

2026 TLSD

Designing for a Resilient Future

2026 Teaching, Learning and Student Development Conference

Friday, May 1, 2026

8:00am-3:00pm



Bristol Community College

777 Elsbree Street, Fall River, MA 02720

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Schedule-at-a-Glance

8:00-8:45am

H Building Lobby

Registration and Breakfast

8:45-9:50am

H Building Theatre

Morning General Session

10:00-10:50am

A,C,D,E,H,L & J Bldgs.

Breakout Sessions #1

11:00-11:50am

A,C,D,E,H,L & J Bldgs.

Breakout Sessions #2

11:30am-1:00pm

G Building Atrium

Lunch is Served

12:00-12:50pm

G Building Atrium

Lunch General Session

1:00-1:50pm

A,C,D,E,H,L & J Bldgs.

Breakout Sessions #3

2:00-2:50pm

A,C,D,E,H,L & J Bldgs.

Breakout Sessions #4

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Morning Keynote Presentation



DeRionne P. Pollard

President and CEO

American Association of Community Colleges

DeRionne Pollard was named president and CEO of the American Association of Community Colleges in July 2025, becoming the first woman to lead the organization. A nationally recognized higher education leader, she has served as president of Nevada State University, Montgomery College in Maryland, and Las Positas College in California. Her career began in the classroom as an English faculty member, and her leadership continues to reflect a deep commitment to lifelong learning, student success, access, fairness, and opportunity.

Dr. Pollard has held several national leadership roles within AACC, including service on the 21st Century Commission on the Future of Community Colleges, the Commission on Academic, Student, and Community Development, and the Board of Directors. She also serves on the National Board of Directors and Executive Committee for Generation Hope. Her honors include recognition as one of Washingtonian Magazine's 100 Most Powerful Women, the Carnegie Corporation of New York's Academic Leadership Award, and the Washington Area Women's Foundation Visionary Award. She holds bachelor's and master's degrees in English from Iowa State University and a Ph.D. in educational leadership and policy studies in higher education from Loyola University Chicago.

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Luncheon Keynote Presentation



Ashley Finley

Vice President for Research and Senior Advisor to the President
American Association of Colleges and Universities

Ashley Finley is Vice President for Research and Senior Advisor to the President at the AAC&U, where her work focuses on the connections among student learning, career preparation, civic engagement, and well-being. Her perspective is especially timely as community colleges continue to examine how skill outcomes, liberal education, and workforce alignment can be brought together in ways that strengthen—not narrow—the purpose of higher education. Her research helps demonstrate how the liberal arts prepare students not only for employment, but also for adaptability, civic participation, problem solving, and meaningful lives.

Dr. Finley oversees AAC&U's Office of Public Purpose and Opportunity and has authored or contributed to major publications including *The Career-Ready Graduate: What Employers Say About the Difference College Makes*, *A Comprehensive Approach to Assessment of High-Impact Practices*, and *The Effects of Community-Based and Civic Engagement in Higher Education*. Previously, she served as AAC&U's senior director of assessment and research, national evaluator for *Bringing Theory to Practice*, and Associate Vice President for Academic Affairs and Dean of the Dominican Experience at Dominican University of California. She began her career as a faculty member at Dickinson College and holds a BA from the University of Nebraska-Lincoln and an MA and PhD in sociology from the University of Iowa.

Main Stage—H Building Theatre

10:00-10:50am

Phyliticia Jamerson

Executive Director of Early College, Department of Elementary and Secondary Education

Consideration of ways that strengthening pathways between high school and higher education can enable students to see college as both accessible and achievable

11:00-11:50am

Shelly Gillis

Outreach and Marketing Specialist, Small Business Administration

Tim Hathaway

Director of Curriculum Engagement, Bristol Community College

Community-centered perspective to provide consideration for and development of programs that meet the needs of small businesses and employees who work for small businesses

1:00-1:50pm

Robert Awkward

Assistant Commissioner for Academic Effectiveness, Massachusetts Department of Higher Education

Review of Open Education Resources in Massachusetts, advancing statewide OER strategy, implementation, and reporting in ways that support affordability, access and student success

2:00-2:50pm

Mark Nicholas

Vice President of the Commission, New England Commission of Higher Education

Overview of the Commission's new Standards for Accreditation and implications for Institutions of Higher Education in Massachusetts

10:00-10:15am	Berkshire Community College <i>Stacy Evans, Professor of Sociology Department Chair</i>
10:15-10:30am	Bristol Community College <i>Sean Fortney, Director of Advising and Success</i>
10:30-10:45am	Bunker Hill Community College <i>Franklyn Taylor, Associate Provost of the Charleston Campus</i>
10:45-11:00am	Greenfield Community College <i>Harry Akoh, Vice President of Academic Affairs</i>
11:00-11:15am	Holyoke Community College <i>Renee Tasted, Assistant Vice President for Student Affairs</i>
11:15-11:30am	Massachusetts Bay Community College <i>Adam Nelson, Special Assistant to the President and Assistant Dean of Athletics;</i> <i>Rebecca Heimel, Dean of Teaching and Learning; Catherine Gildae, Associate</i> <i>Dean for Institutional Effectiveness</i>
11:45-12:00pm	Middlesex Community College <i>Jennifer Freeman, Dean, Office of Career Integrated Learning</i>
1:00-1:15pm	Mount Wachusett Community College <i>Kristin Sweeney, Dean, School of Business, Science, Technology, & Math</i>
1:15-1:30pm	North Shore Community College <i>Carlos Marin, Chair, Behavioral Sciences</i>
1:30-1:45pm	Northern Essex Community College <i>Austin Gilliland, Vice President of Academic Affairs</i>
1:45-2:00pm	Quinsigamond Community College <i>Gaelan Benway, Dean for Curriculum, Instruction, Assessment, & PD</i>
2:00-2:15pm	Springfield Technical Community College <i>Chris Thuot, Vice President of Academic Affairs, Miah Dreger, Dean of STEM,</i> <i>Vanessa Hill, Professor of Math</i>

10:00-10:50am**Leading Through Disruption: Building Adaptive, Student-Centered Teams in Times of Change**

Jacquelyn Thompson, Vice President of Student Services and Enrollment Management, Cape Cod Community College

Community colleges face constant change. This session explores how leaders build adaptive, student-centered teams while maintaining trust, clarity, and consistency. Grounded in student voice, participants will gain practical language and strategies to lead through disruption, support staff, and ensure students experience access, connection, and success.

11:00-11:50am**Leading Change from the Middle: Strategies for Resilient Community Colleges**

Sharlene Marie Malcolm, Associate Professor and Program Chair, Business and Professional Studies Department, Roxbury Community College

Mid-level leaders such as program chairs and coordinators play a critical role in translating institutional strategy into student success. This session shares research-informed strategies for strengthening leadership resilience, supporting faculty leaders, and building sustainable academic teams that enhance institutional agility, collaboration, and student outcomes in today's evolving community college environment.

1:00-1:50pm**A Time for Change: Theories of Motivation and the Psychology of Temporal Discounting**

Kendall Eskine, Associate Professor of Psychology, MassBay Community College

Why is change so hard, even when we want it? Drawing from classic and contemporary theories of motivation, this session explores how people psychologically process change and time. Participants will leave with evidence-based insights that can be leveraged to support lasting intrinsic motivation and behavior change.

2:00-2:50pm**Placing your Center of Teaching and Learning in the Office of Strategy: Opportunities From an Unusual Organizational System**

William Duffy, Senior Special Programs Coordinator, Lash Center for Teaching and Learning; April Lynch, Chief of Strategy; Kristin Wakefield, Director, Lash Center for Teaching and Learning; Nicholas O' Brien, Senior Special Programs Coordinator, Staff Development, Bristol Community College

Centers for Teaching and Learning typically report to the Academic Affairs office. However, moving the Center to the Office of Strategic Planning provides potential benefits. These include easier alignment with institution wide initiatives, increased potential to reach new collaborators and workshop participants, and greater ability to avoid mission creep. We will discuss this new CTL organization and how to plan for success and avoid potential pitfalls.

11:00-11:50am

Massachusetts CTL Roundtable: Challenges, Opportunities, and Best Practices

***William Duffy**, Senior Special Program Coordinator; **April Lynch**, Chief Strategy Officer; **Nicholas O'Brien**, Senior Special Program Coordinator; **Kristin Wakefield**, Director of Strategic Innovation & Professional Development; Bristol Community College*

We invite our colleagues from Centers for Teaching and Learning in our regional community colleges to join us for a tour of the Lash Center for Teaching and Learning. We will then have an open discussion about the role of a CTL in a Massachusetts Community College, and our opportunities for collaboration, sharing resources, and sharing knowledge.

10:00-11:15 am

Ask Who Is Missing: Ethical AI Literacy Reading Circle

Lanita Foley, Liberal Arts Faculty, Middlesex Community College; Jennifer Bauer, Chair of Communication, Art, and Design, Middlesex Community College

Two community college faculty designed a \$2,000 cross-disciplinary reading circle using Joy Buolamwini's *Unmasking AI*. Informed by scholars like Moya Bailey who ask a design question (who does this technology serve, and who does it fail?), participants built open-access accessible teaching tools. This workshop shares the complete, replicable model.

1:00-1:50 pm

Beyond Chatbots: Utilizing Agentic Workflows with Claude Code, Cowork, and Skills

Brooks Winchell, Executive Director of Online/Distance Learning and the CAE/ Quinsigamond Community College

Move beyond chatbots with AI "agentic workflows." Watch live demonstrations of Claude Code and Cowork autonomously executing complex tasks. We'll build a digital app from scratch and rapidly convert an OER textbook into course materials, demonstrating how AI reduces administrative friction and builds resilience.

2:00-2:25 pm

Impact Bargaining for Leadership

John Casey, Labor Counsel, Office of the General Counsel, Massachusetts Community Colleges

In this session John Casey will walk through the basics of Impact Bargaining, what it is, why it matters, how long it takes, and how it is a critical part of institutional change. This session is designed for Leaders who engage in Impact Bargaining.

10:00-11:15 am

From Push to Pull: Applying F2P Game Design to AI-Powered Learning

Stewart Cho, Adjunct Faculty, Instructional Designer, Bristol Community College

This hands-on workshop shows educators how to shift from push-based teaching to a pull-centered model inspired by Free-to-Play (F2P) game design. Participants will redesign one course element to increase clarity, motivation, and student agency in AI-powered learning environments. Leave with practical, ready-to-implement strategies for immediate classroom impact.

11:25-11:50 am

What Happens When You Actually Try It? Can AI Co-authorship Be Academically Rigorous?

Cody Johnson, Coordinator of Academic Computing, Berkshire Community College

Can AI co-authorship be academically rigorous? This presentation documents one graduate student's "experiment" using AI extensively throughout research writing, not as a shortcut but an iterative partner. Findings challenge transactional assumptions, reveal disclosure framework inadequacies, and question whether we're protecting cognition or just transcription in academic policies.

1:00-1:50 pm

Navigating AI Disruptions: A Human-Centered Guide for ALL Educators

Stewart Cho, Adjunct Faculty, Instructional Designer, Bristol Community College

This session delivers a human-centered guide for ALL educators facing rapid AI disruption, built around four decisive anchors: clarity, workflow adaptation, student behavior shifts, and resilient teaching practices. Learn what matters, filter noise, and move forward with confidence—no matter your AI stance or comfort level.

2:00-2:50 pm

AI for Haters

John Brittingham, Associate Director of Teaching, Learning, and Instructional Design, Bunker Hill Community College; Erin Kappeler, Instructional Designer, Bunker Hill Community College; Sara Kelley-Mundie, Research and Instruction Librarian, Bunker Hill Community College.

The marketing used to describe AI rarely matches the reality of how these tools work. In this workshop we'll discuss the ethical and educational issues in LLMs, including impacts on cognition, environment, labor, and intellectual property. We'll use this more nuanced understanding of potential harms to develop responses to students who use AI for coursework.

10:00-10:50am**Choose Your Own AI Adventure: Flexible Faculty Development with Mentorship**

Rebecca Heibel, Dean of Teaching and Learning; Professor Daiane Antonio, Early Childhood Education; Professor Dolores Goyette, Surgical Technology; Professor Alejandro Lopez, Engineering; Professor Matt Walsh, English, MassBay Community College

What does it look like to explore Generative AI while keeping our humanity intact? This past June, MassBay's Center for Teaching and Learning offered a Choose Your Own AI Adventure, a flexible, asynchronous experience where Faculty Peer Mentors became human connectors. Hear from participants and mentors about learning together, mindfully, with human beings at the center.

11:00-11:50am**Designing an AI Certificate Program: A Workforce Model for Applied AI Education**

Hao Li, Professor of Computer Science; Charulata Trivedi, Professor of Computer Information Systems; Gargi Chug, Associate Professor of Computer Information Systems; Brady Hammond, Dean of the School of English and Humanities; Dennis Dean, Dean of the School of Business, Computing, & Applied Technology, Quinsigamond Community College

This session presents a replicable AI Certificate Program model designed to align applied AI education with workforce needs. Learn how we integrate Python, machine learning, AI ethics, industry partnerships, and portfolio-based capstones to prepare community college students for AI-focused careers using scalable, evidence-informed instructional practice.

1:00-1:50pm**What We Learned Leading AI Integration at Middlesex: 10 Leadership Lessons from a College Helping Define how Massachusetts Community Colleges Respond to the Age of AI**

Peter Shea, Assistant Dean for AI Integration, Middlesex Community College

What does it take to lead AI integration at a community college? This session shares 10 leadership lessons from Middlesex Community College's first year of AI strategy, faculty engagement, and institutional implementation, with insights relevant to colleges across Massachusetts and beyond.

2:00-2:50pm**This Podcast Could Have Been an Email**

Adam Klepetar, Vice President for Student Affairs and Enrollment Management; Jonah Sykes, Director of Marketing and Communications, Berkshire Community College

Berkshire Community College built an internal podcast to improve transparency, boost engagement, and make communication more human. In this session, we'll share how we launched it, kept it fun, and the surprising lessons that reshaped how we connect with our campus community.

10:00-10:50am**Transforming Community Colleges Through Strategic Baccalaureate Development**

Engin Atasay, *Professor of Education, Department Chair for Elementary and Secondary Education, Bristol Community College*

The Comprehensive Planning Guide (CPG) for Baccalaureate Development—published by Community College Baccalaureate Association (CCBA)—framework for creating, launching, and sustaining a community college baccalaureate (CCB) program. The CPG equips institutions with the strategies needed to build a baccalaureate program that reflects their mission and vision, responds to workforce demands, and serves the broader community. This session outlines the interconnected, collaborative steps essential for a successful degree rollout while maintaining standards required for accreditation, and addressing the emerging opportunities and challenges embedded within the fast growing national movement of CCB programs.

11:25-11:50am**Connection Over Credits: Inverting the Model for Transfer Partnerships**

Rebecca Siggelkoe Moreno, *Associate Director of Advising & LifeMap/Transfer Services and Credit for Prior Learning, Bunker Hill Community College*; **Jennine Tambio**, *Assistant Vice President of College Partnerships and Transfer Initiatives, Lesley University*

For more than 12 years, BHCC and Lesley University have partnered to create student-centered transfer pathways. Connection Over Credits highlights our Joint Admissions model, which aligns financial incentives, enrollment, and academic planning across institutions. This session explores partnership development, transfer outcomes, and strategies for building collaborative pathways that support seamless transfer and bachelor's degree completion.

1:00-1:50pm**Real Talk: Real Change: Leading Teams Toward a Culture of Belonging for Student Success**

Kayla Caron, *Dean of Enrollment*; **Philip Sisson**, *President, Middlesex Community College*

This session presents Middlesex's 6+ year journey implementing the Pedagogy of Real Talk and expanding it into a campus-wide movement for belonging and student success viewed through both leadership and practical, scalable strategies for sustaining cultural change. Attendees learn how the college launched this work in the classroom and broadened into student Affairs/Services. This session will address leadership development, organization, scalability, sustainability and data collection and analysis.

2:00-2:50pm**Design for Belonging and Care: Reducing Micro-Invalidations on Campuses**

Ande Diaz, *CDO Emerita & Vice President for Special Projects, Tree of Light Guild*; **Poliana Santos**, *Assistant, Unity Center, Participatory Action Student Researcher, Massasoit Community College*

Grounded in the findings from one student-led study, this interactive session focuses on how communication shapes belonging -- in particular addressing the micro-invalidations that are common at many institutions. The presenter team offers a case study of how student research can be leveraged for professional development and authentic institutional change.

10:00-11:15 am

Designing Career Literacy Throughout a Learner's Journey

***Arlene Vallie**, Associate Provost, Chelsea Campus; **Aurora Bautista**, Professor Behavioral Sciences Department; **Carlos Maynard**, Professor Behavioral Sciences Department; **Alison Ruch**, Professor English Department, Bunker Hill Community College*

Discover how Bunker Hill Community College faculty and administrators designed and implemented career literacy programming. This workshop provides practical toolkits to help faculty integrate career literacy and readiness into their curriculum. This also provides administrators strategies to develop and scale career literacy initiatives.

11:25-11:50am

Skill Badges at BHCC: Connecting Humanities Coursework to Employer Demand

***Molly Phelps**, Director for the Humanities to Career Program; **Soo Park**, Dean, Humanities and Learning Communities, Bunker Hill Community College*

What do you do with a Humanities degree? BHCC's Humanities to Career Program is rewriting that answer. Our innovative Skill Badges bridge the gap between Humanities and Liberal Arts coursework and employer needs, making students' durable skills visible and marketable. This session breaks down how we built them, how they work, and how they're transforming student career readiness.

1:00-1:50pm

Postsecondary Advising and Academic Connections for Transitions

***Jacqueline McMillion-Williams**, Director of Advising & LifeMap, Bunker Hill Community College*

This interactive session explores how advisors and faculty can intentionally integrate academic planning and career exploration to support student navigation and equity. Participants will engage in collaborative activities, examine common student scenarios, and leave with actionable strategies that strengthen advising-academic partnerships.

10:00-10:50am

Bridging Noncredit and Credit: Collaborative Strategies for Faculty, Staff, and Administrators

Cristy Sugarman, Executive Director, Center for Alternative Studies and Educational Testing, North Shore Community College

During this session, we will explore how noncredit to credit pathways can enhance student success and institutional growth. We will examine the challenges that noncredit students face and the structural or policy-related barriers that prevent them from enrolling in credit courses. Participants will gain practical, evidence-based strategies for supporting noncredit students as they transition to credit-bearing programs. Participants will collaborate to design specific strategies they can implement in their institutions to support noncredit students' transition.

11:25-11:50am

Developing a Certificate of Recognition of Learning for Audited Courses

Paul Correia, Director; Ross Hooley, Associate Director; MAICEI, Bristol Community College

Learn how to develop a credential that shows intentional learning, demonstrates competencies, is acknowledged by faculty and has institutional legitimacy without requiring traditional grading methods.

1:00-1:50pm

Leveraging Industry Credentials for Articulation—Why Hands-On Learning Makes the Pathway Work for IT students

Asher Sadler, Director, Special Projects, SCC2 Grant Director, Bunker Hill Community College; John Buxton, Director of Innovation and Program Development, Springfield Technical Community College

Across 15 community colleges participating in a U.S. Department of Labor SCC2 grant, industry credentials clarified how noncredit training could articulate into credit and support employment, while hands-on learning helped students build confidence and apply skills. This session shares lessons learned and practical artifacts that strengthened pathways by aligning credentials, experiential learning, and student support

2:25-2:50pm

Accelerating Student Success: Early Access to Credit for Prior Learning

Anna Battye, Associate Dean of Credit for Prior Learning and Competency-Based Education, Bristol Community College

We will explore innovative strategies for introducing Credit for Prior Learning (CPL) to students early in their academic journey. By embedding CPL awareness into onboarding, advising, and first-year experiences, students can take their work experience, military training, certifications, and other prior learning may translate into college credit before taking a class. We will discuss practical approaches to increasing access, reducing barriers, and streamlining processes so more students can earn credit faster and accelerate time to completion.

10:00-10:50am**PIVOTing Toward Equity in Student Support: Advisor Perspectives from a Qualitative Study of the PIVOT Model***Yandi Figueroa, Director of Advising & Retention, North Shore Community College*

This workshop shares findings from exploratory institutional research at North Shore Community College on the PIVOT Learning Model (Promote Equity, Integrate Diverse Perspectives, Value every voice, Open dialogue, Team collaboration) in academic advising. Advisors reflected on its value as equity-centered professional development and its relevance to student support. Participants will explore key results, engage in PIVOT activities, and discuss practical strategies for implementation.

11:25-11:50am**Program Development for Success: Supplemental Instruction Program***Kim Donovan, Director, Tutoring and Academic Support Center, Bunker Hill Community College*

The speaker will describe how resources in a learning center were re-prioritized to respond to students' needs through the creation of a supplemental instruction program. Data analysis in your center can trigger solutions that support student success. A template will be provided to help participants develop new supports.

1:00-1:50pm**From Feedback to Action: Making Student Voice Matter***Abby Powers, Student Engagement and Communications Specialist; Liza Dister, Assistant Dean of Student Enrollment and Success, Berkshire Community College*

Student voice is widely collected, but often underutilized. This session explores how to translate student feedback into coordinated, campus-wide action. Participants will engage with examples of how to gather, interpret, and activate data to strengthen belonging, retention, and overall student success.

2:00-2:50pm**From the Classroom In: Building an Effective Embedded Tutoring Model at a Community College***Alexandra Barone, Director, Academic Achievement Center; Elizabeth Kinsman, SUCCESS Initiative Manager, MassBay Community College*

MassBay Community College's Embedded Tutor Program places trained peer tutors in high-impact courses to provide consistent, course-specific support. Through collaboration with faculty and student services, tutors reinforce content, model learning strategies, and build confidence. This presentation shares MassBay's scalable model, its benefits, and practical strategies for implementing embedded tutoring at community colleges.

10:00-10:50am

Active Visibility to Increase Student Engagement

Paulo C. Barrio, Professor, Human Services & Behavioral Sciences, Middlesex Community College

Does a student get weirded out when seeing you in Target? Maybe it's hard to see you as something other than "professor?" Hear ways to humanize yourself by being visible in different spaces and see how they start to engage with you outside the classroom.

11:00-11:50am

Belonging by Design: Inclusion as Infrastructure for Completion and Equity

Tamika Williams, Director of Student Engagement, Identity & Belonging, MassBay Community College

This interactive workshop introduces the Engagement, Identity, and Belonging (EIB) Continuum, a practical framework for strengthening student connection, persistence, and equity outcomes. Participants will explore strategies to move beyond programming toward intentional design and leave with actionable tools to build inclusive, belonging-centered student success ecosystems at their institutions.

1:00-1:50pm

Unlocking Student Success Through Engagement

Judy Franciosi, Coordinator of Student Life; Courtney Fisk, Director of Success Scholars Program, Massasoit Community College

This presentation explores how the Engage @ Massasoit platform enhances student engagement by connecting students to events, resources, and opportunities. It highlights the collaboration between Student Life and the SUCCESS Scholars Program, showing how their partnership supports involvement, access to services, and overall student success at Massasoit Community College.

2:00-2:50pm

Influencing Belonging Through Pedagogy of Real Talk (PRT)

Yohanka Tejada, Assistant Director of Academic Advising and Pathways; Mimi Duangjai Chantaprasert, Digital Communications & CRM Specialist, Admissions & Recruitment, Middlesex Community College

This interactive AI-supported training, "The Art of the Warm Handoff," was created to support improved hiring and onboarding practices while strengthening student-centered engagement across the college. The presentation explores how intentional transitions, relational communication, and culturally responsive practices can enhance student experiences, reinforce a sense of belonging, and elevate student voice. Designed for broad institutional use, the training is integrated into advising models, admissions recruitment efforts, student leadership engagement in ACE, and campus-wide professional development and data-informed conversations. Research-based insights are woven throughout to highlight the critical role of belonging climate in student success.

10:00-10:50am

The Work on the Walls: A Gallery of Student Success Initiatives

Sean Fortney, Director of Advising and Success; Aaron Riobe, Associate Director of Curricular Advising & Case Management; Jayme Botelho, Associate Director, Advising & Success; Laine Clements, Project & Technology Specialist, Bristol Community College

In November of 2023, Bristol hired a new Director of Academic Advising & Success. He would be the 17th person to fill this role in a 10-year period. Since then, this department has launched EAB Navigate 360, revamped their SUCCESS initiative, began assigning students to their advisor BEFORE they register, created a mandatory online orientation process - and much more! This interactive, poster-colloquium style session invites participants to explore the many initiatives led by Advising & Success over the past two years.

11:00-11:50am

From Transaction to Transformation: Service Design and Student Development

Guimard Saint Germain, Assistant Director - Community Connect; Franklyn Taylor, Associate Provost; Justice Kumahia, Dean of Students, Bunker Hill Community College

This session explores how everyday interactions with students can move beyond transactional service to intentional developmental practice. Participants will examine how personalized student service principles intersect with student development theory to foster resilience, self-advocacy, and persistence in higher education environments.

1:00-1:50pm

First Year Experience: A Redesign with a Career-Intensive Focus

Denise Cady Arbeau, Professor - First Year Foundational Literacy Department, North Shore Community College

The First Year and Foundational Literacy Department at North Shore Community College is advancing its evolving First Year Experience (FYE) curriculum. This session highlights the rationale and process behind our redesign, along with strategies, resources, and assignments that strengthen career focus, boost retention, and incorporate early student feedback.

2:00-2:50pm

Bridging High School to Healthcare

Tenzin Dhekyong, Health Careers Admissions Coordinator, Bunker Hill Community College; Carolina Rojas-Pion, Assistant Director of Dual Enrollment and Early College at Chelsea High School/Bunker Hill Community College.

This presentation introduces an early advising pipeline connecting Early College and Admissions to support students pursuing Allied Health pathways. Through intentional collaboration, classroom engagement, and academic mapping, this model helps students understand prerequisites, align coursework, and transition more effectively from high school into selective health programs.

10:00-10:50am**Resilient by Design: Orientation That Scales and Connects**

Robyn Butterfield, Manager of New Student Programming; Sarah Dorsey, Associate Director for Enrollment Communications & New Student Programming; Kiel C. Szivos, Coordinator of Career Planning, Mount Wachusett Community College

What if orientation wasn't a one-day event but a scalable institutional system? Mount Wachusett Community College redesigned onboarding through Academic and Career Communities, coordinated communication, and career contextualization. This session shares adaptable tools to build belonging, clarity, and career direction; models institutions can replicate.

11:00-11:50am**What We Built, What We Learned, What's Next: Redesigning Student Technology Orientation**

Kyle Stephanie Kraus, Instructional Designer, Springfield Technical Community College

This session explores the evolution of student technology orientation from resource-rich but passive models to a future-focused, gamified onboarding experience. Participants will examine lessons learned, explore a scalable, challenge-based framework, and leave with practical strategies to redesign orientation to enhance engagement, build confidence, and improve student success across diverse digital skill levels.

1:00-2:15pm**From Campus to Community: Creating Localized Curriculum**

Aurora Bautista and Carlos Maynard, Professors in Behavioral Sciences Department, Bunker Hill Community College

Experience place-based learning firsthand with BHCC Sociology faculty as we explore Chelsea and Chinatown Boston. Discover adaptable tools and strategies, and create your own discipline-specific activities. Join this interactive workshop to connect curricula with local communities, inspire civic engagement, and strengthen student learning.

2:25-2:50pm**The Silence Gap: Exploring Student-Initiated Questioning as a Key Driver of Classroom Engagement**

My Nguyen, Associate Professor of Physics, Quinsigamond Community College

Active classrooms can improve learning outcomes, yet many students hesitate to ask questions. Using assessment data, this study examines barriers such as fear of negative judgment and explores how real-talk pedagogy and self-regulated learning supports encourage question-asking, strengthen engagement, and support student success.

10:00-10:50am

Where Title IX, ADA, and Nursing Education Meet: Managing Compliance Intersections for Pregnant and Disabled Students

***Kristie Proctor**, Director, Student Accessibility Services; **Shannon Overcash**, Associate Director of Compliance and Title IX & VI Coordinator; **Heather Lukas**, Director of Health and Wellness; **MaryEllen Nietupski**, Nursing Clinical Coordinator, Quinsigamond Community College*

Colleges frequently encounter complex situations involving students who are pregnant, postpartum, or managing disabilities—sometimes simultaneously. Through questions and interactive discussion, we will explore how to develop a cohesive, student centered, and compliance aligned framework for these students. Using interactive activities and discussion, learn how to manage overlapping requirements, reduce institutional risk, and ensure equitable educational access for nursing programs and other clinically intensive fields.

11:25-11:50am

Building Capacity for Title II: Asynchronous Faculty Training for Accessible Course Content

***Andrew Hinote**, Director of Online Learning, Bristol Community College*

Title II accessibility requirements are here, and preparing faculty is a critical first step. This session introduces Bristol's asynchronous, badged training course, designed to help faculty understand these requirements and apply them to their course content and instructional workflows.

1:00-1:50pm

Beyond Compliance: Accessibility as a Strategy for Student Success

***Tenisha Mincey**, Coordinator of Instructional Technology and Assessment, Quinsigamond Community College*

This session explores accessibility as a core teaching strategy, not just a compliance requirement. By embedding inclusive design, accessible materials, and UDL aligned instructional practices into everyday teaching, faculty can reduce barriers, improve comprehension, and increase persistence and completion for all learners.

2:25-2:50pm

ADA Title II and LMS Migration: a marriage of convenience

***Marisha Marks**, Instructional Designer, Springfield Technical Community College*

In the 25-26 academic year, STCC found itself at the crossroads of two major initiatives: transition to Blackboard Ultra and compliance with ADA Title II. This session will describe how the Center for Innovation in teaching and Learning guides faculty in course conversion while removing accessibility barriers for all learners.

10:00-11:15am

Future Planning: Student-centered Systems Thinking

Ashley Wigeri van Edema, UMass Boston

Systems, while complex, behave in very predictable ways. Every choice, action or inaction, influences functionality. Reinforcing or balancing. This session blends theory and practice and provides an opportunity to reflect on what we do and why it matters.

11:25-11:50am

Designing Navigate360 Journeys for the Commonwealth Honors Pathway

Laine Clements, Project & Technology Specialist; Sean Fortney, Director of Advising and Success; Kimberly Newton, Professor of Biology, Sustainable Agriculture Program Chair, Commonwealth Honors Program Chair, Bristol Community College

Bristol Community College is leveraging the advanced features of Navigate360 to create two student Journeys, organizing action items into guided pathways to support students in their Commonwealth Honors Pathway application and completion. We will discuss and demonstrate embedded two-way communication tools to keep scholars on track.

1:00-1:50pm

Navigate360 for the Advising Appointment: Process Improvements to Support Consistent Best Practices at Bristol Community Colleges

Laine Clements, Project & Technology Specialist, Advising & Success; Sean Fortney, Director, Advising & Success, Bristol Community College

In Bristol's Navigate360 implementation, our team made strategic decisions for consistent advising, aligned the appointment summary with HEIRS reporting needs, and tailored onboarding and training for different constituencies. We'll review how systems to promote effective case management, student accessibility, and robust data analysis are innovating advising services at the college.

2:00-2:50pm

The ACE Program: The Blueprint for Student Success

Brendan Fraser, Academic Advisor, North Shore Community College

Through the ACE Program's three pillars (Strategic Outreach, Specific Programming, and Supportive Success Strategies), Students can Achieve success by Committing to Empowering themselves. Students in the program receive an extra layer of support in order to be both academically and professionally successful. Join this session to learn about our Blueprint.

10:00-10:25am

Solving for Success: Successes, Challenges, and Strategic Choices in Math Placements

Samantha Plourd, Dean of Enrollment, Retention & Completion, Springfield Technical Community College

Appropriate mathematics placement is essential to support students in acquiring the skills they need to be successful in their chosen discipline. In this session, we will explore strategic ways in which we can use math placement to facilitate success, retention, and completion..

10:25-10:50am

Empowering Learners Through Self-Directed Remediation with ALEKS

James Morgan, Academic Counselor, Cape Cod Community College; with Vanessa Hill, Professor of Mathematics, Springfield Technical Community College

A number of community colleges are using ALEKS to provide students who need additional academic support with an opportunity to strengthen their skills before enrolling in a co-requisite or college-level mathematics course. This session shares how institutions are implementing the software and whether it appears to benefit students.

11:00-11:50am

Keeping the Momentum: Supporting STEM Students Beyond SSA

Melishia Santiago, Assistant Dean of STEM, Springfield Technical Community College; with Vanessa Hill, Professor of Mathematics, Springfield Technical Community College; Marie Tupaj, Dean of STEM, Middlesex Community College; Suman Mukherjee, STEM Coordinator, Bunker Hill Community College; Melissa Lamb, Professional Tutor, Bristol Community College; and Sharon Goyette, Coordinator of Learning Resources, Bristol Community College

Following the end of the STEM Starter Academy (SSA), institutions have adopted a variety of approaches to continue supporting students, including supplemental instruction, embedded tutoring, and the use of STEM-focused academic coaches. This session will examine how these strategies are being implemented across campuses, highlight emerging challenges, and identify opportunities to strengthen student support in the post-SSA landscape.

1:00-2:50pm

NOTE: The following roundtable discussion will be held in L120.

Co-Requisite Math: Innovations, Realities, and Roadblocks

10:00-10:50am

Retention, Success, Persistence, Assistance—Oh, My!

Brian L. Candido, Professor and Department Chair of Computer Technologies; **Nicole L. Jackson**, Coordinator of Student Success and Academic Counselor; **Renee G. Tetrault**, Professor of Office Information Technology, Springfield Technical Community College

STCC has supported the STEM Supplemental Instruction, SI, Program since 2010. The results are clear cut the students do considerably better with a SI. We want to share what we have learned during SI journey by presenting our findings, videos thoughts from SI's and directly from the students themselves.

11:25-11:50am

Multiple Measures for Math Course Placement

Samantha Plourd, Dean of Enrollment, Retention & Completion, Springfield Technical Community College

This session explores using multiple measures—high school GPA and completed math coursework—to place students into appropriate math courses. Learn how this approach reduces barriers, improves accuracy, and supports student success while maintaining academic rigor and informed placement decisions.

1:00-1:50pm

STEM Student Success Plan for Developmental Math Courses

Melishia I. Santiago, Assistant Dean of Science, Technology, Engineering, and Mathematics (STEM); **Vanessa Hill**, Professor and Chair, Department of Mathematics, School of Science, Technology, Engineering and Mathematics (STEM), Springfield Technical Community College

A key barrier to retention among first-year STEM students is performance in required mathematics courses. To address this, we redesigned and streamlined the developmental mathematics pathway to better align with STEM program requirements. Additionally, we implemented a Student Success Plan to proactively identify STEM students at risk of underperforming in mathematics and related science courses.

2:00-2:50pm

A Review of Math Success Aggregated by Course Placement Criteria and Student Demographics

Patricia Dube, Professor of Mathematics North Shore Community College

On sabbatical leave in Fall 2025 I analyzed success rates for two years of students enrolled in nine of the math courses at NSCC. For each course success rates were grouped by course prerequisite for each student and a number of demographic attributes. Differences were tested for statistical significance. Observations were summarized and recommendations were made. Some results were surprising and some were not.

10:00-10:50am**Community Leadership Certificate: Empowering Students to Become Agents of Positive Change***Jill Keller, Dept Chair/Certificate Coordinator, Middlesex Community College*

This session will introduce MCC's new Community Leadership Certificate program, which has as its centerpiece five PAID student internships per year. Students will have the opportunity to work for a Lowell non-profit organization in an area that is important to them (fair housing, childcare, LGBTQ history, physical wellness, reintegration of incarcerated people back into the community, Cambodian and Latinx community support and more). Students will make meaningful connections between their courses and their active work in the field, while improving their community in direct ways.

11:25-11:50am**Two Birds, One Stone: Leveraging Work-Based Experiences**

Krista Piazza, Project Manager for Apprenticeship Degree Initiatives, Quinsigamond Community College; Yvonne Dunkley, Assistant Director of Apprenticeships, Bunker Hill Community College; Lily Goode, Coordinator of Apprenticeship Initiatives, Office of Career Integrated Learning, Middlesex Community College

This session introduces a simple framework for embedding work-based learning into existing courses using principles from competency-based education (CBE). Participants will explore translating student learning outcomes into applied learning activities, identifying meaningful evidence students can provide from workplace projects, and evaluating learning using clear competency criteria

1:00-1:25pm**Creating an Apprenticeship Model at Bunker Hill CC**

Wissal Nouchrif, Interim Dean of Professional Studies; Yvonne Dunkley, Assistant Director of Apprenticeships; Rachel Gottlieb, Career Navigator, Bunker Hill Community College

This session highlights the development of an apprenticeship model funded by the Smith Family Foundation that supports a cohort of paraprofessionals pursuing an associate degree in education. Launched in Fall 2025, the program provides structured pathways to graduation, transfer, and careers as licensed teachers.

11:25-11:50am

Designing Cross-Disciplinary Learning in Community College Using the Interprofessional Education Collaborative (IPEC) Framework

Sandra Cozzens, Instructor/Academic Fieldwork Coordinator for the OTA Program, Bristol Community College

Community college students can benefit from courses based on the Interprofessional Education Collaborative (IPEC) four core competencies. Using this framework for curriculum development creates learning experiences that help students understand the roles and responsibilities, communicate effectively, and collaborate across disciplines, all of which are skills that align with workforce expectations

1:00-1:50pm

Massasoit Goes Global: Learning Beyond the Classroom with Study Abroad in Ireland and the Global Learning Certificate

Katherine DiMarca, English Professor; Pelin Kadercan, History Professor, Massasoit Community College

An introduction to our Global Learning Certificate program and recent short-term faculty led educational trip to Ireland. When students participate in educational travel - a type of experiential learning and high impact practice - it not only fast tracks their achievement of the new Certificate's global learning outcomes, but impacts students' confidence and self-awareness as global citizens.

2:00-2:50pm

Building Workplace Experience into the Pathway for Future Career Success

Jennifer Freeman, Dean, Career Integrated Learning; Jennifer Bauer, Professor and Department Chairperson, Communications, Art and Design, Middlesex Community College

This interactive session will demonstrate how Middlesex Community College is embedding experiential learning across all programs. Presenters will share methods to help students make connections between classroom and workplace learning. Discussion will include strategies to build workplace experience for all students, the role reflection plays, and approaches to employer engagement.

10:00-10:50am**How Bristol's SSEM Leadership Designs and Hosts a Professional Development Day**

Stefanie Deprey, Director, Transfer & Career Services; Katie Spavento, Director, Enrollment Analytics & Solutions, Bristol Community College

Explore how Bristol's Student Services & Enrollment Management leadership team plans, designs, and delivers an annual Professional Development Day centered on collaboration, growth mindset, and student-centered practice. This session highlights planning strategies, cross-functional engagement, and lessons learned to create meaningful, scalable professional learning experiences that strengthen teams and improve student outcomes.

11:00-11:50am**Centering Professional Identity in Professional Development: Reimagining Learning, Belonging, and Community**

Arlene Vallie, Associate Provost, Chelsea Campus; Divya Anand, Interim Senior Director, Center for Professional Development; Emily Mullaney, Research Assistant, Bunker Hill Community College

This session highlights the foundational tenets of BHCC's new Center for Professional Development which serves both faculty and staff. Grounded in an identity-centered, data-informed approach, it highlights professional identity development through learning experiences that elevate internal expertise and foster cross-divisional collaboration to strengthen belonging, community, and ultimately student success.

1:00-1:50pm**From Colleagues to Community: Building Connection and Leadership Through a Faculty-Led Study Group**

Drew Dunphy, Associate Professor of English and Professional Development Fellow; Alex Cotter, Associate Professor of Mathematics; Maggie Schrama, Adjunct Professor of Biology; LeeAnn Griggs, Adjunct Professor of Biology; Mare Ambrose, Adjunct Professor of Humanities, Massasoit Community College

Faculty will discuss their experience with the Teaching & Learning Collaborative, a faculty-led study group now in its sixth year. Presenters will discuss ways they have built community and sharpened their teaching by discussing research, sharing practices, and visiting each other's classes. They will also explore how faculty-led initiatives can shape college-wide culture.

2:00-2:50pm**Beyond the Job: Building a Purpose-Driven Path to the Doctorate Degree**

Dariel "DT" Henry, Director of Foundation and Community Affairs, Bristol Community College

For many higher education professionals, the question is not just whether to pursue a doctorate, but how? This session explores aligning doctoral study with long-term goals. Using higher education theory, attendees will clarify professional and personal priorities and leave with an intentional, actionable plan for pursuing a doctorate.

10:00-10:50am

Supporting Well-Being for Yourself and Your Students

Constance Messier, Professor of Occupational Therapy, Bristol Community College

Interactive workshop provides faculty with evidence-based, classroom-ready self-regulation strategies to enhance engagement, learning readiness, and persistence. It explores arousal, sensory processing, and stress, integrating top-down (cognitive) and bottom-up (sensory-based) approaches. Participants gain practical tools to create inclusive, responsive classrooms that support diverse, neurodiverse, and stressed community college students.

11:00-11:50am

Beyond Cultural Competence: Reframing Faculty Practice Through Cultural Humility

Joe DiMaria, Associate Vice President, Student Success, Bristol Community College

Grounded in emerging research, this session investigates cultural humility as an alternative to cultural competence in higher education. It highlights implications for faculty practice, examines the role of racial identity and power, and introduces considerations for fostering more equitable instructional environments.

1:00-2:00pm

The Power Shift

Celia Norcross, Dean of Students, Berkshire Community College

Ever feel as if you are powerless in a situation adding to more confusion or stress? Our students encounter this situation daily as they try to navigate the hidden curriculum in higher education. Learn how to shift the power from ourselves to our students by creating environments that welcome and support change, removing barriers.

2:00-2:50pm

The Student Experience Revolution: Holding students capable rather than accountable

Ugo Uzoeghelu, Epidemiologist, Massachusetts Department of Public Health and Adjunct Professor of Health Studies, MassBay Community College

This trauma-informed approach builds learning environments where students feel belonging and mattering, fostering resilience and reducing the impact of Adverse Childhood Experiences (ACEs). By emphasizing trust, equity, and asset-based thinking, it shifts education from compliance-based models to student-centered practices that empower and uplift.

10:00-10:50am

Learning to Unlearn: A SoTL Framework for Decolonizing Practice

Lara Kradinova, Professor of English, Middlesex Community College

This presentation introduces the SoTL Decolonization Action Research Project, a cross-disciplinary initiative designed to support faculty from all divisions at Middlesex Community College in critically examining and transforming their pedagogical practices through the lens of decolonization. Rooted in the Scholarship of Teaching and Learning (SoTL), the project engages participants in a semester-long, collaborative inquiry into what colonialism is and how it shapes curricula, classroom dynamics, and knowledge production. This project focuses on a student-centered redesign of college courses and fosters critical and creative thinking through collaborative, inclusive, and inquiry-driven pedagogy.

11:25-11:50am

Teaching Biology for the Real World: Using Biotech Role-Play to Build Engagement and Career Awareness

Maria Lazebnik, Assistant Professor, Massasoit Community College

Students often learn biology without seeing how it connects to industry and careers. This session shares a structured role-play project in which students analyze real biotech companies and present their science, helping build engagement, teamwork, communication skills, and a stronger understanding of genetics, drug development, and career pathways.

1:00-2:50pm (Double Session)

Co-Requisite Math: Innovations, Realities, and Roadblocks

Kaitlyn Litwinetz, Bristol Community College; with Dena Feldman, Roxbury Community College; Swati M. Kelkar, Bunker Hill Community College; Alex Cotter, Massasoit Community College; Jose Monteiro, Massasoit Community College; Linda Dart-Kathios, Middlesex Community College; and Karen Duseau, Bridgewater State University

This extended roundtable provides a space for open, candid dialogue among practitioners. Participants will engage directly with peers to discuss:

- What's working—and what isn't—in math placement reform
- Institutional resistance and faculty perspectives
- Data interpretation and decision-making
- Equity challenges and unintended consequences
- Scheduling and operational barriers

This session is intentionally designed to move beyond formal presentations and foster honest, practice-based conversation. Attendees will be encouraged to share experiences, ask questions, and exchange strategies.

10:00-10:50 am**Beyond Compliance: Leveraging Accreditation to Advance Equity and Completion in Non-Degree Intensive English Programs**

Jenny Bobea, Director, Language Institute; Kristen McKenna, Dean of Workforce and Economic Development, Bunker Hill Community College

Accreditation is often viewed primarily as a compliance exercise, yet for non-degree intensive ESOL programs, it can serve as a powerful framework for strengthening inclusive practices and supporting completion outcomes. This session explores how the accreditation process can be intentionally leveraged to examine program structures and instructional practices that shape the student experience. Participants will see how accreditation-driven reflection can surface gaps in key areas that affect persistence and completion.

11:25-11:50am**Designing for Belonging: Institutional Strategies for Multilingual Learner Success**

Brady Hammond, Dean of English, Arts, & Humanities; with Carol King, Dean of College & Career Pathways, Quinsigamond Community College

Community colleges serve growing numbers of multilingual learners, yet institutional supports are often fragmented. This session presents Quinsigamond Community College's Multilingual Learner Strategic Action Plan, highlighting approaches to placement, curricular alignment, and cross-campus collaboration designed to improve multilingual student persistence, belonging, and academic success.

1:00-1:50pm**Maximizing Budgets to Strengthen First-Generation Student Success: A Scalable Model for Student Support Innovation**

Dariel "DT" Henry, Director of Foundation and Community Affairs, Bristol Community College

This session explores approaches to maximizing budgets that support first-generation student success. Drawing from strategies developed in TRIO, the presenter will share how intentional budget alignment, strategic reallocation, & cross-departmental collaboration can enhance student outcomes. If you work with TRIO, SUCCESS Grant, or First-Generation programs this session is for you.

2:00-2:50pm**Teaching Biology for the Real World: Using Biotech Role-Play to Build Engagement and Career Awareness**

Maria Lazebnik, Assistant Professor, Massasoit Community College

Students often learn biology without seeing how it connects to industry and careers. This session shares a structured role-play project in which students analyze real biotech companies and present their science, helping build engagement, teamwork, communication skills, and a stronger understanding of genetics, drug development, and career pathways.

10:00-10:50am

Free Speech and Freedom of Expression on Campus: Navigating Conflict, Dialogue, and Belonging

Shelley Errington Nicholson, Dean of Students, Greenfield Community College; Justice Kumahia, Dean of Students, Bunker Hill Community College

This session will explore how student affairs and academic professionals can respond to speech-related conflicts while supporting dialogue, student dignity, and a sense of belonging. Using practical scenarios, participants will reflect on how institutions can uphold free expression while thoughtfully addressing the realities of campus climate and community responsibility.

11:00-11:50am

Support to Success: Essential Needs Programs Impact on Students

Charlotte Operach, Manager of HomePlate Food Pantry & Resource Center, Quinsigamond Community College; Emma Michalowski, Associate Director of Student Counseling, SPOC, Cape Cod Community College

This session highlights data from Cape Cod Community College and Quinsigamond Community College demonstrating how essential needs support improves student wellness, persistence, and completion rates. Learn how addressing food, housing, and financial insecurity creates a responsive campus that supports students' success both in and beyond the classroom

1:00-1:50pm

If They Can't Find It, They Can't Use It: Improving Resource Access for Busy Students

Stefanie Gouveia, Academic Advisor, Bristol Community College

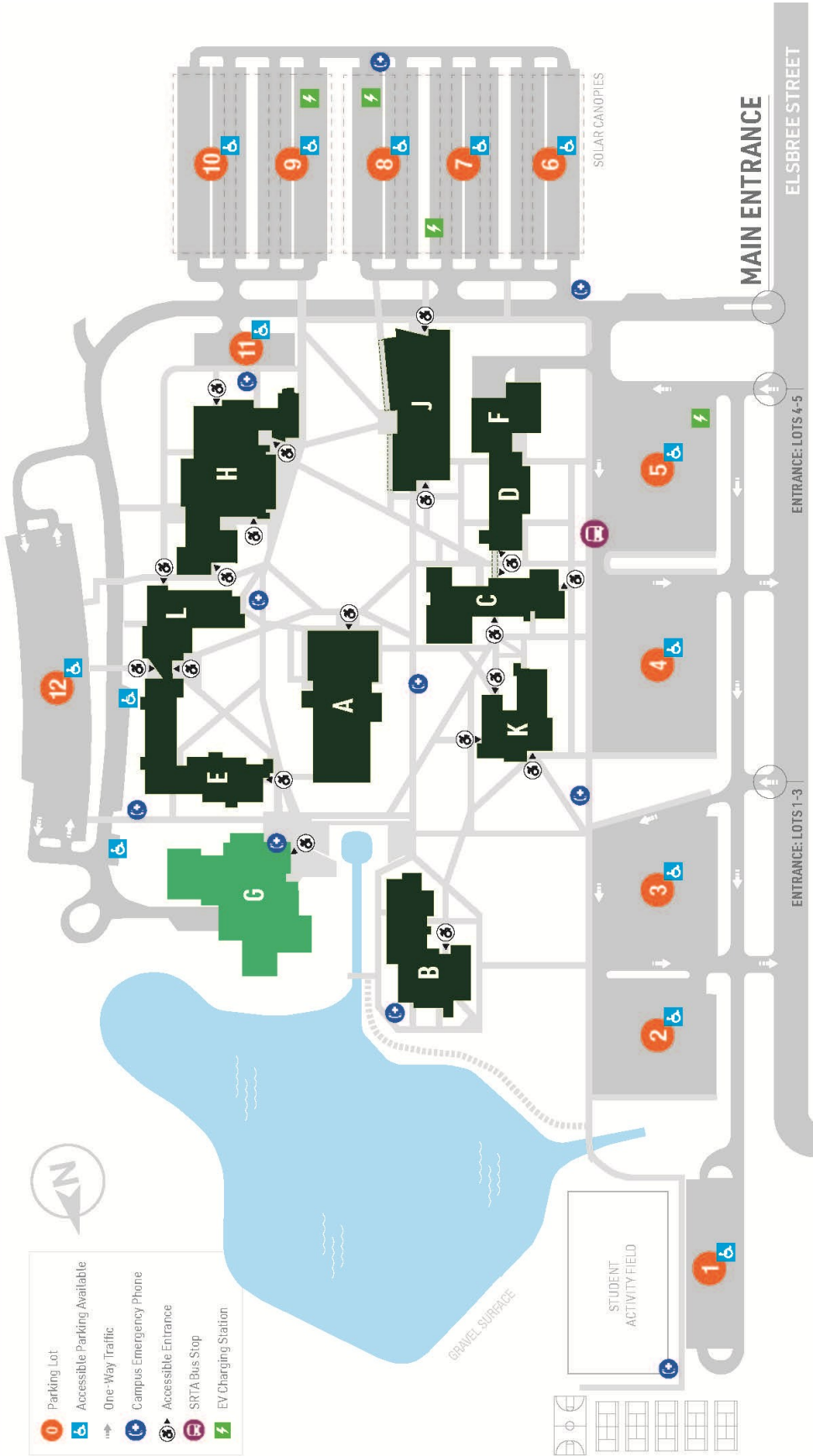
We know community college students come from many different backgrounds, and generally have multiple identities (ex: student, parent, and employee), so it is no surprise that when they need help the most, it is outside of normal business hours. This presentation aims to share ways students can get the information they need when they need it.

2:25-2:50pm

SUCCESS Scholars Camp: A Transformative Workshop Series for Navigating College with Confidence

Farrorza Lim, Senior SUCCESS Scholars Coach; Connor Nickerson, LGBTQ+ SUCCESS Coach; Jennier Quiroz, Peer Mentor, Middlesex Community College

This initiative transforms traditional SUCCESS academic workshops into an in-person camp designed to better meet students' needs and schedules. The camp provides greater access to college-wide learning opportunities, focusing on practical tools for academic success while fostering a strong sense of belonging. Through shared experiences, active listening, and meaningful connections, students build college readiness skills and strengthen their confidence in navigating their academic journey.



Fall River Campus

777 Elsbree St., Fall River, MA 02720
508.678.2811

BRISTOL COMMUNITY COLLEGE

A	Eileen T. Farley Learning Resources Center (Library)	F	Facilities / Physical Plant
B	Engineering Building	G	Commonwealth College Center
C	Siegel Health Technologies Bldg. • BOOKSTORE • HAWKS MUST CAFE	H	Margaret L. Jackson Arts Center • GRIMSHAW-GUDREWITZ ART GALLERY
D	Hudnall Administration Building	J	John J. Sbrega Health & Science Bldg.
E	Thomas A. Rodgers Jr. Science Bldg. • JOSEPH A. MARSHALL VETERANS CENTER • MENTAL HEALTH COUNSELING • WOMEN'S CENTER	K	Robert F. Stoico / FIRSTFED Business Technologies Building
		L	Mathematics & Science Building

- ADMISSIONS
- ADVISING & SUPPORT
- ATHLETICS
- CAFETERIA
- TRANSFER & CAREER SERVICES
- FINANCIAL AID
- FITNESS CENTER
- MULTICULTURAL CENTER
- STUDENT ACCOUNTS
- STUDENT ENGAGEMENT & BELONGING
- TESTING CENTER