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| Time Slot | Tech Tools/Policy | Customer Service | Work Culture |
| 10:00 am(45 minutes) | SiD Beginner | Optimizing GED Manager | Mental Health Workshop |
| 11:00 am(45 minutes) | Put the ‘Fun’ in ABE Funding  | Microaggressions | View from the Front Office: Life Cycle of a Student) |
| 1:00 pm(45 minutes) | SiD Advanced | Conducting Intake at a Distance | The Benefits of Proactive Accessibility  |
| 2:00 pm(45 minutes) | Online Testing 101 | Conducting Orientation at a Distance | DL Platforms and Proxy Hours Tracking  |