sure this events gets better every year. We want to know what you liked and what you didn't like.

[Next](#)

[Exit this survey](#)

Working Connections Summer 2014 Overall Conference Evaluation

You have the option of remaining anonymous (i.e. you don't have to fill in the "Name" and "Email Address" boxes below).

However, you **MUST** enter the city of your birth and last four digits of your Social Security number on this and all future surveys - these answers have to match the answers you provided on your initial Working Connections (WC) registration form. If your answers do not match and we cannot confirm that you took this survey, you may be ineligible to attend future Working Connections events.

1. Please enter your name and email address (optional).

Name

Email Address

* 2. Please enter the city of your birth and the last four digits of your Social Security number. (Please use the same four digits that you used on your WC registration.)

City of Your Birth

Last 4 Digits of Social Security Number

[Prev](#)

[Next](#)

Working Connections Summer 2014 Overall Conference Evaluation

* 3. How would you describe your level of expertise in your track's topic BEFORE this training? In other words, where were you on Sunday night?

- Beginner
- Intermediate
- Advanced
- Master

4. How would you describe your level of expertise in your track's topic AFTER this training? In other words, where are you now?

- Beginning
- Intermediate
- Advanced
- Master

* 5. Please rate the following about your level of satisfaction in each of these areas of WC. (Mark N/A if you have no opinion):

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
WC 2014 provided me with high quality IT training.					
WC 2014 showcased "Best Practices."					

* 6. Please rate the following about your level of satisfaction in each of these areas of WC. (Mark N/A if you have no opinion or did not attend the session):

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Ann Beheler's presentation at Monday's lunch was helpful and informative.					
The five-minute "Lighting Round" presentations at Tuesday's lunch was helpful and					

Strongly Agree Agree Disagree Strongly Disagree N/A

informative.

The "Birds of a Feather" discussion format at Wednesday's lunch was helpful and informative.

Brett McCormick's presentation at Friday's lunch was helpful and informative.

* 7. What features did you like best about the WC?

* 8. Will you teach a course as a result of this professional development?

Yes

No

Please explain

* 9. If you are not going to teach material you learned in your track, how do you plan to use this information?

* 10. How will you demonstrate that the learning from WC has increased your capacity to impact student learning in this area? And, how will you verify this impact?

* 11. What would you like to see us do next year that we did not do this year?

12. What topics interest you for future WC?

* 13. How many Working Connections IT Faculty Development Institutes have you attended?

- One
- Two
- Three
- Four
- Five
- Six
- Seven
- Eight
- Nine
- Ten or more

14. Using your best estimate, how many new courses have you or your college created or modified as a result of the training you received from prior WCs?

15. Using your best estimate, how many new certificates have you or your college created or modified as a result of the training you received from prior WCs?

16. Using your best estimate, how many new degrees have you or your college created or modified as a result of the training you received from prior WCs?

17. How many students have you or your college had enrolled in these new/modified classes/programs? (Please provide your best estimated number.)

18. What other intensive professional development have you participated in during the last year (equivalent in depth to WC)? What was the cost?

Name of Professional Development Event:

Cost of Professional Development Event

19. If you're from out of town and stayed at a local hotel this week, which hotel did you use?

- I didn't stay at a hotel
- Candlewood Suites
- Holiday Inn Express
- Other (please specify below)

Other:

20. If you're from out of town and stayed at a local hotel this week, were you satisfied with your experience at that hotel? Is there anything we should know about your stay?

21. Please tell us anything else you would like us to know.

22. What tools and/or platforms, if any, do you use at least once per week?

Twitter

Facebook

LinkedIn

YouTube

Flickr

Blog

Newsletter

Prev

Submit

"Ethical Hacking" (Burkholder) Summer Working Connections 2014 Evaluation

[Exit this survey](#)

Thank you for attending Summer Working Connections IT Faculty Development Institute at Collin College.

As you know, you are required to complete TWO end-of-program surveys (this track-specific survey and also the overall survey) in order to be eligible to attend future Working Connections events. Your comments are an essential element in our efforts to make sure this event gets better every year. We want to know what you liked and what you didn't like.

[Next](#)

"Ethical Hacking" (Burkholder) Summer Working Connections 2014 Evaluation

[Exit this survey](#)

You have the option of remaining anonymous (i.e. you don't have to fill in the "Name" and "Email Address" boxes below).

However, you **MUST** enter the city of your birth and last four digits of your Social Security number on this and all future surveys - these answers have to match the answers you provided on your initial Working Connections (WC) registration form. If your answers do not match and we cannot confirm that you took this survey, you may be ineligible to attend future Working Connections events.

1. Please enter your name and email address (optional).

Name

Email Address

*2. Please enter the city of your birth and last 4 digits of your Social Security number. (Please use the same 4 digits that you used on your WC registration.)

City of Your Birth

Last 4 Digits of Social Security Number

*3. Please rate the following statements about how the track met its objectives.

Strongly Agree Agree Disagree Strongly Disagree

Course Objective 1: Participants will identify and execute the phases of Ethical Hacking.

Course Objective 2: Participants will utilize the Metasploit Framework to perform security auditing.

Course Objective 3: Participants will utilize the Social Engineering Tool to perform security auditing.

*4. Please rate the following statements regarding your track's instructor. Your instructor...

Strongly Agree Agree Disagree Strongly Disagree N/A

was subject matter expert.

communicated subject well.

understood audience and held my attention.

was skilled in listening and questioning.

reacted positively to participant questions.

gave straightforward answers.

encouraged participation from all members.

stayed focused on the class objectives/content.

was effective and I would take another class from him/her.

*5. Please rate the following statements regarding your track's content and structure.

Strongly Agree Agree Disagree Strongly Disagree N/A

Course material focused on content that was useful.

There was appropriate hands-on practice and exercises.

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Right length of time spent for material covered.					
Course materials seemed up-to-date and easy to follow.					
Use of class time was balanced between projects, lab, and information dissemination.					
Time in class was well spent.					

***6. Please rate the following statements regarding the future impact of this track.**

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I will use what I learned when teaching the next academic year.					
I would recommend the Working Connections to a colleague.					

***7. What was the best component and/or most valuable content of your track?**

***8. What do you suggest we do next time to improve the track if offered?**

9. What else do you want us to know?

Prev Submit



Summer Working Connections July 10-14, 2017

July 10, 2017

Welcome to the Summer 2017 Working Connections IT Faculty Development Institute!

You're part of an elite group of educators. With your help, we've been tracking longitudinal student impact since 2007. Since then, this program has impacted well over 88,000 students in over 4800 classes.

We are now in our 16th year since I helped host the first Summer Working Connections in Texas at Richland College in 2002. If you include the regional Summer Working Connections in Florida and Michigan/Wisconsin and the shorter Working Connections we offer each December, we've hosted 30 Working Connections faculty training events to date covering more than 90 different topics, not including other shorter training events.

During the next five days, you will learn new technologies, develop new and renew existing relationships with colleagues, and hear about the latest technological trends in industry.

Please remember that in return for the grant funds that provide your tuition and partial travel reimbursements, we need you to attend all of the training sessions, including the lunches. And to be eligible to attend future Working Connections, we need all participants to complete two on-line program surveys at the end of the day on Friday. You'll get an e-mail in January asking you to fill out a short longitudinal survey regarding student impact. It's imperative that you take the time to complete these surveys. The National Science Foundation requires that we prove this program works for students and these surveys are a big part of that proof.

Thank you again for participating in Working Connections. We appreciate the opportunity to share these instructors' expertise with you and look forward to hearing how you implement the information you learn this week into your classrooms next year.

Sincerely,

A handwritten signature in blue ink that reads "Ann Beheler".

Ann Beheler, PhD
Principal Investigator





Summer Working Connections July 11-15, 2016

AGENDA

The track classroom assignments all week are as follows:

- ★ Firewall Essentials 1 & 2, H134 (Heritage Hall)
- ★ Leadership Academy, J116 (J Building)
- ★ Swift for iOS, LH138 (Lawler Hall)
- ★ Teaching Cloud Storage and Data Management, H241 (Heritage Hall)
- ★ vSphere 6, H139 (Heritage Hall)
- ★ Wireless Technologies, H132 (Heritage Hall)

Monday, July 11	
8:00am – 8:30am	Registration – Heritage Hall lobby
8:30am – 12:00pm	Morning Class
10:30am – 10:45am	Break
10:45am – 12:00pm	Morning Class
12:00pm – 1:00pm	Working Lunch – Conference Center Keynote: “ICT – The Achilles Heel of Commercial Construction” (Bill Morgan, Avistas)
1:00pm – 3:00pm	Afternoon Class
3:00pm – 3:15pm	Break
3:15pm – 5:00pm	Afternoon Class
5:30pm	Happy Hour Mixer – La Hacienda Ranch (4110 Preston Rd. at John Hickman Parkway) Pay your own way. Transportation will not be provided.



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Summer Working Connections July 11-15, 2016

Tuesday, July 12	
8:30am – 10:00am	Morning Class
10:00am-10:15am	Break **CEU certificate open house**
10:15am – 12:00pm	Morning Class
12:00pm – 1:00pm	Working Lunch – Conference Center Keynote: “Preparing for Articulation” (David Keathly, University of North Texas; Chris Kadlec, Georgia Southern University)
1:00pm – 3:00pm	Afternoon Class
3:00pm – 3:15pm	Break
3:15pm – 5:00pm	Afternoon Class

Wednesday, July 13	
8:30am – 10:30am	Morning Class
10:00am-10:15am	Break
10:15am – 12:00pm	Morning Class
12:00pm – 1:00pm	Working Lunch – Conference Center Keynote: “Living in the Clouds” (Matt Glover, Le-Vel)
1:00pm – 3:00pm	Afternoon Class
3:00pm – 3:15pm	Break
3:15pm – 5:00pm	Afternoon Class



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Summer Working Connections July 11-15, 2016

Thursday, July 14	
8:30am – 10:30am	Morning Class
10:00am-10:15am	Break
10:15am – 12:00pm	Morning Class
12:00pm – 1:00pm	Working Lunch – Conference Center Keynote: “Smart Cities POV” (Glenn Wintrich, Dell)
1:00pm – 3:00pm	Afternoon Class
3:00pm – 3:15pm	Break
3:15pm – 5:00pm	Afternoon Class

Friday, July 15	
8:30am – 10:30am	Morning Class
Time depends on track (see list)	Break
	travel reimbursement open house
	<i>9:45am-10:00am Firewall Essentials</i>
	<i>10:00am-10:15am Leadership Academy</i>
	<i>10:15am-10:30am Swift for iOS</i>
	<i>10:30am-10:45am Teaching Cloud and Storage and Data Management</i>
	<i>10:45am-11:00am vSphere 6</i>
	<i>11:00am-11:15am Wireless Technologies</i>
10:45am – 12:30pm	Morning Class



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Summer Working Connections July 11-15, 2016

Note that we'll be holding two "open houses" in H209 during your morning break. On Tuesday morning, July 12, we will collect requests for **CEU certificates**. On Friday morning, July 15, we will collect **travel reimbursement paperwork** and answer travel questions.

In the H209 break room, coffee, ice water, and hot water will be available, but please provide your own snacks for breaks. Snack and soft drink vending machines are available in Heritage Hall's downstairs east vestibule and J Building's north vestibule.

Things to Remember

1. Be sure you initial the attendance sheet at each session – morning and afternoon – every day. Your attendance at every session is required in order to be eligible for travel reimbursement.
2. You'll be asked to complete two surveys on Friday:
 - ★ Overall
 - ★ Track-specific

The surveys will be available at:

<http://summerworkingconnections.mobilectc.wikispaces.net/Surveys>

Failure to do the two surveys may make you ineligible to attend Working Connections for 12 months. That is, you won't be able to attend Winter 2016 and Summer 2017 Working Connections.

3. Use the H209 break room whiteboard as a message board to communicate with your fellow attendees. This may prove especially useful in arranging carpools.
4. If you received a photo release form in your welcome folder, please fill that out and give it to your instructor.

Need Help?

Please see the CTC or NISGTC staff or contact them at:

- ★ Mark Dempsey, 972.377.1582, mdempsey@collin.edu
- ★ Christina Titus, 972.377.1786
- ★ Helen Sullivan, 972.377.1648





Wireshark



Wireshark

Abe Lincoln
The White House



Wireshark



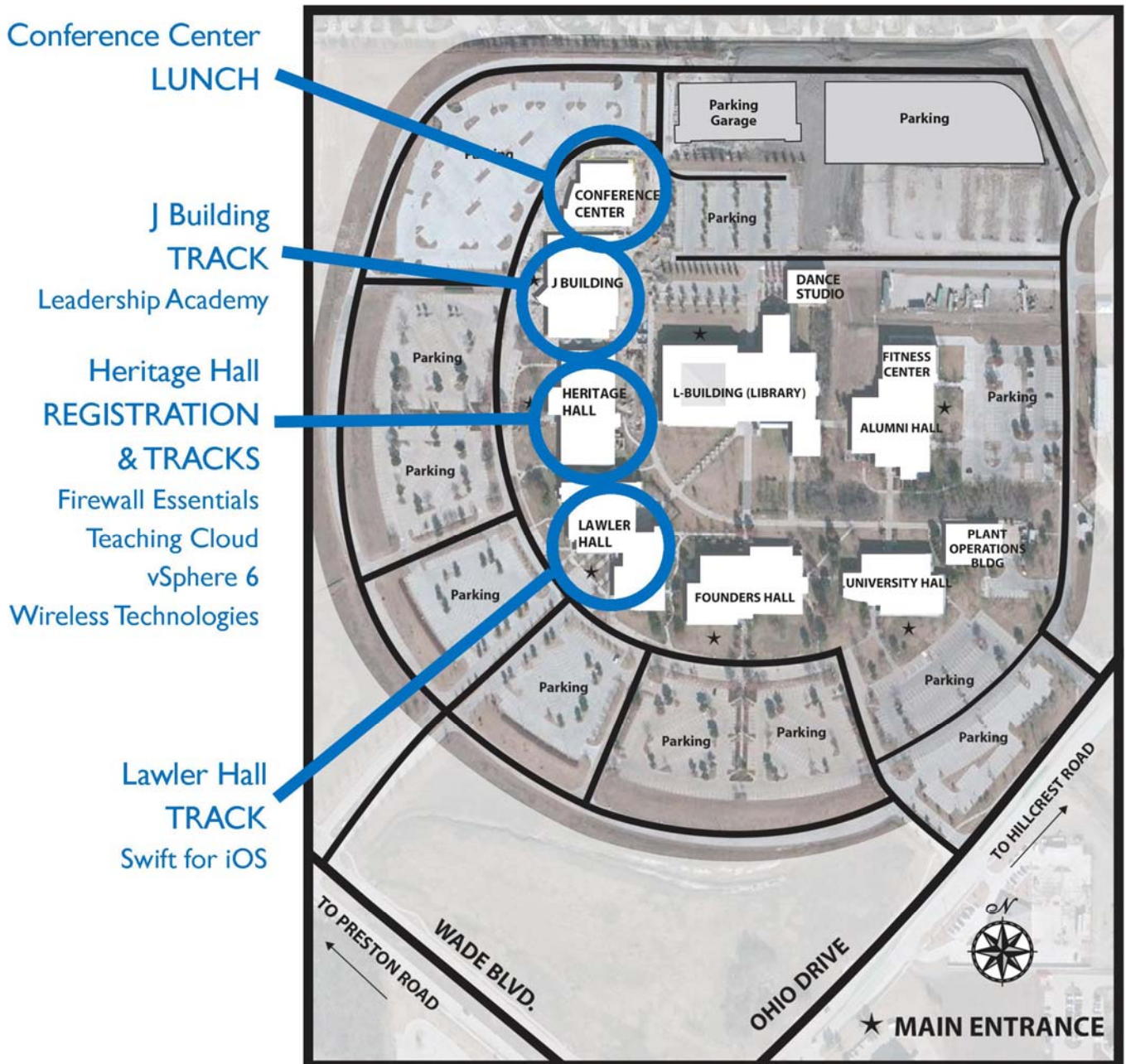
Wireshark



Wireshark



Wireshark





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Working Connections REGISTRATION Heritage Hall



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Working Connections REGISTRATION Heritage Hall



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Summer Working Connections

Working Connections TRAVEL REIMBURSEMENT HELP

Friday during your morning break



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Summer Working Connections

Working Connections CEU APPLICATION

Tuesday during your morning break



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Working Connections CEU APPLICATION



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Summer Working Connections

Working Connections BREAK ROOM (Room H-209)



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Summer Working Connections

Working Connections Firewall Essentials TRACK (Room H-134)



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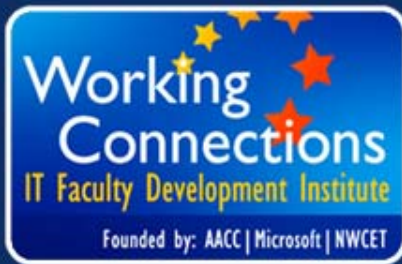
Working Connections Python Scripting TRACK Room H133



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Working Connections Wireless Technologies TRACK (Room H-132)



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Working Connections Swift for iOS TRACK Lawler Hall (Room L-138)



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Working Connections vSphere TRACK (Room H-139)



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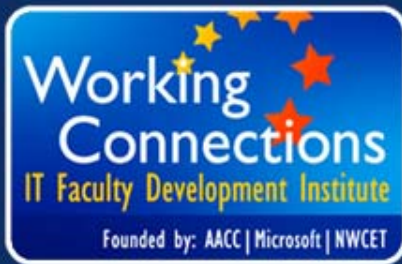
Working Connections Teaching Cloud Storage TRACK (Room H-241)



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Working Connections Leadership Academy TRACK J Building (Room J-116)



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Firewall Essentials TRACK (HI34)

Wireless Technologies TRACK(HI32)



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vSphere TRACK (HI39)



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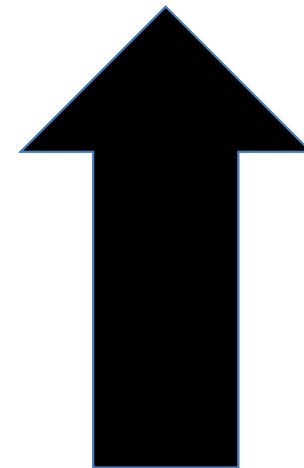




Summer Working Connections

Track (H241)
Teaching Cloud Storage

Break Room (H209)
upstairs



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Summer Working Connections

Welcome to Working Connections!

To sign in and collect your registration packet,
please come next door to the J Building, Room 130.



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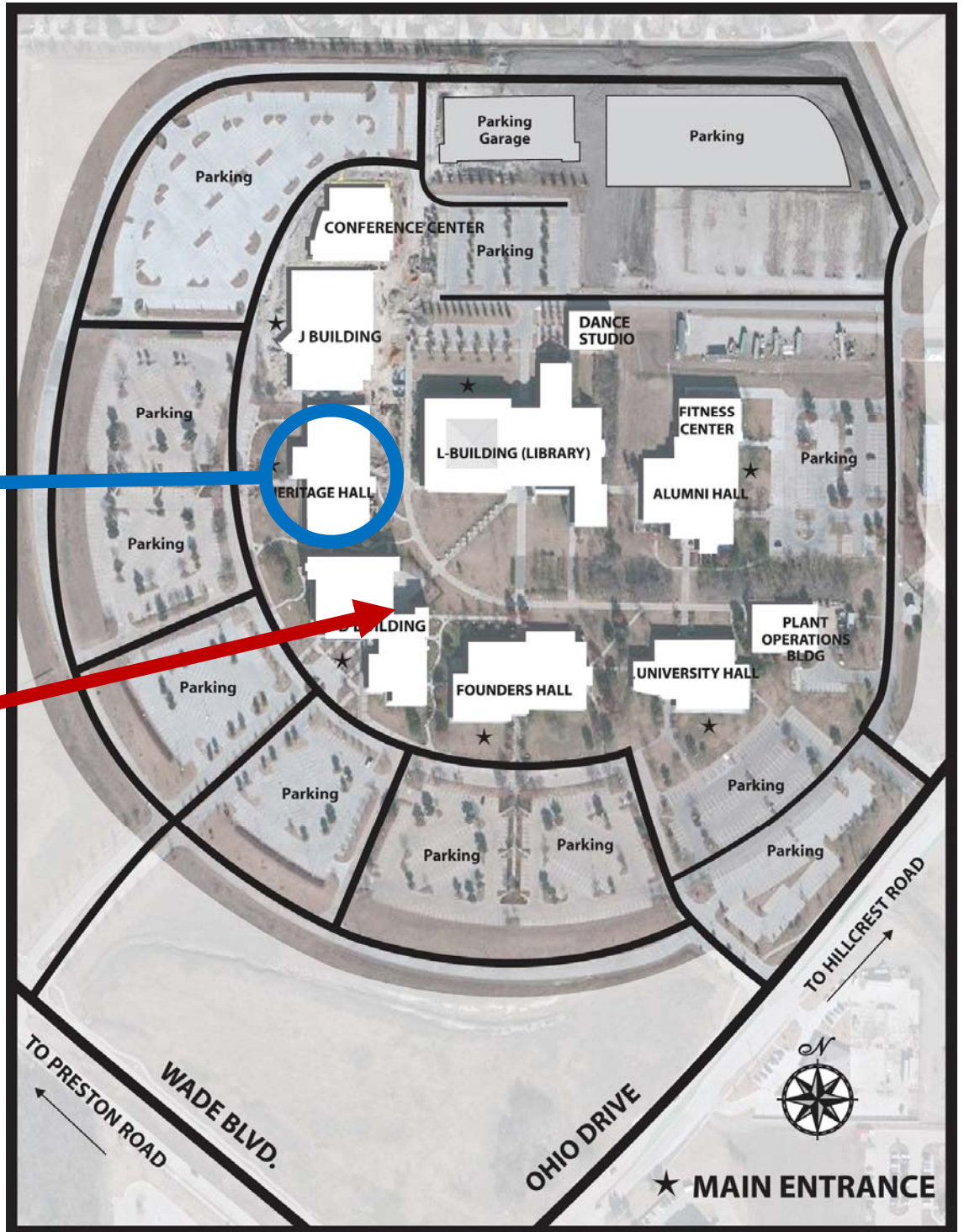




Summer Working Connections July 13-17, 2015

Heritage Hall
REGISTRATION
8:00am
Monday, July 13

YOU ARE HERE



SEEKING TRAVEL, \$1300 (13)			MILEAGE (Mapquest)	AIRFARE (recpt/ proof of payment)	SHUTTLE/ TAXI receipt	CAR RENTAL receipt	PARKING receipt (home airport)	HOTEL receipt (check in/out, zero balance)	PER DIEM	OTHER	TOTAL	track	req #	req sent	check paid	emailed update	notes
George	Washington	City College	\$315.00					\$525.70	\$112.00		\$952.70	IPv6	60786	12/1/12	12/25/12	1/10/13	
John	Adams	County School	\$225.00	\$0.00	\$0.00			\$0.00	\$96.00		\$300.00	IPv6	60783	12/7/12	12/30/12	1/10/13	still need his SSN - we got it 11/14
Thomas	Jefferson	Big City School	\$75.50	\$525.00	\$15.00		\$12.00	\$422.80	\$96.00		\$1,146.30	IPv6	60793	12/7/12	12/30/12	1/10/13	
James	Madison	Big State	\$55.00	\$412.75	\$27.00		\$22.00	\$325.00	\$96.00		\$937.75	IPv6	60794	12/15/12	1/5/13	1/10/13	
James	Monroe	Community School	\$47.95	\$442.00	\$70.00		\$10.00	\$425.75	\$160.00		\$1,155.70	Junos	60789	12/7/12	12/30/12	1/10/13	12/1 we're okay with paying for final dinner due to return flight delayed
John Q	Adams	Little College	\$405.00					\$300.95	\$96.00		\$801.95	Junos	60785	12/1/12	12/25/12	1/10/13	discussed flying vs driving 11/10
Andrew	Jackson	Little School									\$0.00	Junos					his school pays for travel
Martin	Van Buren	City College West	\$77.50	\$422.50	\$55.00		\$15.00	\$425.00	\$112.00		\$1,107.00	Junos	60795	12/10/12	1/5/13	1/10/13	
W H	Harrison	Big City University	\$96.00	\$375.00	\$65.00		\$50.00	\$375.88	\$112.00		\$1,073.88	Junos	60784	12/7/12	12/30/12	1/10/13	waiting for originals for shuttle and parking; got them 11/20
John	Tyler	Rural School	\$388.00					\$766.00			\$1,154.00	Junos	60778	12/1/12	12/25/12	1/10/13	12/14 TG concerned about the hotel costs
James	Polk	County College									\$0.00	Junos					his school pays for travel
Zack	Taylor	City Community Collge	\$44.50	\$552.70	\$112.00			\$557.00	\$124.00		\$1,300.00	Junos	60779	12/1/12	12/25/12	1/10/13	he understands he's over the \$1300 cap
Milliard	Fillmore	Big School East	\$18.00	\$405.00	\$95.15			\$662.75	\$200.00		\$3,198.85	VMW	60795	12/7/12	12/30/12	1/10/13	

NO TRAVEL (7)
Indicated on registration lived less than an hour away

Franklin	Pierce	Big State										VMW					
James	Buchanan	Community School										VMW					
Abe	Lincoln	Little College										VMW					
Andrew	Johnson	Little School										VMW					
US	Grant	City College West										VMW					
Rutherford	Hayes	Big City University										VMW					
James	Garfield	City Community Collge										VMW					



CONVERGENCE TECHNOLOGY CENTER EVENT REPORT

Name of event:

Dates of event:

Organizer:

Organizer School:

Please also attach to this report:

- Event budget
- Event agenda and track details
- List of attendees
- Survey summary
- Analysis/summary of the event's success
- Analysis/summary of the event's impact on your attendees and the region

This material is **due no later than 30 days** from the conclusion of your event.



Convergence Technology Center
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Frisco, TX 75035
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972.377.1582



This material is based upon work supported by the National Science Foundation under Grant No.1205077. Any opinions, findings and conclusions or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the National Science Foundation.