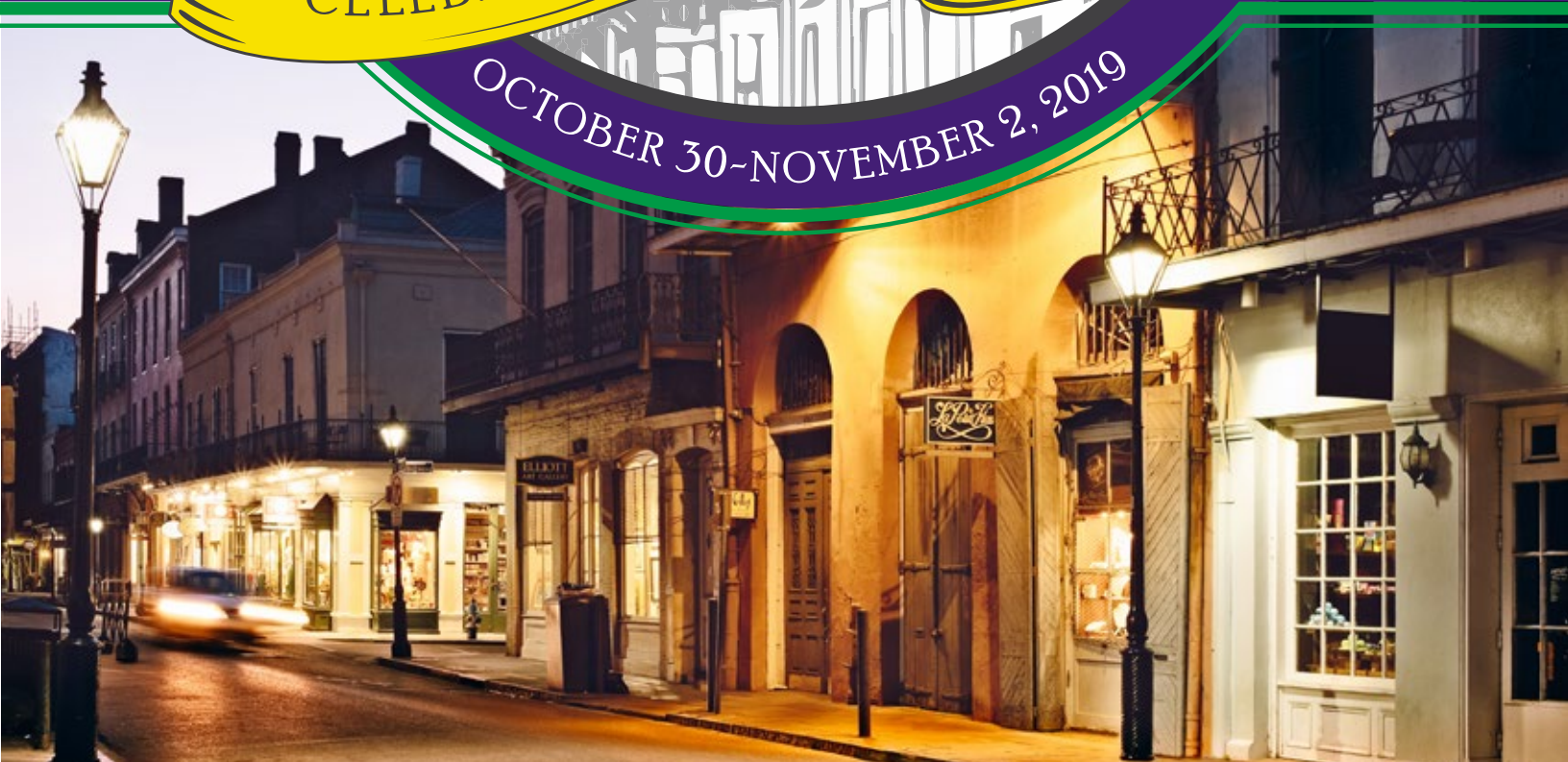


COLLEGE READING & LEARNING ASSOCIATION
52ND ANNUAL CONFERENCE



OCTOBER 30-NOVEMBER 2, 2019



CALL TO CONFERENCE



WELCOME



From the Conference Team

We could not be more pleased to announce the College Reading & Learning Association's 52nd Annual Conference taking place in New Orleans, Louisiana, from October 30 – November 2, 2019, at the Sheraton New Orleans.

This year's conference theme – *Les Bons Temps: Celebrating Success* – was selected to celebrate your successes with students! You have worked hard to create programs and offer services that allow students to grow in confidence and capability. Now is the time to share those ideas, that research, those programs with colleagues. Someone paves the way, and the rest of us get to learn from those efforts and build on them. We choose to celebrate all that is difficult, wonderful, bewildering, inspiring, frustrating, and worthwhile about the work we do with students. These are the good times!

Our conference team has spent many hours designing a four-day conference experience that finds the right balance of pre-conference institutes, concurrent sessions, roundtables, and social/networking opportunities. Our goal is to provide attendees with not only a premiere professional development opportunity, but also plenty of chances to engage and network with colleagues from across the United States and abroad. You will also have the opportunity to hear from keynote and endnote speakers Dr. E. Ron Kelley, CEO of the National Training and Education Group, as well as Dr. Tamara Clunis, Vice President of Academic Affairs at Amarillo College. Given our host city, it was an absolute must to provide you with an array of fun and exciting ways to explore the city through tours and excursions.

We encourage you to register early and sign up well in advance for optional sessions such as pre-conference institutes and Lunch with a Mentor or for the various tours and excursions. All the details you need to make your plans are in this Call to Conference. We look forward to seeing you in NOLA!

Kathy Stein
CRLA President-Elect and 2019 Conference Chair

Lindley Workman Alyea
On-Site Conference Chair

Janet Wilhelms
CRLA Executive Director

Alex Llanas
CRLA Association Manager

Courtney Harris
CRLA Association Specialist

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Important Dates

JUNE 24
Registration Opens

AUGUST 19
Presenter Registration Deadline

SEPTEMBER 16
Early Registration Deadline

SEPTEMBER 23
Exhibitor Application Deadline

OCTOBER 21
Regular Registration Deadline

OCT. 30 - NOV. 2
52nd Annual Conference
New Orleans, LA

CLICK HERE TO REGISTER ONLINE TODAY

Schedule subject to change, refer to website.



CONFERENCE AT A GLANCE

TUESDAY, OCTOBER 29, 2019

5:00 PM – 9:00 PM Registration
8:30 PM – 10:00 PM Hospitality

WEDNESDAY, OCTOBER 30, 2019

7:30 AM – 7:30 PM Registration
8:30 AM – 4:00 PM Full-Day Institutes* (Lunch on Your Own)
8:30 AM – 11:30 AM Morning Institutes*
9:00 AM – 5:00 PM CLADEA Meeting**
11:30 AM – 1:00 PM Lunch on Your Own
11:45 AM – 12:45 PM IMTPC/ITTPC Reviewers' Luncheon**
12:15 PM – 2:45 PM Walking Garden District Tour**
12:30 PM – 5:30 PM College Tour of Local Learning Assistance Centers**

1:00 PM – 4:00 PM Afternoon Institutes*
1:45 PM – 4:00 PM Walking Bards & Barflies of Bohemia**
5:30 PM – 6:15 PM CRLA Leadership Reception**
6:15 PM – 6:45 PM Social Hour for First-Timers, Grad Students, and New Professionals

6:45 PM – 8:15 PM Welcome Reception
8:30 PM – 10:00 PM Hospitality

THURSDAY, OCTOBER 31, 2019

7:30 AM – 6:00 PM Registration
8:00 AM – 10:00 AM Keynote Address: Dr. E. Ron Kelley
10:00 AM – 11:30 AM Book signing with Dr. E. Ron Kelley
10:00 AM – 5:30 PM Raffle Ticket Sales
10:15 AM – 11:15 AM 1st Concurrent Session
11:30 AM – 12:30 PM S/R/C Meetings
12:00 PM – 7:00 PM Exhibits Open
12:30 PM – 1:30 PM Lunch on Your Own
12:30 PM – 1:30 PM J/CRL Luncheon**
1:45 PM – 2:45 PM 2nd Concurrent Session
3:00 PM – 4:30 PM 3rd Concurrent Session
4:45 PM – 5:45 PM 4th Concurrent Session
4:45 PM – 5:45 PM SIG Meetings
5:45 PM – 8:00 PM Walking True Crime Tour**
6:20 PM – 9:00 PM Dinner & Discussion
6:30 PM – 8:30 PM POC Dinner**
6:30 PM – 9:00 PM Kellogg Dinner on the Town*
7:45 PM – 10:00 PM Walking French Quarter Music & Literary History Tour**

7:45 PM – 10:00 PM Walking Ghost & Vampire Tour**
8:30 PM – 10:00 PM Hospitality

FRIDAY, NOVEMBER 1, 2019

7:30 AM – 4:00 PM Registration
7:00 AM – 2:00 PM Exhibits Open
7:15 AM – 8:15 AM Learning Assistance Center Management (LACM) SIG Breakfast*

8:00 AM – 4:30 PM Raffle Ticket Sales
8:30 AM – 9:30 AM Conference General Session with CRLA President's Address: Page Keller

9:45 AM – 10:45 AM Spotlight: Reading
9:45 AM – 10:45 AM Spotlight: Peer Mentors White Paper Panel
9:45 AM – 10:45 AM Spotlight: Developmental Education
11:00 AM – 12:00 PM 5th Concurrent Session
12:15 PM – 1:45 PM Lunch with a Mentor* or Lunch on Your Own
2:00 PM – 3:00 PM 6th Concurrent Session
3:15 PM – 3:45 PM Open Meeting with CRLA Elections Committee

3:15 PM – 4:15 PM 7th Concurrent Session
3:45 PM – 4:15 PM Closed Meeting with CRLA Elections Committee

4:30 PM – 5:30 PM Authors' Book Signing
4:30 PM – 5:45 PM Social Hour (Food, Drinks, Scholarship Awards, Raffle Drawing)

5:45 PM – 9:00 PM Creole Queen Paddlewheeler Dinner Cruise**
6:15 PM – 10:00 PM NOLA Brew Bus: Brewery/Distillery Tour**
6:20 PM – 9:00 PM Dinner & Discussion
7:45 PM – 9:45 PM Walking Saints & Sinners Tour**
8:30 PM – 10:00 PM Hospitality

SATURDAY, NOVEMBER 2, 2019

7:30 AM – 9:30 AM Registration
8:00 AM – 9:30 AM 8th Concurrent Session
9:45 AM – 12:15 PM Endnote Address: Dr. Tamara Clunis & On-to-Cincinnati Brunch

12:30 PM – 6:00 PM Laura Plantation Tour**
1:45 PM – 4:00 PM Walking Cocktail History Tour**

LEGEND:

- * Ticketed Event (Additional Cost)
- ** By Invitation Only
- # Please check Guidebook for specific departure information
- S/R/C States/Regions/Chapters — Everyone lives somewhere; everyone belongs!
- SIG CRLA Special Interest Groups — Your membership entitles you to join as many SIGS as wish.

CLICK HERE TO REGISTER ONLINE TODAY

Schedule subject to change, refer to website.



PRE-CONFERENCE INSTITUTES

Full-Day

Wednesday, October 30, 2019

8:30 AM–4:00 PM (Lunch on Your Own)

CELEBRATING SUCCESSFUL PROCESS DESIGN: LEAN SIX SIGMA YELLOW BELT CERTIFICATION

Sandy Furterer, University of Dayton
Michael Key, University of Dayton

Participants will receive Lean Six Sigma Yellow Belt certification proving their adoption of continuous improvement methodology when creating and analyzing processes. The goal is for participants to develop new ways of thinking about processes to help increase efficiency and satisfaction at institutions of any size.

Half-Day

Wednesday, October 30, 2019

8:30 AM–11:30 AM

UNMASK THE TALENTS OF YOUR CLASSROOM HEROES TO IGNITE PARTICIPATION

Essie Childers, Blinn College

Are your students excited to attend class? Are you? This interactive session will present active learning strategies to empower students to become co-facilitators of their learning. The Engagement Stations: BOOM, POW, and POP will create a sense of self-efficacy in your students and unmask their hidden talents.

A SUCCESSFUL LITERACY MODEL FOR DEVELOPMENTAL AND CO-REQUISITE CLASSES

Sharon Hayes, Community College of Baltimore County
Nancy Murray, Community College of Baltimore County
Denise Parker, Community College of Baltimore County
Nancy Parker, Community College of Baltimore County

Preparing students for the literacy demands of college is challenging at best. At the same time, institutions push for accelerated and co-requisite courses. One approach has proven successful at multiple levels. Presenters will share classroom-tested activities, answer questions, and assist participants in designing or redesigning their own instructional practices.

INTERNATIONAL MENTOR TRAINING PROGRAM CERTIFICATION (IMTPC): DEVELOPING/EXPANDING YOUR MENTOR PROGRAM

Michael Saenz, University of Texas at Dallas
Ashley Lewis, University of West Georgia

This institute is intended for college and university professionals who are developing or applying for certification through IMTPC. Participants will engage in discussion about certification requirements, share best practices, and complete components of the IMTPC application process.

CELEBRATING TUTOR TRAINING: AN INTRODUCTION TO INTERNATIONAL TUTOR TRAINING PROGRAM CERTIFICATION (ITTPC)

Shawn O'Neil, University of North Carolina at Greensboro

This session is designed specifically for new tutor training program administrators, who are either interested in getting CRLA International Tutor Training Program Certification for an established tutor training program, or who are stepping into a program that is already certified. Learn more about our requirements and some tips to creating/maintaining a successful program.

TRAINING TUTOR AND SI LEADERS IN DIVERSITY, EQUITY, AND INCLUSION

Joe Salvatore, University of Michigan

Training tutors and SI leaders about diversity, equity, and inclusion enables them to build successful working relationships with students from backgrounds different than their own. This session will introduce a variety of engaging activities and resources trainers can use to strengthen the cultural competency of their tutors and facilitators.

A RETROSPECTIVE: STUMBLING AND SUCCESSES DEVELOPING TEAMS OF ONLINE TUTORS

Cassandra Feidt, Rasmussen College
Kristie Keuntjes, Rasmussen College
Anna Phan, Rasmussen College

Success is not a straight line as these presenters will share during a guided overview of the evolution of online tutoring at their institution. They will share how they have been able to let the good times roll while successfully transitioning to making all tutoring options available online.

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PRE-CONFERENCE INSTITUTES (CONT.)

1:00 PM–4:00 PM

CELEBRATING SUCCESSFUL SRC AND SIG LEADERSHIP

Jon Mladic, Rasmussen College

This pre-conference institute for current SRC and SIG leaders will highlight best practices for engaging SRC or SIG members and resources available to leaders. Attendees will have the opportunity to share struggles and successes in leading their SRCs or SIGs and to network with fellow leaders.

CONTINUING THE SUCCESS: DIGGING DEEPER INTO ITTPC REQUIREMENTS

Shawn O'Neil, University of North Carolina at Greensboro

This institute is designed for tutor training program staff with experience with ITTPC or for morning pre-con session participants. We will discuss CRLA International Tutor Training Program Certification topics. Attendees should walk away with a training development framework, tutor assessment strategies, and a better understanding of standards and outcomes.

THE PURPOSEFUL PROF: FREE PROFESSIONAL DEVELOPMENT WEBSITE FOR CROSS-DISCIPLINARY SUCCESS

Judi Salsburg Taylor, Monroe Community College

This workshop introduces classroom teachers and learning assistance professionals to a free and comprehensive training resource. The website addresses effective instruction by examining key learning domains, providing original and established research, and offering applications across multiple disciplines. Participants will delve into content while considering ways to provide training across campus.

PLANNING AND ASSESSING PEER ASSISTANCE PROGRAMS USING VALUE NARRATIVES

Rachel Anderson, Clemson University

Jenai Brown, Clemson University

Laurel Whisler, Clemson University

Brainstorming narratives that illustrate how peer assistance creates value for various stakeholders can be a powerful tool for designing, implementing, and assessing programs. Participants will use a value creation framework to apply the concepts to their own programs and get feedback through peer review and discussion.

CELEBRATING DIGITAL ADVANCES: M-LEARNING & APPS FOR SUCCESSFUL LEARNING

Crystal Bickford, Southern New Hampshire University

Leigh Ann Olejnik, Tyler Junior College

Schlyer Palmer, Southern New Hampshire University

Alexis Emond, Southern New Hampshire University

Kasey Salter, Southern New Hampshire University

This workshop encourages participants to explore mobile-device (m-learning) applications (apps) and discuss classroom implementation strategies. Hands-on activities will provide participants with an overview of a variety of apps for use in a variety of courses and tutoring experiences; group activities will ultimately speak to implementation and successful student/classroom application.

CREATING A GENDER-INCLUSIVE LEARNING CENTER

Paige Schilt, The University of Texas at Austin

Thirty-five percent of Gen Z respondents know someone who uses gender-neutral pronouns, and 59% believe forms that ask about a person's gender should include options other than "man" or "woman." In this context, it is more important than ever that learning centers create inclusive spaces that support all students.

STUDENT ENGAGEMENT: REACHING STUDENTS THROUGH EFFECTIVE PROGRAMS AND MARKETING

Christy Clemons, University of North Carolina at Chapel Hill,

Robert Pleasants, University of North Carolina at Chapel Hill

This presentation will share best practices in increasing student engagement through effective programming and the marketing of those programs. Participants will design a program or event for their learning assistance center, develop a plan to engage students, and then create marketing materials. Participants should bring a laptop.

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Schedule subject to change, refer to website.



SPEAKERS

Keynote Speaker



DR. E. RON KELLEY

Thursday, October 31, 2019
8:00 AM – 10:00 AM

Dr. Ron Kelley serves as the CEO of the National Training and Education Group. Since 2006, his company has been one of the nation's premier corporate training and education

industry training companies. He has worked in the music industry and in secondary education, and has a wealth of experience working with underserved at-risk students. He's the author of several books and will have them available for purchase and signing after his keynote on October 31. Dr. Kelley's speeches celebrate our students' humanity as well as our own. He will make us both laugh and cry, but, most importantly, he will help us recharge for the work that awaits us when we return home.

Endnote Speaker



DR. TAMARA CLUNIS

Saturday, November 2, 2019
9:45 AM – 12:15 PM

Dr. Tamara Clunis is the Vice President of Academic Affairs at Amarillo College in Amarillo, Texas. Formerly, she taught reading and learning

strategies at Austin Community College. She went on to become the Curriculum Director for the U.S. Military Academy Preparatory School. After that she became the Director for Developmental and Adult Education at the Texas Higher Education Coordinating Board before moving on to Amarillo College. She was also selected to be one of the ten recipients of the Outstanding First-Year Advocate Award in 2013 from the National Resource Center for the First-Year Experience.



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SPOTLIGHT SESSIONS

Spotlight Sessions: Reading, Peer Education, and Developmental Education

At conference this year, we want to spotlight three different areas that we know to be of particular interest to our members. On Friday, November 1, from 9:45 am-10:45 am, you are invited to attend a spotlight session on your preferred topic: college reading, peer educators, or developmental education. Leaders in each of these fields will spend an hour sharing with you the state of each of these fields.

REFORMING THE REFORMS: THE CASE FOR COLLEGE READING AND LEARNING STRATEGY INSTRUCTION

Norm Stahl, Northern Illinois University

Over the past 120 years the field of postsecondary reading and learning strategy pedagogy has gone through periodic cycles of reform. Each cycle has been followed by followed by a new era of praxis only to be followed by another period of reform. While shifts in pedagogy have responded to evolving theory and research from the larger community of literacy scholars, more cataclysmic changes in the field have been driven by forces from beyond the literacy field. Over the past decade, reform in programmatic design, curriculum, and instruction has swept across the field of postsecondary reading and learning strategy instruction. This presentation continues the discussion on how to re-claim, re-invent, and even re-reform our field so as to preserve that which was proven praxis while embracing reform or, as likely, re-discovered practices for the upcoming decade.

PEER EDUCATORS: WHO THEY ARE, WHAT THEY DO, AND HOW THEY BENEFIT COLLEGES AND UNIVERSITIES

Page Keller, Center for Excellence in Peer Education, College of Charleston

Heather Porter, Department of Literacy Studies, Salisbury University

Model college and university students make an authentic transformation from peer to peer educator, and they experience the genuine satisfaction of helping others during their undergraduate years. These students are uniquely positioned to make an enormous impact on the students they serve, and as paraprofessionals, they are providing services to their peers in ways their supervisors and other campus professionals cannot. Their relatability and personal experiences allow them the opportunity to assist their peers with challenges both in and out of the classroom. Not only do their peers benefit from this help, but also the peer educators themselves benefit from the skills they sharpen and the experiences they enjoy in these positions. During this panel presentation, the moderators will share their knowledge as practitioners, and the panel of peer educators will share their own experiences from such roles as peer educators, peer tutors, peer mentors, and peer academic coaches. Join us as we explore this rapidly growing field within higher education!

RECLAIMING OUR FIELD'S FUTURE: WHAT'S NEXT FOR DEVELOPMENTAL EDUCATION

Sonya Armstrong, Texas State University

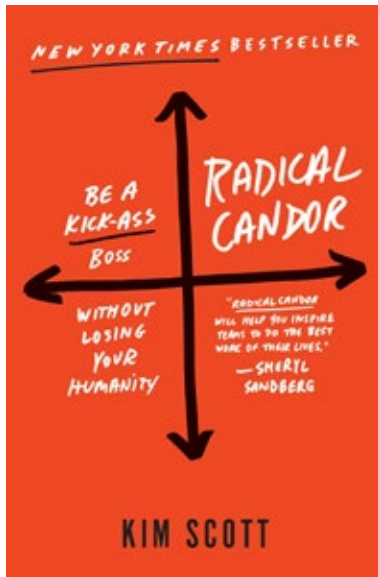
Developmental Education, as a field of practice and scholarship, has been under fire as the college-readiness and completion movements have shifted focus to acceleration-based reforms. A whirlwind of policy mandates and legislation has minimized, and in some cases, even eradicated traditional forms of course-based developmental education aimed at facilitating students' college-going transitions. As a field that has historically emphasized the whole learner and worked to support students' transitions to the rigors of postsecondary academic work, such reforms can frustrate, especially when their evidence base is limited. In the face of such mandates, it seems that professionals in the field are fated to watch a field die. This session aims to start at the point where we, as a field, stand up, dust ourselves off, and get back to the work we know to be important.

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ONE BOOK, ONE CONFERENCE



Radical Candor: Be a Kickass Boss Without Losing Your Humanity

KIM SCOTT
ST. MARTIN'S PRESS, LLC (2017)

Supervision is a challenging skill to develop and a skill that no one ever truly stops developing. Managers and supervisors are tasked with ensuring the success of an organization while also building meaningful relationships with those who report to them. This year's One Book, One Conference Selection, *Radical Candor: Be a Kickass Boss Without Losing Your Humanity*, provides a framework for building radically candid relationships, understanding what motivates each member of your team, and identifying how to drive results collaboratively within your organization.

The concept of *Radical Candor* is simple: effective bosses are those who Challenge Directly and Care Personally. These two dimensions create the X- and Y-axis of the philosophical framework behind *Radical Candor*. It is only when one is on the high end of both dimensions that they reach a point where their communication with staff members will come with an expression of caring and love but provide straight-forward feedback and clear expectations where improvement is needed and how to achieve it.

Although simple in theory, this practice goes against the, "If you don't have anything nice to say, don't say anything at all" belief many people grow up hearing. If you are nice but not direct, you may be setting an employee up for failure in the future. But if you leave your humanity out of your work, you may be received as cold and aggressive. The author uses personal examples and provides tools and techniques for developing a culture and practice of *Radical Candor*.

This guide is meant for anyone wishing to create workplace environments where honest and constructive feedback is welcome, communicated clearly, and received positively. It is applicable in our learning centers and classrooms alike and promises to provide an excellent basis for discussions on supervision and classroom management.

You can get a copy of *Radical Candor: Be a Kickass Boss Without Losing Your Humanity* from Amazon ([Hardcopy](#), 2017, [Paperback](#), 2018) or your local bookstore of choice.

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Schedule subject to change, refer to website.



LUNCH WITH A MENTOR

Supporting Online Student Success

SARAH FELBER

Online learning increases access for diverse groups of students including full-time employees, caregivers, and others. While online learning expands educational opportunity for these students, their life circumstances may still pose challenges to their success. In this lunch session, we will discuss challenges and strategies for supporting student success in online learning.

Development of Graduation Models for Student-Athletes

KENNETH MILES

Graduation is the grand finale; however, it only becomes a viable reality when there are discussions that examine the many cognitive, social, and psychological facets that impact student-athlete advising, persistence, and retention. The purpose of this discussion is to create an infrastructure to support the challenges associated with learning and teaching, advising, course selection, declaration of major, and progress towards degree, all of which are critical components to developing a graduation model.

Reinventing Developmental Literacy Curriculum: Using a Spiral Curriculum Model

ANN WOLF

The reform movement in higher education is phasing out developmental education. We know that these students are still attending our community colleges and need learning support. This session will share information on the Spiral Curriculum and how to incorporate this model into college-level courses to support reading and writing for all students.

Professional Development for Busy Learning Assistance Professionals

JON MLADIC

What is effective professional development for a learning assistance professional? For many in the field, locating sources of meaningful professional development or accessing them is a challenge. During this discussion, we will share professional development experiences, common stressors among those in the field, and sources for potentially nourishing professional development needs (for all budgets). We will also review a template for building a purposeful professional development plan that encourages regular self-assessment and an ongoing pursuit of growth opportunities.

CRLA's Tutor Training Certification

SHAWN O'NEIL

Are you interested in discussing the International Tutor Training Program Certification (ITTPC) requirements? Perhaps you have a few questions about what you need to do to get certified, or you have some changes you want to make to your tutor training program, but you're not sure if they meet requirements for continued certification. Come engage in a conversation with others like yourself and the ITTPC Coordinator, Shawn O'Neil.

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LUNCH WITH A MENTOR (CONT.)

Celebrating Success Through the CAS Standards for Program Evaluation

PATRICIA MULCAHY-ERNT

How can the recently published 10th edition of the CAS Professional Standards in Higher Education guide you in your program evaluation to celebrate your successes? This resource from the Council for Advancement of Standards in Higher Education (CAS) contains the updated standards for forty-six functional areas, including those for learning assistance programs (LAP), and a new framework of general standards for program evaluation. You are invited to a lively discussion about connecting the new General Standards and the LAP standards with your program evaluation. The updated Learning Assistance Program standards will be shared.

Ca C'est Bon! Cornerstones to Creating a Supplemental Instruction Program Worth Celebrating

LINDLEY WORKMAN ALYEA

Texas State University's long-established and ICSI-Accredited SI Program shares four cornerstones to programmatic success: dynamic and holistic SI Leader training, tiered student leadership with robust levels of responsibility, consistent faculty outreach and buy-in, and shared assessment. Join us for a conversation tailored to your areas of interest in developing an SI Program worth celebrating.

Special Student Populations: Understanding and Addressing Their Needs to Promote Academic Success

CAROL W. DOCHEN

First-generation, non-traditional age, athletes, veterans, LGBTQIA, international, special needs, post-baccalaureate—today's college students are more diverse than ever! Students frequently fit into multiple categories, and that often complicates understanding and addressing their most critical academic, personal, and/or social needs. Come prepared to discuss some of the challenging special populations of students you work with in your classrooms, learning centers, workshops, or during individual appointments, and leave with new ideas and resources to incorporate into your learning environments to promote academic success.

Reading/Writing Courses – Where Have all the Novels Gone

ERIC PAULSON

A number of instructors have noted that it is becoming more and more difficult to find space in developmental reading/writing courses to include novels, novellas, and other long fiction. Let's challenge the assumption that college students don't need to interact with novel-length texts as they increase their literacy proficiencies. We'll discuss the importance of extended reading in a college context, and we'll focus on resources, approaches, and pedagogy. Whether you have had success incorporating novels and other fiction in your courses or you have found it harder and harder to squeeze in longer readings, come share your experiences, and get some ideas!

CLICK HERE TO REGISTER ONLINE TODAY

Schedule subject to change, refer to website.



TOURS

The following tours are available exclusively to CRLA conference-goers and their guests. We hope you will register for tours early as any tour that does not meet its minimum number of participants prior to early September will have to be cancelled, while additional tickets for purchase on-site will be scarce or unavailable. Join your CRLA friends and colleagues and enjoy some of what New Orleans has to offer!

College Tour of Local Learning Assistance Centers

UNIVERSITY OF NEW ORLEANS, XAVIER UNIVERSITY OF LOUISIANA, LOYOLA UNIVERSITY OF NEW ORLEANS, AND TULANE UNIVERSITY

Wednesday, October 30

12:30 PM – 5:30 PM

Cost: \$25

Ticket required. Space is limited to 24 people. Sign up using the conference registration process.

The following tour schedule is approximate and assumes 45-50 minutes per learning center and 15 minutes transit time between campuses. Participants will return to the hotel between 5:15 and 5:30 PM.

12:30 PM	Meet in the lobby of the Sheraton New Orleans
12:45 PM	Bus departs from Sheraton New Orleans to UNO
1:00 PM	Tour UNO's Learning Resource Center
1:45 PM	Travel from UNO to Xavier
2:00 PM	Tour of Xavier's Student Academic Success Office
2:45 PM	Travel from Xavier to Loyola
3:00 PM	Tour of LOYNO's Student Success Center
3:50 PM	Walk to Tulane
4:00 PM	Tour of Tulane's Academic Learning & Tutoring Center
5:30 PM	Tour returns to Sheraton New Orleans

This tour is a CRLA pre-conference tradition and offers conference attendees the opportunity to visit various local learning centers. This year's tour will take us to four different learning centers housed at the University of New Orleans, Xavier University of Louisiana, Loyola University of New Orleans, and Tulane University. Our first stop is UNO's Learning Resource Center. Newly relocated to the Earl K. Long Library, this center is home to tutoring and online academic support services, as well as Supplemental Instruction. Our second stop will take us to Xavier's Student Academic Success Office whose programs include 6 different subject-specific resource centers, Supplemental Instruction, the Summer Start Institute, and Upward Bound. Next on the tour is Loyola's Student Success Center, housed in the beautiful Monroe Library. This center is home to advising, career development, academic coaching, and tutoring. Our final stop

is just a short walk next door to Tulane's Academic Learning & Tutoring Center (ALTC). The ALTC offers students individual peer tutoring, SI, Academic coaching, and online tutoring services.

With public and private universities included ranging in size from 4,000 – 14,000 students, this tour will provide attendees a fantastic opportunity to engage with colleagues and learn about other institutional programs and services.

Bards & Barflies of Bohemia Walking Tour

Wednesday, October 30

1:45 PM – 4:00 PM

Cost: \$25

Ticket required. Space is limited to 11 people. Sign up using the conference registration process.

1:45 PM	Meet in the lobby of the Sheraton New Orleans
2:00 PM	Tour to depart the lobby
4:00 PM	Tour ends at Jackson Square. Attendees return to hotel on their own.

Enjoy this fantastic combination of love for the literary and the spine-tingling! Led by Arthur of Ask Arthur tours, this walking tour provides close encounters with Charles Bukowski, William S. Burroughs, Tennessee Williams, William Faulkner, Truman Capote; special guest apparitions by Walt Whitman, Mark Twain, Oscar Wilde, Simone de Beauvoir, and other lively literary spirits. Recommended by TripAdvisor and USA Today's 10 Best.



CLICK HERE TO REGISTER ONLINE TODAY

Schedule subject to change, refer to website.



TOURS (CONT.)

Garden District Walking Tour

Wednesday, October 30th
12:15 PM – 3:00 PM
Cost: \$20

Ticket required. Space is limited to 27 people. Sign up using the conference registration process. Total length of tour is approximately 1 mile and 2 hours. Note: Cost does NOT include the transportation to/from the tour location. Approximate cost is \$3 by street car.

- 12:15 PM Meet in the lobby of the Sheraton New Orleans
- 12:30 PM Tour departs from Sheraton New Orleans by Uber/Lyft
- 1:00 PM Tour begins
- 2:45 PM Tour Ends at Location TBD by tour guide
- 3:00 PM Tour returns to Sheraton New Orleans

We invite you to join us on a leisurely stroll through the stunning Garden District of New Orleans. See the stomping ground of authors, poets, movie stars, artists, and sports legends including Anne Rice, John Goodman, and Archie Manning. Enjoy the towering Southern Live Oak trees, magnificent Crepe Myrtles, and the stunning Magnolias that some have said make walking through the neighborhood akin to walking through a fairytale. Learn the deep and rich history of the area, as well as getting a chance to visit the oldest Municipal Cemetery in New Orleans, Lafayette #1, the site of filming for many famous movies and TV shows. Learn about New Orleans' above-ground burial practices, and join in some gossip about dead people.

Attendees will have the opportunity to return to the hotel either by Uber/Lyft or by riding the historic Saint Charles Streetcar, as they prefer.

Tour led by French Quarter Phantoms: TripAdvisor Certificate of Excellence (8 Consecutive Years).



True Crime Walking Tour

Thursday, October 31
5:45 PM – 8:00 PM
Cost \$20

Ticket required. Space is limited to 27 people. Sign up using the conference registration process. Total length of tour is approximately 1 mile and 2 hours.

- 5:45 PM Meet in the lobby of the Sheraton New Orleans
- 6:00 PM Tour departs from lobby
- 7:45 PM Tour ends at Jackson Square
- 8:00 PM Tour returns to Sheraton New Orleans

What screams Happy Halloween better? Cold-hearted slayings by assassins, murderous crimes of passion and betrayal, The Axeman serial killer (never apprehended): all play a role in New Orleans' rich history. We will explore the dark underbelly of the city in a tour that is by turns unsettling, thrilling, and often disturbingly amusing. Hear the colorful characters of the French Quarter come to life once more through the stories of their most infamous exploits and best-kept secrets!

Tour led by French Quarter Phantoms: TripAdvisor Certificate of Excellence (8 Consecutive Years).

Ghost & Vampire Walking Tour

Thursday, October 31
7:45 PM – 10:00 PM
Cost \$20

Ticket required. Space is limited to 27 people. Sign up using the conference registration process. Total length of tour is approximately 1 mile and 2 hours.

- 7:45 PM Meet in the lobby of the Sheraton New Orleans
- 8:00 PM Tour departs from hotel lobby
- 9:45 PM Tour ends at Jackson Square
- 10:00 PM Tour returns to Sheraton New Orleans

Disease, disaster, sinister spirits, and murder most foul: French Quarter Phantoms' New Orleans Ghost Tour and Vampire Tour combo is spooky fun! Join us on our walking tour for historically accurate tales of local hauntings and vampire lore. Hear the real story of Madame LaLaurie and the LaLaurie Mansion. It's the French Quarter you want to know, as only we can show it to you! Adults are welcome to bring a cocktail along on tour as long as it is in a plastic cup. Named 2018 Best Ghost tour in the US by USA Today and TripAdvisor's Top Ten Ghost Tours in the World 2018.

CLICK HERE TO REGISTER ONLINE TODAY

Schedule subject to change, refer to website.



TOURS (CONT.)

French Quarter Music & Literary History Walking Tour

Thursday, October 31
7:45 PM – 10:00 PM
Cost \$20

Ticket required. Space is limited to 27 people. Sign up using the conference registration process. Total length of tour is approximately 1 mile and 2 hours.

7:45 PM Meet in the lobby of the Sheraton New Orleans
8:00 PM Tour departs from hotel lobby
9:45 PM Tour ends at Jackson Square
10:00 PM Tour returns to Sheraton New Orleans

Join us for a leisurely stroll through the French Quarter with a look at its musical and literary history. As the site of the original colony and the oldest neighborhood of New Orleans, you'll see the magnificent architecture and beauty of the French Quarter that inspired many of the most important musicians and authors of all time. You will see many of the sites that played a role in their work and lives including the Tennessee Williams house where the beloved author spent the final decades of his life, the Faulkner House in Pirates Alley, Armstrong Park and Congo square—the birthplace of Jazz in the oldest African American neighborhood in the US, the Tremé, and the site of the J&M Music shop that *Rolling Stone Magazine* called the birthplace of Rock and Roll in the US.

Tour led by French Quarter Phantoms. Tour named 2017 Traveler's Choice by TripAdvisor.

Creole Queen Paddlewheeler Dinner Cruise

Friday, November 1
5:45 PM – 9:00 PM
Cost: \$80

Ticket required. Sign up using the conference registration process. Minimum of 10 participants. NOTE: The Creole Queen is situated on the Mississippi River 0.5 miles (estimated 11 minutes walking) from the Sheraton New Orleans. Participants in this tour option may wish to walk or travel by Uber/Lyft at their additional expense.

5:45 PM Meet in the lobby of the Sheraton New Orleans
6:00 PM Depart Hotel Lobby and travel to boat dock
6:25 PM Arrive/Board Creole Queen
7:00 PM Cruise boat departs
9:00 PM Disembark and return to Sheraton New Orleans

Savor the beauty and romance of the New Orleans skyline aboard a dinner Jazz cruise on the authentic Creole Queen Paddlewheeler. Stroll the decks of this beautiful boat and enjoy live music, find one of many spots ideal for photographs, and tour the museum quality boat. Dinner buffet includes classic Louisiana fare such as gumbo, creamed spinach, and Bananas Foster. Price includes admission, dinner, taxes, and gratuity. Cash bar available.

NOLA Brew Bus: Private Brewery & Distillery Tour

Friday, November 1
6:15 PM – 10:00 PM
Cost: \$85

Ticket required. Space is limited. Sign up using the conference registration process. Note: Minimum of 10 people before 9/3/19 or tour will be cancelled.

6:15 PM Meet in the lobby of the Sheraton New Orleans
6:30 PM NOLA Brew Bus departs from the hotel
10:00 PM NOLA Brew Bus returns to the Sheraton New Orleans

New Orleans is a world-class city just now entering the prime of America's craft beer explosion. Step beyond the French Quarter, exploring local neighborhoods while tasting brews and spirits. Tour includes five beverage tokens to be used on whatever 10-12 oz. pours you desire (depending on brewery guidelines), 20% bartender gratuity, pick-up and drop-off at the Sheraton New Orleans aboard our custom Brew Bus. Together, we'll enjoy a visit to [Urban South Brewery](#), [NOLA Brewing](#), and [NOLA Distillery](#). Stouts or ales, IPAs or sours, or a frozen hurricane, this tour has it all!



CLICK HERE TO REGISTER ONLINE TODAY

Schedule subject to change, refer to website.



TOURS (CONT.)

Saints & Sinners Walking Tour

Friday, November 1
7:45 – 10:00 PM
Cost: \$20

Ticket required. Space is limited to 27 people. Sign up using the conference registration process. Total length of tour is approximately 1 mile and 2 hours.

7:45 PM Meet in the lobby of the Sheraton New Orleans
8:00 PM Tour departs from the lobby
9:45 PM Tour ends at Jackson Square
10:00 PM Return to Sheraton New Orleans

New Orleans is a black water port, Caribbean and lawless; settled by thieves, prostitutes, and the otherwise criminally disposed. The city is both Catholic and pious, with Roman altars trimmed in gold, and equally black magic, Voodoo, and the steady throb of African drums. New Orleans is sex and confession, sin and forgiveness; the place where God and the Devil shook hands so that the party could go on, a city for the sinner and the saint. This is a tour that takes you through the sweet soaked madness of our best and worst. This is NOT your grandmother's tour.

Tour led by French Quarter Phantoms: TripAdvisor Certificate of Excellence (8 Consecutive Years), Best Haunted & Cemetery Tours by the Official Best of Louisiana 2019; Best Ghost Tour by USA Today's 10 Best 2018.

Laura Plantation Tour

Saturday, November 2
12:30 PM – 5:30 PM
Cost: \$55

Ticket required. Space is limited to 45 people. Sign up using the conference registration process. Tour includes transportation to and from Laura Plantation and admission. Minimum of 25 required or tour will be cancelled.

12:30 PM Meet in the lobby of the Sheraton New Orleans
12:45 PM Begin boarding bus
1:00 PM Bus departs for Laura Plantation
2:00 PM Arrive and tour Laura Plantation
4:15 PM Board bus for return to New Orleans
4:30 PM Depart Laura Plantation
5:30 PM Return to Sheraton New Orleans

Go beyond the myths of the American South at Laura Plantation, where intimate, first-hand accounts explore the lives of four generations of one Louisiana Creole family, both free and enslaved. Laura's permanent exhibit examines in detail the lives of Africans on the plantation, from enslavement into the 20th century. In the heart of Plantation Country only 50 minutes from New Orleans, the experience includes the Big House, gardens, & original 1840s slave cabins. Laura Plantation has been named Louisiana's Creole Heritage Site and one of the best historical tours in the US by Lonely Planet.

Cocktail History Walking Tour

Saturday, November 2
1:45 – 4:00 PM
Cost: \$20

Ticket required. Space is limited to 27 people. Sign up using the conference registration process. Total length of tour is approximately 1 mile and 2 hours.

1:45 PM Meet in the lobby of the Sheraton New Orleans
2:00 PM Tour begins
3:45 PM Tour ends at location TBD by tour guide
4:00 PM Tour returns to Sheraton New Orleans

Enjoy the history of some of New Orleans' most famous cocktails in multiple French Quarter Bars. This tour will make stops to learn about Hurricanes, Pimms Cup, the Sazarac, Absinthe, and the Grasshopper. (Tastings and drinks are additional cost.) Tour led by French Quarter Phantoms: TripAdvisor Certificate of Excellence (8 Consecutive Years).



CLICK HERE TO REGISTER ONLINE TODAY

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ADDITIONAL OPPORTUNITIES

National World War II Museum

Saturday, November 2

SPECIAL NOTE: Based on the various options available at the Museum (tours/movies/senior & student discounts), CRLA is recommending this museum but not offering a specific package – as one option may not fit all.

Open daily 9 AM - 5 PM with one exhibit remaining open until 6 PM.

Originally founded in 2000 as The National D-Day Museum, The National WWII Museum is an unforgettable way to experience World War II. This remarkable attraction illuminates the American experience during the WWII era, from industrial efforts on the Home Front to the combat experience of the American service member abroad. Designated by Congress as the official WWII museum of the United States, The National WWII encompasses a six-acre campus, where five soaring pavilions house historical exhibits, on-site restoration work, a period dinner theater, and restaurants. The National World War II Museum is rated the #1 attraction in New Orleans, #2 Museum in the USA, and #2 Museum in the World according to Tripadvisor.com!

Dinner & Discussion

CRLA is unable to facilitate the traditional Dinner on the Town this year due to the fact that many restaurants in the area do not take reservations. As an alternative, we're providing a means of connecting with colleagues with similar areas of professional interest or others merely looking for company over dinner (the Supper Club). Simply come to the Sheraton New Orleans lobby at 6:20 PM on Thursday or Friday night and look for your preferred topic on signage to join a small group. Groups will depart the lobby at approximately 6:30 PM to the restaurant of their choosing. Conference organizers will have a list of recommended restaurants within easy walking distance of the Sheraton New Orleans.

Thursday, October 31 Topics

Tutoring Programs
Tutor/Mentor/SI Training Models
Data Collection Platforms
Supper Club

Friday, November 1 Topics

Supplemental Instruction Programs
Mentoring Programs
Professional Mentoring
Supper Club

CRLA Scholarship Raffle

DON'T FORGET!

Please remember to bring an item for the Scholarship Raffle, contributing to the CRLA Professional Development Scholarship Fund. You can bring your item and leave it at the raffle table or registration desk as you register.

Be sure to allot some money for raffle tickets. The more tickets you buy, the more chances you have to win the prize of your choice and the more you are contributing to the CRLA Professional Development Scholarship Fund. Purchase through conference registration process and/or on site.

The drawing will be held on Friday at the Social Hour.



CLICK HERE TO REGISTER ONLINE TODAY

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CONFERENCE REGISTRATION

	Early Registration June 24 – Sept. 16	Registration Sept. 17 – Oct. 21	On-site Registration
CONFERENCE REGISTRATION FEE			
2019 CRLA Member	\$325	\$350	\$375
Non-member	\$440	\$465	\$490
Member: Student/Retired	\$230	\$255	\$280
Non-member: Student/Retired	\$290	\$315	\$340
ONE-DAY CONFERENCE REGISTRATION FEE			
2019 CRLA Member	\$240	\$265	\$290
Non-Member	\$325	\$350	\$375
Member: Student/Retired	\$190	\$215	\$240
Non-Member: Student/Retired	\$250	\$275	\$300
PRE-CONFERENCE INSTITUTES (WEDNESDAY, OCTOBER 30)			
Full-Day Institute	\$120	\$125	\$130
Half-Day Institutes	\$60	\$65	\$70

Additional Optional Events

TOURS	Cost
College Tour of Local Learning Assistance Centers – Wednesday PM	\$25
Bards & Barflies of Bohemia Walking Tour – Wednesday PM	\$25
Garden District Walking Tour – Wednesday PM	\$20
True Crime Walking Tour – Thursday PM	\$20
Ghost & Vampire Walking Tour – Thursday PM	\$20
French Quarter Music & Literary History Walking Tour – Thursday PM	\$20
Creole Queen Paddlewheeler Dinner Cruise – Friday PM	\$80
NOLA Brew Bus: Private Brewery & Distillery Tour – Friday PM	\$85
Saints & Sinners Walking Tour – Friday PM	\$20
Laura Plantation Tour – Saturday PM	\$55
Cocktail History Walking Tour – Saturday PM	\$20
OTHER	Cost
Dinner & Discussion (Various Topics) – Thursday PM	Attendee's meal
Lunch with a Mentor – Friday	\$45
Dinner & Discussion (Various Topics) – Friday PM	Attendee's meal
LCAM Breakfast – Friday	\$35

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REGISTRATION STATUS AND POLICIES

Your Registration Costs/Fees Include:

- Registration bag and supplementary conference materials
- All Conference Welcome Reception (Wednesday)
- Opening Session with Keynote and Breakfast (Thursday)
- Social Hour (Friday)
- Coffee Breaks (Thursday & Friday)
- Hospitality Suite Access (Thursday & Friday)

Deadline & Payment

Participants are encouraged to register early to secure tickets to conference events that have limited seating such as Pre-Conference Institutes and tours. Payment may be made by personal or institutional check or by credit card. Those registering for the conference need to meet the conference deadlines listed on [page 15](#).

Only those who register and make payment within the Early Registration period will receive the early discounted rates. Regular Registration rates are effective September 17 to October 21, 2019. Registrations postmarked after October 21 will be adjusted to account for On-Site rates, and the participant must make payment (either by personal or institutional check or credit card) at the On-site Registration Desk before receiving any registration materials.

To qualify for the Early Registration rates, payment along with the registration receipt must be postmarked on or before September 16, 2019.

NOTE: Meals are not included when registering on site, as hotel requires advanced confirmation. Unfortunately, cost can not be adjusted. Because of this, CRLA encourages registration prior to October 21, 2019.

PAYMENTS CAN BE MAILED TO:

CRLA Conference Registrar
7044 S. 13th Street
Oak Creek, WI 53154-1429

A \$35 fee will be charged for any check returned due to insufficient funds.

Refunds

Requests for refunds of conference registration must be made in writing and postmarked on or before October 21 to be considered. There is a \$50 processing fee for refunds. Payments for Pre-Conference Institutes, tours, or the LACM breakfast cannot be refunded at any time because CRLA commits to pay for these activities in advance based on the number of attendees registered.

Requests for refunds of conference registration postmarked after October 21, 2019, will not be honored unless they are requested as a result of serious illness, death in the family, or other unforeseeable emergency. Conference registration fee refund requests should be directed to: **Kathy Stein** at kstein@sulross.edu.

These requests will be reviewed and processed following the conference but not later than December 12, 2019. Requests made after December 12 will not be considered. Payments by institutions will be refunded to the institutions, and payments made by individuals will be returned to the individual.

Registration Questions?

PLEASE CONTACT:

Courtney Harris
CRLA Association Specialist
(414)908-4961 Ext. 125
c.harris@crla.net

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HOTEL AND TRAVEL INFORMATION

All meeting sessions will take place at the Sheraton New Orleans Hotel. With a stay at Sheraton New Orleans Hotel, you'll be centrally located in New Orleans, steps from Canal Street, and within a five minute walk of Bourbon Street. This four-star hotel is 0.3 mi from Audubon Aquarium of the Americas and 0.6 mi from National World War II Museum.

Hotel

Sheraton New Orleans Hotel
500 Canal Street
New Orleans, LA 70130

A block of rooms is being held at the hotel at the following rates per night:

- Single Occupancy: \$189
- Double Occupancy: \$189
- Triple Occupancy: \$214
- Quadruple Occupancy: \$239
- Executive Suite (1 BR): \$239
- Governor Suite (1 BR): \$659

Rates do not include applicable sales and local taxes or other hotel-specific fees currently at 14% plus \$3 occupancy tax per room per night.

Complimentary internet access is provided in guest rooms and lobby spaces. Be sure to make your reservation by Monday, September 30, 2019, to secure these rates. Conference rates are available three days prior to and three days after the conference.

CLICK TO RESERVE A ROOM

Transportation

For round trip transportation from/to the airport/to hotel, visit:

- To Reserve in Advance: [CRLA 52nd Annual Conference Official Discounted Airport Shuttle](#)
- To Access Shuttle Transportation when at Airport: Click [here](#) to view or download the PDF.

Please note when reserving airport shuttle:

- Reservation must be made online at least 24 hours prior to flight arrival time.
- Changes to existing reservation can be made online.
- Special CRLA discount only applies to reservations made through link—if not accessed in that manner, the discount can not be applied.

For transportation options while in New Orleans, visit:
www.neworleans.com/plan/transportation

Parking

The Sheraton offers:

Standard overnight (10+ hours) is \$46.00 per day plus tax.
0-2 hours = \$15+ tax and 2-9 hours is \$26+ tax.



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Schedule subject to change, refer to website.



CONTACT INFORMATION

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Mobile Event Application Chair
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HEATHER PORTER

2019 Volunteer Coordinator
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Invitation to Volunteer at Conference

GUIDEBOOK ADVOCATES

We are looking for tech savvy CRLA members who are interested in promoting Guidebook during the 2019 Conference. As a Guidebook Advocate you will inform attendees on use of the app, including download, navigation, and creating your own conference schedule. Guidebook Advocates will assist with Guidebook promotion throughout the conference and at an Information Table. Volunteering as a Guidebook Advocate is a great way to network with other conference attendees! If you are interested in serving as a Guidebook Advocate, please contact the Mobile Event App Chair, Chris Woods.

LOCAL VOLUNTEERS

Do you live in Louisiana? If so, CRLA would love to have your help on site in New Orleans! Please contact our 2019 CRLA On-Site Chair, Lindley Workman Alyea, with your intent to serve as a volunteer. Examples of volunteer areas include the following: Dinner and Discussion Guides, Ticket Collectors, Media Team Members, New Orleans Ambassadors, Hospitality Suite Hosts, Tour Assistants, and Registration Desk Helpers.

CLICK HERE TO REGISTER ONLINE TODAY

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