

Create Your Own Pathway to Growth at ICE 2011

Tuesday, November 8, 2011	
Pre-Conference Sessions	
Wednesday, November 9, 2011	
8:00 a.m. – 9:00 a.m.	Public Member Breakfast
8:15 a.m. – 10:15 a.m.	Special Interest Groups (SIGs)
10:30 a.m. - 12:00 p.m.	Opening Plenary Session - Customer Service for Each Generation - David Stillman
2:00 p.m. – 3:15 p.m.	
3:45 p.m. – 5:00 p.m.	
Thursday, November 10, 2011	
8:00 a.m. – 8:30 a.m.	Poster Presentations in the Exhibit Hall
8:30 a.m. – 9:30 a.m.	
10:00 a.m. – 11:15 a.m.	
11:30 a.m. – 12:45 p.m.	
2:30 p.m. – 3:45 p.m.	
4:00 p.m. – 5:00 p.m.	Roundtable Discussions
Friday, November 11, 2011	
8:00 a.m. – 10:30 a.m.	Closing Plenary Session: ICE Research Summit
10:45 a.m. – 12:00 p.m.	

Pathways to Growth:

Testing. Management. Credentialing.

****NOTE:** Please consult the full schedule for receptions, luncheons, solutions showcase and other events**

ICE 2011 ANNUAL
EDUCATIONAL
CONFERENCE

Strategies for Excellence in Credentialing

November 8 – 11, 2011 | New Orleans, LA