

A A C R A O

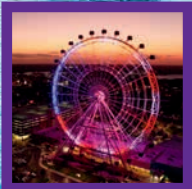
# 104<sup>TH</sup>

## ANNUAL MEETING

March 25-28, 2018

Orlando World Center Marriott

Orlando, Florida / [www.aacrao.org](http://www.aacrao.org)



AACRAO



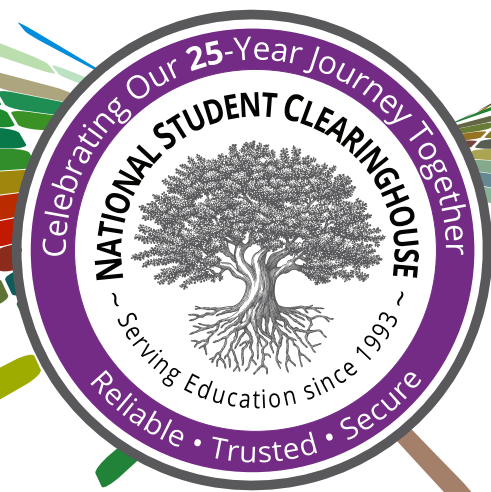
# 25-Years and Counting!

*Our Journey Together Continues.*

The **National Student Clearinghouse** is turning 25 in 2018 and it wouldn't be a celebration without you.

Join us at the AACRAO annual meeting and all year long as we mark our quarter century as your trusted partner with exciting innovations, new events, expanded service offerings, and much more.

*Stop by booth #807 to enter our 25<sup>th</sup> anniversary prize drawing and pick up your 25<sup>th</sup> anniversary pin!*



## Join the **JOURNEY**

*and the celebration at the  
Clearinghouse booth, #807.*

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# WELCOME LETTER

Dear Colleague,

On behalf of AACRAO and our Board of Directors, welcome to Orlando! Our 104th Annual Meeting is the culmination of more than a year of diligent planning by our Annual Meeting Program Committee, which has developed an extensive program of over 200 sessions, roundtables, poster sessions, and workshops.

Aside from our educational programming, don't miss these unique opportunities to network and see what's happening on other campuses:

## Stop & Share Discussions

If you are looking to initiate, join, or expand on a spontaneous conversation, grab a table outside of the Exhibit Hall. There will be several time blocks on Monday and Tuesday for you to participate in these impromptu Stop & Share conversations.

## AACRAO Film Festival

Interested in seeing how other schools promote their programs and services? Be sure to stop by the 3rd Annual AACRAO Film Festival, located outside of the Exhibit Hall. We'll have campus videos running on a continuous loop so you can view them at your convenience.

## Gaming/Networking Lounge

Is this your first AACRAO Annual Meeting? Are you coming solo from your institution? Would you like to meet other fun people? Then don't miss our new Gaming and Networking Lounge, located outside of the Exhibit Hall.

Lastly, make the most of your Annual Meeting experience—learn, share, explore new ideas, and most importantly, enjoy yourself. Orlando is best known for its theme parks and attractions, but be sure to explore the city's downtown, which has experienced a renaissance that has attracted new restaurants, boutiques, galleries, and theatres.

We wish you a very successful and productive Annual Meeting experience. **Be sure to save the date for AACRAO's 105th Annual Meeting in Los Angeles, California, March 31-April 3, 2019.**

Sincerely,

**Jim Bouse**  
AACRAO President

**Mike Reilly**  
AACRAO Executive Director

# Meet Your Clearinghouse Team

Your **National Student Clearinghouse** team is eager to share the exciting innovations we're introducing this year, as the Clearinghouse turns 25. Make sure you visit us in our booth, **#807**, or join us for one of our sessions. You'll find some new faces and some familiar faces, but definitely lots of friendly faces.

*Stop by booth #807 to enter our 25<sup>th</sup> anniversary prize drawing and pick up your 25<sup>th</sup> anniversary pin!*



Brad Hill



Casey Wallen



Chris Lau



Dannette Sullivan



Glenn Rosenberg



Joe Roof



Julie Esau



Meghan Godorov



Melissa Buckley



Nancy Penna



Paul Taylor



Phil Smith



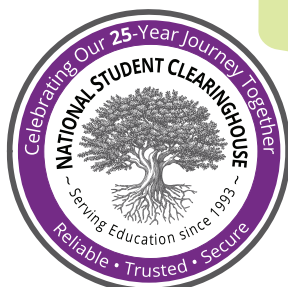
Phil Spitz



Sarah Arslanian



Sue Ledwell



Join the  
**JOURNEY**  
*and the celebration at the  
Clearinghouse booth, #807.*

# ANNUAL MEETING SPONSORS

**AACRAO thanks our Annual Meeting sponsors:**



**First-Time Attendee Orientation & Welcome  
Francisco Marmolejo & Alan Alda Plenaries**



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**Badge Holders**



**Totebags**



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**International Educators' Reception**



**International Educators' Reception**



**International Educators' Reception**



**Corporate Research**

**NATIONAL STUDENT CLEARINGHOUSE  
RESEARCH CENTER**

**Corporate Research**

# ROOM LOCATIONS



All sessions and events are located at the Orlando World Center Marriott unless otherwise indicated.

Orlando World Center Marriott  
8701 World Center Drive  
Orlando, FL 32821  
Phone: (407) 239-4200

As a courtesy to others, please remember to turn off your mobile devices.

## Important Locations

### AACRAO Bookstore

Palms Ballroom Foyer

### AACRAO Film Festival

Cypress 2 Foyer

### Cyber Café

Cypress 1 Foyer

### Gaming/Networking Lounge

Cypress 2 Foyer

### Stop & Share Discussions

Cypress 3 Foyer

### Exhibit Hall

Cypress 1 & 2

### Poster Sessions in Exhibit Hall

Cypress 1 & 2

### Orlando Hospitality

Palms Ballroom Foyer

### Los Angeles Publicity

Cypress Registration Desk

## Speaker Lounge

### Boston

AACRAO will provide presentation computers in all meeting rooms, which will be networked to a central computer. **You may not use your own laptop.**

Presenters are required to check in at the Speaker Lounge. Please stop by at least four hours prior to your presentation to verify that your presentation is formatted properly on the presentation computers.



# We've Been Busy Researching the World's Education Systems... so You Don't Have to!

**AACRAO EDGE** (The Electronic Database for Global Education) is the most comprehensive and cost-effective resource on post-secondary education systems around the world. The online database houses over 230 country profiles featuring:

- Educational Ladders
- Secondary and Post-Secondary Grading Systems
- Sample Credentials
- Placement Recommendations
- Accreditation and/or Recognition
- Verification Processes
- And more!

**Simplify your evaluation process and sign up today!**

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[edge@aacrao.org](mailto:edge@aacrao.org)





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**DIGARC**  
Taking Education Higher™

### **JOIN OUR SESSION TO LEARN MORE.**

Monday, March 26 at 9:15 a.m. in Crystal PQ  
“Catalog and Curriculum Management – It’s  
Time to Take Control” (Panel Discussion)

### **VISIT BOOTH 713**

To get a FREE signed copy of  
“The Registrars Book of Secrets”  
Monday, 3:30-4:00 p.m.

# IMPORTANT REMINDERS

## Don't Miss the Following at the Annual Meeting

### AACRAO Engage Mobile App

Download the app to get meeting updates, search the program, view facility maps, submit session evaluations, and more! [mobile.aacrao.org/](https://mobile.aacrao.org/).

### Stay Connected with the AACRAO Community



Follow [@AACRAO](https://twitter.com/AACRAO) and share your conference experiences by using [#AACRAO18](https://twitter.com/AACRAO).

### Wi-Fi Access

There will be Wi-Fi provided for attendees in all of the meeting rooms (not including the exhibit hall) and in public lobby spaces.

**Name of the network:** AACRAO

**Passcode:** aacrao18

### Orlando Concierge Desk

Expedia Local Expert® Orlando will staff a ticket services desk from March 25-28. There you may purchase discounted attraction tickets, make dinner reservations, schedule private transportation, and more! Look for the desk next to Orlando Hospitality.

### Downtown Disney Shuttles

We will offer roundtrip shuttles to Downtown Disney on Monday and Tuesday, beginning at 6:30 p.m., leaving from the Convention Center entrance. They will depart the hotel approximately every 30 minutes with the last pickup at Downtown Disney at 10:30 p.m.

### Headshot Studio

Need a new headshot? We are excited to offer attendees the opportunity to get new photos taken while you are attending the annual meeting. A studio will be set up in the Exhibit Hall, and photographers will be available to take your headshot during exhibit hall hours on Monday and Tuesday.

### Kevin Carroll Book Signing

Tuesday General Session speaker Kevin Carroll will be available to sign his book, *The Red Rubber Ball at Work: Elevate Your Game Through the Hidden Power of Play* (books will be available for purchase), immediately after his presentation. Join us outside of Cypress 3.

### Prize Drawings

Visit our exhibitors for the chance to win prizes such as cash and gift certificates! Tear off the card on your Schedule at a Glance, collect signatures, and drop off your entry at the AACRAO booth in the Exhibit Hall. It's that easy!

### AACRAO Film Festival

Interested in seeing how other schools promote their programs and services? Be sure to stop by the 3rd Annual AACRAO Film Festival, located outside of the Exhibit Hall. We'll have campus videos running on a continuous loop so you can view them at your convenience.

### Gaming/Networking Lounge

Is this your first AACRAO Annual Meeting? Are you coming solo from your institution? Would you like to meet other fun people? Then don't miss our new Gaming and Networking Lounge, located outside of the Exhibit Hall.

### Stop & Share Discussions

If you are looking to initiate, join, or expand on a spontaneous conversation, grab a table outside of the Exhibit Hall. There will be several time blocks on Monday and Tuesday for you to participate in these impromptu Stop & Share conversations. If you have a topic you know you want to explore, you can sign up in advance to host a 30-minute conversation by contacting Program Committee member, Jonathan Helm, at [Jonathan\\_Helm@baylor.edu](mailto:Jonathan_Helm@baylor.edu).

Sponsored by



# IMPORTANT REMINDERS

## Stay Fit at the Annual Meeting

AACRAO Runners: If you're looking to stay in shape, log some miles, and network while you run, join John Berger, Registrar at Baptist College of Health Sciences, for a 1.5 mile (one lap) or 3 mile (two laps) run/walk around the Orlando World Center Marriott. The trail begins just southwest of the main entrance to the Marriott. All paces welcome! Daily at 6:00 a.m. Monday-Wednesday.

## Emerging Leader Insight (ELI) Talks

Based loosely on TED Talks, AACRAO is again hosting Emerging Leader Insight (ELI) Talks at the Annual Meeting. The participants, who are all recipients of the Emerging Leader Award, will share their thoughts on what led them to enter the realm of higher education and what inspires them to excel. The ELI Talks will take place on Wednesday, from 10:30-11:30 a.m. in the Anaheim room.

## Little Free Library: Take a Book, Donate a Book

Little Free Libraries are book exchange sites intended to increase reading and literacy, and expose readers to authors they may never have read. AACRAO will have a Little Free Library set up at the Gaming/Networking Lounge.



The Best of the Best Program creates an opportunity for state & regional leadership to nominate and select outstanding presentations to potentially be a part of the Annual Meeting. The AACRAO Program Committee reviewed all of the nominations and chose three presentations for inclusion this year. They are highlighted in the program.

## Higher Education Hotspots

Help AACRAO identify higher education hotspots by leaving your mark on the world map near the registration area. We are asking attendees at each of our meetings to identify their institution on the map to illustrate the reach of AACRAO's global network.





# AACRAO 2017-2018 BOARD OF DIRECTORS

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Technology  
University of Oregon

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Dean of Student Services and Success  
Johnson County Community College

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## 2018 ANNUAL MEETING COMMITTEES

### Annual Meeting Program Committee

#### PROGRAM COMMITTEE CHAIR

**Sarah Harris**

University of Iowa

#### PROGRAM COMMITTEE VICE CHAIR

**Karee Head**

University of Idaho

### Coordinators

#### GROUP 1: ADMISSIONS AND ENROLLMENT MANAGEMENT

**Sherry Waldon Wells**

Lamar University

#### GROUP 2: INTERNATIONAL EDUCATION

**Tammy Johnson**

Marshall University

#### GROUP 3: RECORDS AND ACADEMIC SERVICES

**Kelley Brundage**

University of West Florida

#### GROUP 4: LEADERSHIP AND MANAGEMENT DEVELOPMENT

**Kristi Wold-McCormick**

University of Colorado Boulder

#### GROUP 5: ACCESS AND EQUITY

**Cassandra Moore**

Anne Arundel Community College

#### GROUP 6: INFORMATION TECHNOLOGY

**Rob Fitzgerald**

Brown University

#### GROUP 7: WORKSHOPS AND SPECIAL SESSIONS

**Sarah Harris**

University of Iowa

#### NEW INITIATIVES AND IDEAS

**Jonathan Helm**

Baylor University

### Annual Meeting Volunteers

#### CO-CHAIR, VOLUNTEERS

**Aigi Adesogan**

University of Florida

#### CO-CHAIR, VOLUNTEERS

**Kathy Zemba**

University of Florida

# PAST ANNUAL MEETINGS



Year	City	President	Attendance
1910	Detroit, MI	Alfred H. Parrott	24
1911	Boston, MA	A. Howry Espenshade	30
1912	Chicago, IL	A. Howry Espenshade	38
1913	Salt Lake City, UT	John A. Cravens	23
1914	Richmond, VA	E.J. Matthews	46
1915	Ann Arbor, MI	George O. Foster	55
1916	New York, NY	Walter Humphries	69
1917	Lexington, KY	Frank A. Dickey	66
1919	Chicago, IL	Arthur W. Tarbell	106
1920	Washington, DC	Erza L. Gillis	107
1922	St. Louis, MO	Arthur G. Hall	118
1924	Chicago, IL	James A. Gannett	160
1925	Boulder, CO	Thomas J. Wilson, Jr.	105
1926	Minneapolis, MN	George P. Tuttle	166
1927	Atlanta, GA	Rodney M. West	214
1928	Cleveland, OH	Ira M. Smith	253
1929	Seattle, WA	Charles E. Friley	119
1930	Memphis, TN	Edward J. Grant	250
1931	Buffalo, NY	J. Pearce Mitchell	252
1932	Chicago, IL	R.N. Dempster	282
1933	Chicago, IL	J. G. Quick	266
1934	Cincinnati, OH	Frank O. Holt	219
1935	Raleigh, NC	Kenneth P.R. Neville	245
1936	Detroit, MI	Alan Bright	309
1937	Kansas City, MO	J.R. Sage	285
1938	New Orleans, LA	Fred L. Kerr	334
1939	New York, NY	Edith D. Cockins	442
1940	St. Louis, MO	William S. Hoffman	325
1941	Chicago, IL	Joseph C. MacKinnon	404
1942	Chicago, IL	A.H. Larson	316
1944	Chicago, IL	James R. Robinson	381
1946	Atlanta, GA	Ernest C. Miller	285
1947	Denver, CO	S. Woodson Canada	380
1948	Philadelphia, PA	Carrie May Probst	622
1949	Columbus, OH	R. Fred Thomason	586
1950	San Francisco, CA	R.E. McWhinnie	419
1951	Houston, TX	Elwood C. Kastner	348
1952	Washington, DC	John C. Fellows	702
1953	Minneapolis, MN	Emma E. Deters	588
1954	St. Louis, MO	Ronald B. Thompson	651
1955	Boston, MA	Albert F. Scribner	764
1956	Detroit, MI	Jonh M. Rhoads	846
1957	Denver, CO	W.C. Smyser	694
1958	Cincinnati, OH	Roy Armstrong	795
1959	Pittsburgh, PA	Herman A. Spindt	801
1960	Los Angeles, CA	William F. Adams	464
1961	Miami Beach, FL	Charles E. Harrell	622
1962	Kansas City, MO	Ted McCarell	675
1963	New York, NY	E. Vincent O'Brien	895
1964	Omaha, NE	Florence N. Brady	721
1965	Chicago, IL	James K. Hitt	1,006
1966	Phoenix, AZ	Robert E. Mann	1,026

Year	City	President	Attendance
1967	Denver, CO	Nelson M. Parkhurst	1,315
1968	Philadelphia, PA	Alfred Thomas, Jr.	1,543
1969	Dallas, TX	Gayle C. Wilson	1,525
1970	New Orleans, LA	Harold E. Temmer	2,021
1971	St. Louis, MO	Harvey Hall	1,745
1972	Cleveland, OH	Kenneth N. Vickery	1,804
1973	Los Angeles, CA	Calvin A. Cumbie	1,504
1974	Atlanta, GA	Henry F. Rossi	2,122
1975	Minneapolis, MN	E.E. Oliver	2,041
1976	Washington, DC	Garland G. Parker	2,575
1977	Houston, TX	Naomi M. McCracken	2,343
1978	Miami Beach, FL	Stan Berry	2,407
1979	Chicago, IL	Albert L. Clary	2,445
1980	New Orleans, LA	Elbert W. Ockerman	2,638
1981	San Francisco, CA	Ruth Jass	2,670
1982	Kansas City, MO	Cliff Sjogren	1,878
1983	Boston, MA	Kenneth H. Bogard	2,452
1984	Denver, CO	Leo J. Sweeney	2,438
1985	Cincinnati, OH	James E. Thomas	2,399
1986	Baltimore, MD	Bruce T. Shutt	2,569
1987	Las Vegas, NV	Mary Elizabeth Randall	2,811
1988	Nashville, TN	John F. Collins, Jr.	2,680
1989	Chicago, IL	Robert Cyphers	2,750
1990	New Orleans, LA	Robert N. Melott	3,253
1991	Honolulu, HI	Gerald D. Bowker	2,037
1992	Dallas, TX	Charles W. McKinney	2,177
1993	Orlando, FL	Gary L. Smith	2,305
1994	Boston, MA	Jeffery Tanner	2,706
1995	Indianapolis, IN	Nancy C. Sprotte	2,646
1996	Reno, NV	Stanley E. Henderson	2,920
1997	Salt Lake City, UT	Kathleen Plante	2,202
1998	Chicago, IL	Frederick A. Fresh	2,797
1999	Charlotte, NC	Paul H. Anderson	2,227
2000	New Orleans, LA	William R. Haid	2,740
2001	Seattle, WA	Louise Lonabocker	2,967
2002	Minneapolis, MN	R. Eugene Schuster	2,478
2003	Washington, DC	Heather C. Smith	2,361
2004	Las Vegas, NV	Paul F. Taylor	3,270
2005	New York, NY	Thomas A. Bilger	3,380
2006	San Diego, CA	Joseph Roof	3,274
2007	Boston, MA	Angé Peterson	3,142
2008	Orlando, FL	Paul Aucoin	3,030
2009	Chicago, IL	Paul Wiley	2,191
2010	New Orleans, LA	Wanda Simpson Munson	2,011
2011	Seattle, WA	Betty Huff	2,026
2012	Philadelphia, PA	Nora McLaughlin	2,134
2013	San Francisco, CA	Jeff von Munkwitz-Smith	2,347
2014	Denver, CO	Adrienne McDay	2,177
2015	Baltimore, MD	Brad Myers	2,055
2016	Phoenix, AZ	Dan Garcia	1,940
2017	Minneapolis, MN	Paul Kyle	1,901

# VISIT US AT BOOTH #613

Featuring deeper dives into implementation & outcomes for academic planning work at multiple institutions.

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## STREAMLINING THE STUDENT EXPERIENCE

Monday | March 26, 2018

9:15 am – 10:15 am

Crystal KL

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## OPTIMIZING STUDENT PROGRESSION: WHY PERSONALIZATION IS KEY FOR COMPLETION

Tuesday | March 27, 2018

1:00 pm – 2:00 pm

Canary 4

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# AWARD DESCRIPTIONS



The **Distinguished Service Award** recognizes an AACRAO member for exceptional contributions over an extended period of time for service to AACRAO at the national level in the areas of program, scholarship, committee, or other activities worthy of recognition. The recipient is recommended by the AACRAO Awards Committee and approved by the Board of Directors. Members who have served on the Board of Directors within the past three years are not eligible for the award.  
*(25 points toward Honorary Membership)*

Named for a Past President of AACRAO, the **Thomas A. Bilger Award** is presented to a member in recognition of consistent vision, service and/or leadership in AACRAO and with seven or more years of volunteer service. The award represents a significant contribution to AACRAO in positions such as Task Force Chair, Special Projects Director, Program Coordinator/Director, or member of the Board of Directors. This award is given to honor those who had the foresight to recognize the needs of the profession. The award may be given to more than one person annually. The recipient is recommended by the AACRAO Awards Committee and approved by the Board of Directors. Members who have served on the Board of Directors within the past three years are not eligible for this award.  
*(15 points towards Honorary Membership)*

The **Emerging Leader Award** is presented to professionals who have, early in their career, made an exceptional or unique contribution which demonstrates promise as a future AACRAO leader. The award may be given to up to five recipients annually. The recipients are recommended by the AACRAO Awards Committee and approved by the Board of Directors.  
*(5 points to Honorary Membership)*

The **Eibert W. Ockerman State and Regional Professional Activity Award** recognizes outstanding professional activities of the state/regional associations and encourages development and expansion of quality professional activities among state/regional associations. Up to three awards of \$500 each will be presented. Nominees must prepare a one page written summary of their activities for consideration. The recipient(s) are recommended by the AACRAO Awards Committee and approved by the Board of Directors.

The **Award for Excellence in International Education** is presented to a member for excellence in the field of international education who has demonstrated a commitment to internationalism and has not only made an impact on the profession but on those who serve it. Contributions include, but are not limited to: leadership, publications, contribution to conference and programs and special projects. One award is given annually and presented at the Annual Meeting. The recipient is recommended by the AACRAO Awards Committee and approved by the Board of Directors.  
*(15 points toward Honorary Membership)*

The **AACRAO Centennial Award for Excellence**, established in recognition of AACRAO's 2010 centennial celebration, is presented to an individual who is not an AACRAO member, but who has made a contribution to or influenced the higher education community in a notable and positive manner that supports the vision and mission statement of AACRAO. The recipient is selected by the Board of Directors.

**Honorary Membership** is awarded in recognition of a member's active involvement and contribution to AACRAO by the Board of Directors. Honorary members no longer actively employed shall be entitled to benefits from the association, such as free meeting registration and waiver of dues. If an Honorary Member becomes eligible for active or corporate AACRAO Membership, the benefits of Honorary Membership will be suspended until the individual is no longer eligible for active or corporate membership.

**Criteria:** Honorary membership will be considered for AACRAO members who are retiring from a member institution or leaving the profession and who should have accumulated a minimum of 100 points based on significant participation and service to AACRAO according to the following point system.

5 points per service year

- Co-Chair of Volunteers
- Task force member
- AACRAO Committee Chair (max 15 points)
- Program Committee member (max 15 points)
- Nominations and Elections member
- Inter-Association Representative
- Author of an article or chapter in an AACRAO Publication

15 points per service year

- Nominations and Elections chair or vice chair
- Task force chair
- LAC chair or co-chair
- Program Committee chair (max 30 points)
- Editor or author of an AACRAO publication (15 points per contribution)
- Editor of College and University

25 points per service year

- Board of Directors

Points for award recipients are applied as applicable (see awards above.) Other significant contributions can be included at the discretion of the Board of Directors. Recipients are selected by the Board of Directors.

# 2018 AWARD WINNERS

## Centennial Award for Excellence



### Matthew Fifolt

Matthew Fifolt is an assistant professor in the Department of Health Care Organization and Policy in the School of Public Health at the University of Alabama at Birmingham (UAB). Prior to joining the faculty in 2016, Matthew held various positions in academic and student affairs including evaluation and assessment, career services, academic advising, and student life.

Matthew's career has spanned more than 20 years at UAB.

Matthew received his PhD in Educational Leadership in 2006 through a joint degree program between the University of Alabama at Birmingham (UAB) and the University of Alabama. His scholarly activities, teaching, and service are rooted in his leadership background and guided by the methodologies of evaluation, assessment, and program planning. These skills have allowed Matthew to make significant contributions to the field of higher education and the discipline of public health practice in a variety of content areas including quality improvement, maternal and child health, emergency preparedness, mentoring, service to underserved populations, and educational leadership.

Matthew has served as a member of the Editorial Review Board of College & University (C&U) for the past three years and published numerous original articles as well as more than 30 book reviews for C&U over the past four years. Additionally, he has published more than 40 peer-reviewed articles, three book chapters, 11 technical reports, and four research issue briefs and delivered more than 40 professional presentations at state, national, and international conferences.

Matthew serves as the technical editor for the MidSouth Literacy Journal (MLJ), a peer-reviewed journal that supports constructivist-based literacy theory and practice. He contends that preparing secondary teachers to better serve students is a natural extension of ACCRAO's goal to promote broad and equal access to higher education for qualified students.

Matthew is lifelong learning who has a passion for sharing his knowledge and insights with others. As a higher education administrator and educator, Matt embodies the spirit of AACRAO in "engaging members in the collaborative pursuit of excellence" by providing new perspectives and information that directly affect us and our students.

## Distinguished Service Award



### Dennis Geyer

Dennis Geyer has been involved with AACRAO since 1979 and has only missed one annual meeting in all that time! In his 43 years in the registrar profession, he has worked at Lansing Community College, University of Colorado Health Sciences Center, Humboldt State University, State University of New York Stony Brook, George Washington University, CSU

Monterey Bay, and California State University, Sacramento. Along the way, he was involved with AACRAO state and regional organizations, including Rocky Mountain, Mid-Atlantic, SUNY, DC Consortium, CSU, and PACRAO.

Dennis retired this past September from his position as University Registrar at California State University, Sacramento, after 11 years there. His last hurrah was developing a progress-to-degree student support system, incorporating priority registration, which helps give students more control over their progress and rewards them for staying on track. The system gives students a user-friendly graphic similar to a gas gauge. Behind the scenes, it uses algorithms that Dennis' staff fondly dubbed "registrar math."

Dennis received his B.A. in American History, Education, Coaching and his M.A. degree in Student Personnel Administration from Michigan State University. While finishing his Masters at MSU, Dennis served as Assistant to the Registrar at Lansing Community college which was one of first two colleges in the country to develop online registration and tuition and fee processing. At University of Colorado he was part of the team that developed an integrated multi-campus student information system. He was then hired as University Registrar at Humboldt State to lead the implementation of their new student information system. There he also served as NCAA Compliance and Institutional Reporting officer.

Moving across the country has enabled Dennis to meet one of his career goals: to experience different sized institutions with varying missions from large community college, to comprehensive, multi-campus, public research one, private research one, and large public universities. It has also afforded him and his family the opportunity to live in wonderful places.

AACRAO positions that Dennis had held include: Nominations and Elections Committee; Records, Registration and Information Technology Committee; Distance Education Committee Chair; Mentor Committee Co-chair; Orientation and Welcome Committee for New Members; Task Force for Governance; 1984 Rocky Mountain Denver Local and Physical Arrangements Committee; and Chair of the Physical Arrangements Committee for the 2003 Washington D.C. Annual Meeting.



# 2018 AWARD WINNERS

## Distinguished Service Award



### Dennis Hicks

Dennis Hicks started his career as Associate Registrar at the University of New Orleans in 1990. After four years, he followed the crawfish west to serve as Registrar and Director of Admissions at Louisiana State University at Eunice before returning to his Midwestern roots in 1998 when he became the Registrar at Indiana University East in Richmond, IN, where he has now served for nearly 20 years.

Dennis has long been a consummate volunteer for AACRAO at the state, regional, and national levels. Since 1995, he has served on numerous committees, task forces, and editorial boards. His contributions include; but are not limited to: Exhibits Committee Chair, AACRAO 2000 Annual Meeting; Contributing Editor of 2001 and 2010 FERPA Guides; 2nd VP/1st VP/President/Past-President of Indiana ACRAO 2004-08; Chair of the 2005-06 AACRAO Federal Compliance Committee, Managing Editor of the 2006 FERPA Guide; Chair of the AACRAO Task Force to Revise the Statement of Ethics and Practices in 2009; Vice Chair of the 2009-10 Nominations & Elections Committee.

Over the years, Dennis has presented numerous sessions and pre-conference workshops, helping to train and mentor a new generation of registrars. In 2012, Dennis was presented the Thomas A. Bilger Citation for Service Award.

Outside of AACRAO, Dennis served as a member of the American Council of Education Military Transcript Advisory Committee. He currently serves as President of the National Association of Intercollegiate Athletics Registrar's Association and as Conference Registrar for the NAIA's River States Conference.

Dennis is a retired Chief Warrant Officer, having served in the U.S. Navy for twenty years, earning two Navy Achievement Medals and one Navy Commendation Medal. In his local community, Dennis is an ordained Baptist minister and President of the Richmond Police Department Merit Commission.

## Emerging Leader Award



### Rajeev Jayadeva

Rajeev Jayadeva is an energetic leader who has led diverse professionals in managing multiple projects and policy initiatives throughout his career both as a faculty member and an administrator. A former Academic Librarian and Instructor with Queens College and Lehman College of the City University of New York, Rajeev displayed a natural talent for

leadership early in his career by leading various technology and information management projects.

Rajeev has worked in academia since his freshman year in college (with the exception of a 3 year appointment in the United States civil service)! Rajeev returned to academia as Assistant Registrar at Molloy College - a prestigious Catholic college in Long Island's south shore. He is presently the Associate Registrar at Pratt Institute, an esteemed world-class institute of art, design, architecture, and information sciences. His specialties include information systems, student engagement, graduation, compliance, and government regulations.

Rajeev is the immediate Past President of New Jersey-New York ACRAO and Chair of the Nominations and Elections Committee. He served as President of NJ-NY ACRAO from 2016-17, and was a member of the Executive Committee and Steering Committee for several years prior. An active AACRAO State and Regional Officer, he promoted AACRAO's involvement at several NJ-NY ACRAO conferences. He is a member of the regional association MSACROA and is presently serving on AACRAO's Academic Progress and Graduation Committee. He is an author of AACRAO's Guide to Graduation Ceremonies, and AACRAO's Mentorship in Higher Education: Practical Advice and Leadership Theories.

He is a graduate of Queens College, CUNY with an honors Bachelor's degree in History, and a Master's degree in Library and Information Science. He is a life time member of Phi Alpha Theta - the National History Honor Society. Rajeev is dedicating this award to his colleagues from the New Jersey-New York region, and his mentors.

*Rajeev welcomes all of you to connect with him via LinkedIn.*

# 2018 AWARD WINNERS

## Emerging Leader Award



### Kristin Albright Waters

Kristin Albright Waters serves as the Director of Enrollment Management Services for Borough of Manhattan Community College (BMCC), providing administrative leadership to the One-Stop Student Services Center that will open in late 2018. Before joining BMCC in August 2017, she served as the Associate Director of Operations for Undergraduate Admissions and Assistant Registrar

at University of Maryland, Baltimore County (UMBC).

In 2011 she served on the formation team that established the first ever Maryland and D.C. Association, CAPACRAO. From 2013-2014 she served as Vice President for Admissions and Enrollment Management, chairing the Local Arrangements Committee, and then served as Secretary from 2014-2016, chairing the Communications Committee. In 2015, Kristin was awarded the first ever Emerging Leader Award from CAPACRAO for her contributions to the organization. In addition to CAPACRAO, Waters has served as a member of MSACROA since 2011 and during this time has attended five annual meetings, serving as a session presenter at each meeting. This year she served on the Programs Committee, First Timers Committee, as well as the Nominations and Elections Committee and next year will serve as the Exhibitors Chair.

At the AACRAO level, she has been a member since 2013 and has attended two meetings, serving as the Chair of the Programs Evaluation Committee in 2015. Earlier this year she presented at the SEM AACRAO Conference held in Phoenix, AZ. She has published two articles on teleworking with AACRAO's C&U Journal and has hosted a webinar on teleworking for CAPACRAO's webinar series.

She earned an Ed.D. in Educational Leadership from Frostburg State University in Frostburg, Maryland, an MBA from Capitol Technology University in Laurel, Maryland, and an MA.Ed in Educational Leadership and Policy Studies from Virginia Tech. Waters also earned a B.S. in Psychology from Millersville University in Pennsylvania. In 2016, Waters was awarded the Young Alumni Achievement Award for her 7 years of service to the MUAA Board of Directors, 2 of which were as Secretary. Her passion extends beyond the profession where she has used her love of marathon running to raise more than \$4,500 for charities such as First Descents and Cystic Fibrosis Foundation. Waters has run 62 marathons with the goal of completing 100 by her 40th birthday. In 2017, she completed her first 50 miler and plans to be an Ironman by next year.

## Emerging Leader Award



### Bianca Thompson-Owen

Bianca Thompson-Owen is the Assistant Dean for Enrollment Management and Student Success and Director of the Educational Opportunity Fund (EOF) program at the Rutgers School of Health Professions. She has over 16 years of experience in higher education serving in a variety of leadership and academic roles. Prior to working for higher education, she counseled

“at-risk” adolescents with career and educational guidance. As a foster child and “at-risk” youth, Bianca understands the value of higher education and commits herself to philanthropy and educational excellence. Her mantra is “If not now, then when? If not me, then who?”

Bianca earned an Associate in Science degree from Hudson County Community College (2000), and her Bachelor of Science degree from Ramapo College of New Jersey (2002), both awarded with high honors. Bianca earned her Masters of Arts degree in Counseling from New Jersey City University where she received the outstanding research award for her thesis on counseling programs in New Jersey prisons. Bianca is currently enrolled at Rowan University in the Doctor of Education program where she was inducted into the National Graduate School Honor Society. Her dissertation study investigates strategic enrollment management practices for health sciences schools.

Bianca represents higher education enrollment management on a national and regional level. She currently serves as the vice chair for the Student Success taskforce for AACRAO, the chair of the scholarship committee for the Black Caucus, a special advisor to the Black Caucus, and is a member of the Graduate and Profession Schools committee (AACRAO). Additionally, she serves as the Local Arranges Chair for the Middle States Association of Collegiate Registrars and Admissions Officers (MSACROA). She has presented nationally, regionally, and locally on a variety of leadership and enrollment management topics.

She is married to her college sweetheart and a mother of three beautiful children.

# 2018 AWARD WINNERS

## Honorary Membership



### Elliott Baker

Elliott had dreams of being a high school English teacher... until he student taught. Looking for an alternative career path, he was introduced to college admissions when he volunteered as a tour guide at his alma mater, Springfield College (MA), over 40 years ago. Having mastered the skill of walking backwards and talking simultaneously, he was

given the opportunity to serve as a Graduate Assistant in the Admissions office where he interviewed prospective students and represented Springfield at college night programs. Upon graduating, Elliott was honored as having graduated with the highest temperature in his class.

Despite incorrectly spelling the name of the college multiple times in his cover letter, he was hired as Assistant Director of Admissions at Ohio Dominican College (OH) in 1976 and served in that position for 2 years before being promoted to Director of Admissions in 1978.

In 1980 he became the Director of Admissions at Slippery Rock University (PA) and was introduced to the “state of the art” technology of CRT units... punch cards were so passé. By 1986, he was lured to the dark side, traded in his khakis and navy-blue blazer, and became a registrar. As the Executive Director of Academic Records, he also assumed responsibility for retention, summer school and graduate studies over the course of the next 31 years, eventually retiring from Slippery Rock in 2017. During his tenure, he introduced the Slippery Rock community to both telephone and online registration while experiencing the joys of converting from a home-grown system to Banner’s SIS.

In addition to serving as the President of the Middle States Association of Collegiate Registrars and Officers of Admissions (MSACROA) in 1992-1993, Elliott has been an active AACRAO member and author. Elliott served as Chairperson of AACRAO’s Nomination and Elections Committee in 2001 and was Local Arrangements Chairperson for the AACRAO Annual Meeting in Washington, D.C. in 2003. In 2002-2003, Elliott served as the AACRAO representative and chairperson of the American Council on Education’s Task Force on the Evaluation of Educational Experiences in the Armed Forces. He has also served as AACRAO’s representative to NACUBO’s Taxpayer’s Relief Act Task force, and as a member of AACRAO’s Academic Policies and Practices Committee, Annual Meeting Hospitality Committee, By-Laws Task Force, Ethics Task Force, Core Competencies and Proficiencies Working Group and Awards Committee.

Elliott has contributed to the following AACRAO publications: *College and University* (Editorial Advisory Board and Author), *Retention of Records Guide* (Editorial Reviewer), *Solomon Amendment Guide* (Co-Author), *2 FERPA Guides* (Co-Author), and *Registrar’s Guide* (Chapter Author). Elliott also served on the Editorial Board of *The Successful Registrar* from 2004-2017.

Upon retiring from Slippery Rock, Elliott and his wife Deb endowed a family scholarship at Slippery Rock for first generation students with demonstrated financial need. He has been blessed to have done his life’s work in the fields of admissions and records, and being recognized by his colleagues for Honorary Membership in AACRAO is a wonderful ending to richly fulfilling career.

# 2018 AWARD WINNERS

## Honorary Membership



### Louise Lonabocker

After serving Boston College for 46 years in positions ranging from Admission Office secretary to Executive Director, Student Services and University Registrar, Louise Lonabocker retired in July 2017. During those years Louise served as program director of transfer admission, associate university registrar, and participated in numerous committees and task

forces. Her committee work included three regional re-accreditations, commencement, student-athlete advisory board, study abroad, student information system design and implementation, academic policy, and in the mid-1990's the design and consolidation of student services encompassing registrar, student aid, student accounts, Eagle One cards, and parking permits in one central location on campus.

With AACRAO, Louise was first invited to serve as the registration chair of the local arrangements committee for the AACRAO Annual Meeting held in Boston in 1983. She then continued her involvement as chair of the registration techniques and publications policy committees, chaired the nominations and elections committees twice, chaired the annual meeting local arrangements committee for the 1994 annual meeting held in Boston and co-chaired the local arrangements committee with Heather Smith for the 2006 annual meeting held in Boston. Louise was elected to the Board of Directions in 1996 as vice president for regional associations and institutional issues, served as president in 2001, and rounded out her AACRAO service as the editor-in-chief of College and University from 2003-2013. She was a frequent presenter at the annual meeting, author of over 20 book chapters and journal articles, and co-editor of two AACRAO publications including Leadership Lessons (with Heather Zimar) and Breakthrough Systems (with Donald Gwinn).

Louise completed three degrees at Boston College including a B.S. in Management, an M.Ed. in Educational Administration, and a Ph.D. in Higher Education Administration.

## Thomas A. Bilger Award



### Kristi Wold-McCormick

Kristi Wold-McCormick has served as university registrar of the University of Colorado Boulder since June 2014. In her leadership role, Kristi focuses on student data privacy and security, business process innovation, academic space utilization, inclusion initiatives, and academic record exchange and access. She is committed to

creating and providing staff development opportunities, collaborating on campus- and system-wide enrollment and academic initiatives, and offering effective communication to campus stakeholders. She serves on numerous campus and university committees and projects focusing on academic and space planning, system upgrades and integrations, policy review and development, and data management.

Prior to joining CU Boulder, Kristi was the registrar of North Dakota State University (Fargo) for 12 years. Before becoming a registrar, she held various positions in admissions and enrollment services, including the role of associate director of admission at NDSU.

Kristi is professionally involved at the state, regional and national levels. She has served on the AACRAO Nominations and Elections Committee, has chaired an AACRAO Professional Activities Committee, and leads Group IV on the Program Committee. She recently chaired an AACRAO work group charged with developing member guidance on disciplinary transcript notations, and authored a related article for the C&U journal. In addition, she consistently presents or moderates sessions, roundtables and workshops at AACRAO meetings.

At the regional level, Kristi is a past president of the Upper Midwest ACRAO, and currently is an active member of the Rocky Mountain ACRAO. In addition, she serves on the Colorado Department of Higher Education Registrars Council and the Parchment Advisory Board.

Kristi's goals for her unit are to offer high quality systems, information and services that are efficient, helpful and transparent for campus stakeholders. Kristi encourages those around her to question everything, to challenge the status quo, and to seek continuous business process improvements.

Kristi earned her bachelor's and master's degrees from North Dakota State University and a Ph.D. from the University of North Dakota. She resides in Longmont, Colorado, with her family, and enjoys travel, volunteering, and the many outdoor recreational activities that Rocky Mountain living offers.

# 2018 AWARD WINNERS

## Thomas A. Bilger Award



### Sarah Harris

Sarah Harris began her career in higher education working in the Admissions Office at the University of Iowa (her alma mater). She took a two-year break from that career, and later returned to the University, where she has worked in the Registrar's Office for the past 27 years.

On her campus, Sarah has served on several committees to improve services and processes, including the Inclusive Student Records Project, which originally started as a Pronoun, Preferred Name, & Gender Preferences project. Working with representatives from various campus offices and departments, the committee's work was reviewed by the Dean of Students, Chief Diversity Office, Provost's Office, and the College of Law. A year after incorporating preferred first name, pronouns of reference, and multiple selections of gender identities for students, the University of Iowa has incorporated preferred first name for employees as well.

As an active member of Upper Midwest ACRAO (UMACRAO), Sarah served as a co-chair of the Local Arrangements Committee for one year and as Secretary for six years. She received the Exemplary New Member award in 2007 for UMACRAO – the year she was LAC co-chair. Her involvement in AACRAO began as a member of the Student Academic Records Committee, and then she later served as chair for that committee as well as chair for the Electronic Transcript Task Force. Her most recent involvement has been with the AACRAO Annual Meeting. She was appointed as Group Coordinator for Records and Academic Services, was Vice Chair of the Program Committee for Minneapolis, and is currently serving as Chair of the Program Committee for 2018 Annual Meeting in Orlando.

When Sarah is not working or in a volunteer role, she enjoys traveling with her husband, Fred. When driving to their vacation destinations (most anywhere in the United States), Sarah can be found with a crochet project in her lap. Her other hobbies include sewing/quilting and taking an active leadership role in the Boy Scouts of America, serving as an associate lodge advisor in the local Order of the Arrow Lodge. Sarah and Fred have two children, and a granddaughter they love to spoil.

## Thomas A. Bilger Award



### Cassandra Moore

Cassandra Moore has experience at every level of college admissions, including graduate, undergraduate, and two-year colleges. Cassandra's passion for first generation college students led her to community colleges! Cassandra is the Assistant Director of Enrollment Development and Admissions at Anne Arundel Community College (MD). Her expertise is high school-college

partnerships, recruitment, distinct populations, community college issues, developing and creating programs that demonstrate the benefits of post-secondary education, and issues related to student access, equity, and inclusion. Cassandra's strong work ethic is well-known, and she has been appointed to many committees, including the Academic Council, the President's Chief Diversity Officer Search and Disciplinary Review committees. Cassandra served as the chair of a sub-team charged with creating a strategic lens for diversity, equity and inclusion for the college's student and community engagement that is intentional, with a focus on increasing, retaining and sustaining participation of underserved populations. Many of the team's recommendations were integrated into the college's strategic planning process.

Always a participator, and never a spectator, Cassandra is an active member of AACRAO. She was selected as the Program Coordinator, Group 5 Access and Equity, is the chairman of the Student Access and Equity Committee, and a member of the Black Caucus. She has served as the chairman of the Nominations and Elections Committee and as a member of the Awards Committee. Cassandra is a regular presenter at the AACRAO Annual Meetings. Highly inclusive, Cassandra's goal is to encourage and include new voices in AACRAO Annual Meeting programming. She intentionally reaches out to members who have never presented to encourage their participation, offering to assist with session program development.

Cassandra is also an active member CAPACRAO. She served on the state association's Formation Team, served as its treasurer, and as a member of the Nominations and Elections and Annual Meeting Program committees. Cassandra is a regular presenter at the Annual Meeting, and is highly collaborative, having participated in the Women in Education Panel with AACRAO Vice President for International Education, the Maryland State Teacher of the Year, and the CAPACRAO President. She led a panel, including her college's Chief Enrollment Officer, a Psychology professor and a Financial Aid professional to discuss the relevance of understanding the generational



# 2018 AWARD WINNERS

traits of current and prospective students, and how gateway courses and financial aid impact access, persistence and completion.

Active in her community, Cassandra is a member of, and a grants reviewer for Arundel Women Giving Together, a giving circle that awards grants to organizations that improve the lives of women, children and families. She is also a member of Alpha Kappa Alpha Sorority, Incorporated. In addition,

Cassandra serves on the Anne Arundel County Partnership for Children, Youth and Families Disconnected Youth Workgroup. Cassandra has also served as a scholarship application evaluator for the Gates Millennium Scholars Program and currently the United Negro College Fund (UNCF) STEM Scholars Program.

Education is her family's business! She is the proud wife, mother, daughter and niece of educators!



# PAST AWARD WINNERS



## Honorary Membership

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1999	Margaret Ruthven Perry	2011	Beth Tedrow
2000	Frederick A. Fresh	2011	James W. Blackburn
2000	Ken Bogard	2012	Michael D. Allen
2000	Gary L. Smith	2012	Mary E. Baxton
2000	D. Jack Pommrehn	2012	Samuel D. Conte
2001	Clifford Gillespie	2012	Kathleen G. Plante
2001	Mary Elisabeth Randall	2013	Paul Aucoin
2001	Donald G. Gwinn	2013	Robert K. Doolos
2001	Paul H. Anderson	2013	Kathleen M. Jones
2002	Linda Y. Finley	2013	Christine A. Kerlin
2002	William J. Paver	2013	Richard D. Skeel
2002	Richard A. Rainsberger	2013	David H. Stones
2003	Nancy C. Sprotte	2013	Richard L. Yount
2003	J. Tom Stewart	2014	Johnny W. Johnson
2003	Jeffery M. Tanner	2014	Glenn W. Munson
2004	Georgeanne B. Porter	2015	Stanley E. Henderson
2004	Gerald R. Pugh	2015	Katherine M. Beaty
2005	Wilbert E. Corprew	2015	Betty J. Huff
2005	R. Eugene Schuster	2015	Nancy Krogh
2005	S. Mark Strickland	2016	Jeff von Munkwitz-Smith
2005	Beverly Lewis	2016	Bruce Cunningham
2006	Thomas A. Bilger	2016	William R. Haid
2006	Paul F. Taylor	2016	Adrienne K. McDay
2008	Joseph A. Roof	2016	Angé Peterson
2009	Jeanenne Rothenberger	2017	Brad Myers
2009	Gloria Nathanson	2017	Mary Neary Morley
2010	Dennis J. Dulniak	2017	Heather Smith

## APEX Award – 1997-2014

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1997	Patrick Forte	2007	Elizabeth Childs
1998	David Stones	2008	Wayne Sigler
1999	Paul Aucoin	2009	Mary Koskan
2000	Jeanenne Rothenberger	2010	Margaret Bellon
2001	Paul Anderson	2011	Kathi Baucom
2002	Donald R. Larson	2012	Christine Kerlin
2003	John T. Stewart	2013	Kathleen Jones
2004	Joe Head	2014	Johnny Johnson
2005	Glenn Munson	2014	Glenn Munson
2006	Bruce Marton		

## Elbert W. Ockerman State and Regional Professional Activity Award

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2000	Kansas ACRAO ("Mission Possible" Video)	2001	Arizona ACRAO (Staff Development Workshop)
2000	Southern ACRAO (Journal)	2001	West Virginia ACRAO (Summer Drive-in Retreat)
2000	Michigan ACRAO (Summer Articulation Conference)	2001	Wisconsin ACRAO (Professional Development Committee Projects)



# PAST AWARD WINNERS

<b>2002</b>	Texas ACRAO (Archived TACRAO Historical Records)	<b>2008</b>	New England ACRAO (Reverse College Day)
<b>2003</b>	Kansas ACRAO (Planning for College Workshop)	<b>2009</b>	Kentucky ACRAO (College to College Electronic Transcript Exchange)
<b>2004</b>	Virginia ACRAO (The Virginia Tour)	<b>2009</b>	Ohio ACRAO (Membership and Mentoring)
<b>2005</b>	Pacific ACRAO (PACRAO Writers Group)	<b>2010</b>	Kentucky ACRAO (Transfer College Fairs)
<b>2006</b>	Georgia ACRAO (Enrollment Management Workshop)	<b>2011</b>	Ohio ACRAO (Scholarship Program)
<b>2006</b>	Rocky Mountain ACRAO (A Year in the Life of RMACRAO)	<b>2012</b>	Pacific ACRAO (PACRAO Review)
<b>2007</b>	Nebraska ACRAO (Nebraska On Wheels Bus Tour)	<b>2013</b>	Georgia ACRAO (GACRAO W.E.A.L.T.H.)
<b>2008</b>	Michigan ACRAO (Michigan Transfer Network)	<b>2014</b>	Southern ACRAO (SACRAO Poster Sessions)
<b>2008</b>	Upper Midwest ACRAO (First-Ever UMACRAO/WACRAO Joint Conference)	<b>2015</b>	Wisconsin ACRAO (Veterans Certifying Workshop)
<b>2008</b>	Wisconsin ACRAO (First-Ever UMACRAO/WACRAO Joint Conference)		

## Thomas A. Bilger Award

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<b>2006</b>	Mary K. Jones*	<b>2011</b>	Paul Aucoin*
<b>2006</b>	Michael D. Allen^	<b>2011</b>	Tina M. Falkner^
<b>2006</b>	Carolyn Z. Bartlett*	<b>2012</b>	Heather Eckstein*
<b>2006</b>	Michele Sandlin^	<b>2012</b>	Dennis J. Hicks^
<b>2007</b>	Paul Anderson*	<b>2013</b>	Joseph A. Roof*
<b>2007</b>	Brad A. Myers^	<b>2013</b>	Katherine M. Beaty^
<b>2008</b>	Kimra F. Schipporeit*	<b>2014</b>	Paul G. Wiley*
<b>2008</b>	Stanley E. Henderson*	<b>2014</b>	William F. DeWolf^
<b>2008</b>	Heather Eckstein^	<b>2015</b>	Jack Miner
<b>2009</b>	Dennis J. Dulniak*	<b>2015</b>	V. Shelby Stanfield
<b>2009</b>	Kathi M. Baucom^	<b>2016</b>	Lara Medly
<b>2010</b>	R. Gerald Pugh*	<b>2017</b>	Tim Amyx
<b>2010</b>	Robert K. Doolos^	<b>2017</b>	Mark McConahay
<b>2010</b>	Dorene L. Root^		

\* Awarded as Founders for Leadership Award

^ Awarded as Thomas A. Bilger Citation for Service

## Emerging Leader Award

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<b>2006</b>	Melinda Roelfs*	<b>2015</b>	Rodney L. Parks
<b>2007</b>	Lee F. Furbeck*	<b>2016</b>	Karee Head
<b>2008</b>	Luke D. Schultheis*	<b>2016</b>	Catherine Mund
<b>2011</b>	Nathan Fuerst*	<b>2017</b>	Wayne Banks
<b>2014</b>	Ingrid D. Nuttall*	<b>2017</b>	Tiffany Robinson

\* Awarded as Exemplary New Member Award



# PAST AWARD WINNERS



## Award for Excellence in International Education

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2004	Axel Markert	2010	Linda Kosene
2005	Leo J. Sweeney	2011	Johnny K. Johnson
2006	James S. Frey	2012	Nancy Keteku
2007	Gloria Nathanson	2013	G. James Haas
2008	William J. Paver	2015	Robert Watkins
2009	John Yopp	2017	Steve Seaworth
2010	Cliff Sjogren		

## Distinguished Service

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1959	Robert E. Mahn	1989	Janet H. Doehlert
1960	William H. Strain	1990	David H. Stones
1961	L. Joseph Lins	1992	J. Tom Stewart
1962	T. E. Kellogg	1993	Rebecca R. Dixon
1963	James E. Hitt	1994	Sara N. McNabb
1964	Nelson M. Parkhurst	1994	Karlene N. Dickey
1965	Clyde Vroman	1996	Mary M. Neary
1966	Neil Freeland	1998	Valerie H. Mead
1967	Truman Pouncey	1998	Jeanenne Rothenberger
1968	Clifford L. Constance	1998	Orville Waltz
1969	Verner R. Ekstrom	1999	Paul Aucoin
1970	Albert L. Clary	1999	James Christiansen
1971	Lee Wilcox	1999	John E. Westberry
1971	Clyde Vroman	2000	Clifford Gillespie
1973	E. E. Oliver	2000	Christine A. Kerlin
1974	Richard D. Rowray	2000	Ann Fletcher
1975	Hazel E. Benn	2004	William R. Haid
1976	Hattie Jarmon	2005	James Black
1976	Robert N. Melott	2007	Stanley E. Henderson
1977	Loyd Oleson	2007	Louise Lonabocker
1979	C. James Quann	2009	Richard D. Skeel
1980	R. Linton Cox	2009	Kathleen M. Jones
1981	Grady Boque	2009	Heather C. Smith
1981	William Price	2010	Virginia Johns
1982	M. D. Scherer	2011	Kathleen G. Plante
1982	Herman F. Plunkett	2012	Paul Kyle
1983	Stan Berry	2013	Robert K. Doolos
1983	John F. Collins, Jr.	2014	William J. Paver
1987	Lance Erickson	2015	Betty J. Huff
1987	Elbert W. Ockerman	2016	Glenn Munson
1988	J. Douglas Conner	2016	Susan Van Voorhis
1988	Cliff Sjogren	2017	Jeff von Munkwitz-Smith

## Centennial Award for Excellence

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2014	Ann West	2016	Peggy Blumenthal
2014	David A. Bergeron	2017	Brandy Johnson
2015	Bob Bontrager		

28<sup>TH</sup> ANNUAL

# AACRAO STRATEGIC ENROLLMENT MANAGEMENT CONFERENCE



**NOVEMBER 11-14, 2018**

Marriott Washington Wardman Park ■ Washington, DC



[www.aacrao.org](http://www.aacrao.org)

# FEATURED SPEAKERS

## Opening General Session

### FRANCISCO MARMOLEJO

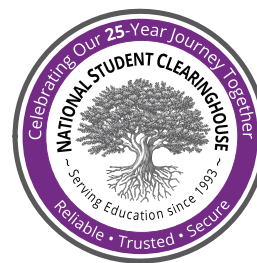
Global Coordinator of Tertiary Education and Lead Education Specialist for India, The World Bank Group

**“Uncertainty and Promising Prospects: The Global Landscape of Higher Education”**

**Sunday, 5:45 p.m. – 6:45 p.m.**



Sponsored by



Francisco Marmolejo leads the World Bank’s Global Solutions Group on Tertiary Education, and since July 2016, has served as the Lead Education Specialist for India. In this capacity he provides advice and support to country-level related projects that the Bank has in more than 60 countries. As part of his

activities, Marmolejo coordinates the Bank’s internal thematic group on tertiary education, which helps to facilitate exchange of ideas among the more than

100 staff members and consultants involved in related initiatives across the globe.

Previously, he served as founding Executive Director of the Consortium for North American Higher Education Collaboration, a network of more than 160 tertiary education institutions primarily from Canada, the U.S. and Mexico, based at the University of Arizona (UA), where he also worked as Assistant Vice President. At UA, he was Affiliated Researcher at the Center for the Study of Higher Education, and Affiliate Faculty at the Center for Latin American Studies. Previously, he was an American Council on Education (ACE) Fellow at the University of Massachusetts, and Vice President for Administration and Academic Vice President at the University of the Americas in Mexico.

# FEATURED SPEAKERS

## Closing GENERAL SESSION

### ALAN ALDA

Actor, Writer, Director, & Science Advocate

**“If I Understood You, Would I Have This Look on My Face?”**

**Wednesday, 11:45 a.m. – 12:45 p.m.**



Sponsored by



Actor, writer, science advocate, and director are just a few of Alan Alda's many job titles. Throughout his 40-year career, he has won seven Emmys, six Golden Globes, and three DGA awards for directing. When not garnering accolades for his roles in front of and behind the camera, Alda spent 11

years hosting *Scientific American Frontiers* on PBS.

A recipient of the National Science Board's Public Service Award, Alda is a visiting professor at and founding member of Stony Brook University's Alan Alda Center for Communicating Science, where he

helps develop innovative programs on how scientists communicate with the public. His new company, Alda Communication Training (ACT), based on The Alda Method™, teaches effective communication. He sits on the board of A.I. research body The Future of Life Institute, alongside Stephen Hawking, Morgan Freeman, and Elon Musk, and is on the Board of Directors of the World Science Festival.

Alda published his *New York Times* bestselling memoir, *Never Have Your Dog Stuffed—And Other Things I've Learned*, in 2005. His second bestseller, *Things I Overheard While Talking to Myself*, came out in 2007. Alda's latest book, *If I Understood You, Would I Have This Look on My Face? My Adventures in the Art and Science of Relating and Communicating*, was released in June 2017.

# FEATURED SPEAKERS

## Monday General Session

**“Education, Interrupted: Students in the Crosshairs of Crises, Policy, and Politics”**

**Monday, 2:30 p.m. – 3:30 p.m.**



**Dr. Kathleen A. Plinske** serves as the Campus President of the Osceola and Lake Nona Campuses at Valencia College. Actively involved in the community, Plinske serves as Chair of the Education Foundation of Osceola County, Past President of the Rotary Club of Lake Nona, Chair of the Osceola Poverty

Elimination Network, and member of the Board of the Osceola Center for the Arts, Junior Achievement of Osceola County, Community Vision, the Kissimmee/Osceola Chamber of Commerce, the Lake Nona Education Council, and the Mexican Consulate's Comité de Educación del Centro y Norte de Florida.

A graduate of the Illinois Mathematics and Science Academy, Plinske attended Indiana University-Bloomington as a Herman B Wells Scholar, earning a Bachelor of Arts in Spanish and Physics with

highest distinction and honors. A member of Phi Beta Kappa, she completed a Master of Arts in Spanish from Roosevelt University, a Doctorate in Educational Technology from Pepperdine University, and a Master of Business Administration from the University of Florida. Plinske has continued her studies of Spanish language and culture at Instituto Tecnológico y de Estudios Superiores de Monterrey, México, at the Don Quijote Escuela de Español in Granada, España, at Middlebury Language Schools in Middlebury, Vermont, and through her travels to Ecuador, México, Perú, Puerto Rico, and the Dominican Republic.

Plinske was recognized as one of 24 emerging leaders in the world by Phi Delta Kappa International in 2010, was named 2012 Woman of the Year by the Orlando Business Journal in their 40 Under 40 competition, was named as the 2012 Outstanding Young Alumnus by Indiana University, and was selected for the 2013 Distinguished Alumni Leadership Award by the Illinois Mathematics and Science Academy.

# FEATURED SPEAKERS

## Monday General Session (continued)



**Dr. Adrienne Otto Frame** currently serves as the Associate Vice President and Dean of Students in the Division of Student Development and Enrollment Services. Dr. Frame's area of supervision encompasses Student Health Services, Counseling and Psychological Services,

Academic Support for Student Athletes as well as the Office of Student Rights and Responsibilities. The Office of Student Rights and Responsibilities includes the Office of Student Conduct, Integrity and Ethical Development and Student Care Services. Neighborhood Relations and Safety Education and Student Legal Services are also important areas found under the supervision of Dr. Frame.

Dr. Frame previously served as an Interim Director of Residence Life and Housing and Special Assistant to the Dean of Students at Suffolk University in Boston, MA. Prior to that she served as the Dean of Students at Endicott College in Beverly, MA, overseeing Residence Life, Counseling Center, Health Center, Community Service, Student Activities, Conduct and Spiritual Life. She also served as Endicott's Deputy Title IX Coordinator responsible for the management of student based Title IX complaints. Before Dr. Frame's tenures in Boston, MA she served in several positions of increasing responsibility at Florida State University, the University of Miami, and Colby-Sawyer College in New London, NH.

Originally from Boston, MA, Adrienne holds a Bachelor's degree in Psychology from Denison University in Granville, OH, a Masters of Education in Counseling from the University of New Hampshire in Durham, NH, and a Doctorate in Higher Education from Florida State University in Tallahassee, FL.



**Claudia Sofía Báez Solá**, 18, was born and raised in Caguas, Puerto Rico, and is a student at Valencia College. She was a student at the University of Puerto Rico until Hurricane Maria made landfall on the island. On October 16, 2017, Claudia's parents made the tough decision to send Claudia, her younger

brother, and grandmother to live with relatives in Orlando, Florida. Since then, Claudia enrolled at Valencia College and is continuing her education

thanks to in-state tuition being granted to Puerto Rican evacuees living in Florida. Despite adversity, Claudia is determined to continue her education and help her family. She is also coordinating efforts to form a support group for students in the Central Florida area from Puerto Rico who are facing similar challenges. Almost four months later, Claudia's parents are still in Caguas without power and with limited access to potable water. Her parents continue to work in Puerto Rico in order to financially support their children. They have hopes of finding housing and employment in Florida soon, so they can reunite with their children. She was a special guest of Congressman Soto at this past February's State of Union in Washington, DC.

# FEATURED SPEAKERS

## Monday General Session (continued)



**Karen Caudillo** is a Naples High School and Miami Dade College alum and is currently a junior at the University of Central Florida. She came to the United States from Mexico at the age of 4 and the U.S. is the only place that she considers home. She is a small business owner, Dream.us Scholarship

recipient and the first in her direct family to attend college. At UCF she is majoring in Political Science with a track in International Relations and a minor in

Philosophy. Karen serves in the 50th UCF Senate session and is currently running for Student Body President to fight for all those who are underrepresented at the university level. Karen and her running-mate Theresa are the first women candidates to make it to the run-off phase for UCF Student Body President and Vice-President.

Her community involvement includes traveling to DC with United We Dream to talk to Members of Congress about her situation, a five-day fast on Capitol Hill to protest the decision of rescinding DACA, and attending the 2017 Latin Grammys to advocate for the Dream Act. Karen looks forward to fighting with everyone to keep #OrlandoUnited.



**Kevin Ortiz** was born in Lagos de Moreno, a small rural town in the state of Jalisco in Mexico.

At the age of 12 years old, Kevin migrated to the United States and has lived in Orlando since.

In high school, he served as the Wind Commander of his JROTC unit and completed

33 college credits via the Valencia College Dual Enrollment program. He graduated high school in May 2008 with a 4.4 GPA. Because he could not prove legal permanent residency, he could not claim the Bright Futures Scholarship or receive in-state tuition benefits.

In 2014, after receiving DACA and the waiver for select high school students passed in Florida that would allow for in-state tuition rates, Kevin returned to Valencia College to complete his associate's degree. He graduated from Valencia College in 2015 with a 4.0 GPA. He then enrolled at the University of Central Florida and in December 2017, Kevin graduated Cum Laude with a bachelor's degree in business administration.

During his time at UCF, Kevin became the founding president of "Dreamers at UCF." The first registered student organization serving the undocumented student population at UCF. He is also a founding member of the Latino Leadership Council at UCF.

# FEATURED SPEAKERS

## Monday General Session (continued)



**Dr. Luisa M Havens**

Gerardo became Vice Provost for Enrollment Management at Virginia Tech on August 1, 2017. Prior to Tech, she served as the Vice President for Enrollment Management and Services at Florida International University (FIU) and Executive Director for Enrollment Services at

the University of Texas at El Paso (UTEP). She began her career as an admissions recruiter at her Alma Mater, the University of Idaho. She has served in leadership roles in the areas of admissions, recruitment, registration, international admissions, graduate admissions, financial aid and enrollment services. She served as the AACRAO Vice President for Access and Equity from 2010 to 2013 and is currently the incoming President Elect.

Originally from Honduras, she holds a BS degree in Radio and TV production, a Master's degree in Resource Recreation and Tourism and a Ph.D. in

Education with an emphasis in Higher Education Administration from the University of Idaho.

Throughout her career, Dr. Havens Gerardo has worked with diverse, underrepresented and/or at-risk populations. Such experiences contributed to her doctoral research focus culminating in her doctoral dissertation titled "Academic integration and self-efficacy: An exploratory study of at-risk student persistence". In her role at FIU and previously at the University of Texas at El Paso (UTEP), both Hispanic Serving Institutions with strong commitment to access and student success, she diligently worked on initiatives aimed at serving transfer students, military veterans, low SES populations and first generation college students. She frequently presents at local, regional and national forums on varied topics such as applying strategic enrollment management practices at urban universities, transfer issues and best practices, using financial aid leveraging to facilitate access and equity in higher education, process reengineering in enrollment services, staff development and training and leadership/management development.



# FEATURED SPEAKERS

## Tuesday General Session Speaker

### KEVIN CARROLL

Best-Selling Author, Expert on Creativity & Innovation, Agent for Social Change

**“Play@Work: Instigating Inspiration + Growth through Curiosity, Imagination, and Innovation!”**

**Tuesday, 2:30 p.m. – 3:30 p.m.**



Kevin Carroll is the founder of Kevin Carroll Katalyst/LLC and the author of three highly successful books, *Rules of the Red Rubber Ball*, *What's Your Red Rubber Ball?!* and *The Red Rubber Ball at Work*, published by ESPN, Disney Press and McGraw-Hill. As an author, speaker and agent for social change

(a.k.a. the Katalyst), it is Carroll's "job" to inspire businesses, organizations and individuals—from CEOs and employees of Fortune 500 companies to schoolchildren—to embrace their spirit of play and creativity to maximize their human potential and sustain more meaningful business and personal growth.

After serving in the Air Force for ten years and earning his college degree, Carroll became an athletic trainer at the high school and collegiate levels in Philadelphia. His expertise in sport performance led to his job as the head athletic trainer for the Philadelphia 76ers in 1995. While at the 76ers, Nike tapped Carroll to bring his unique experiences to the sneaker giant in 1997. Carroll was directed to create a position at the company that would add value to the overall mission of the brand. Carroll accepted the challenge and stayed for seven years as "Katalyst" (the 'K' is for Kevin)—a creative change agent. At Nike he was instrumental in helping the company develop a deeper understanding of athletic product performance, team dynamics, and interpersonal communication. Carroll left Nike in 2004 to create his own company, Kevin Carroll Katalyst/LLC, committed to elevating the power of sport and play around the world.

# LUNCHEON SPEAKERS

## Graduate & Professional Schools Luncheon Speaker

### MARYBETH GASMAN

Judy & Howard Berkowitz Professor of Education in the Graduate School of Education and Director, Penn Center for Minority Serving Institutions, University of Pennsylvania

### “The Five Myths About Recruiting Graduate and Professional Students and Diversity”

Monday, 11:45 a.m. – 1:15 p.m.



Marybeth Gasman is the Judy & Howard Berkowitz Professor of Education in the Graduate School of Education at the University of Pennsylvania. Her areas of expertise include the history of American higher education, Minority Serving Institutions (with an emphasis on Historically Black Colleges and

Universities), racism and diversity, fundraising and philanthropy, and higher education leadership. Gasman is the founding director of the Penn Center for Minority Serving Institutions (MSIs), which works to amplify the contributions, strengthen, and support MSIs and those scholars interested in them.

Gasman holds secondary appointments in history, Africana Studies, and the School of Social Policy and Practice. She is the author or editor of 25 books, including *Educating a Diverse Nation*

(Harvard University Press, 2015 with Clif Conrad), *Envisioning Black Colleges* (Johns Hopkins University Press, 2007), and *Academics Going Public* (Routledge Press, 2016). She has written over 200 peer-reviewed articles, scholarly essays, and book chapters, and has penned over 350 opinion articles for the nation’s newspapers and magazines and is ranked by *Education Week* as one of the 10 most influential education scholars in the nation.

She has raised \$22 million in grant funding to support her research and that of her students, mentees, and MSI partners. Marybeth serves on the board of trustees of The College Board as well as Paul Quinn College, a small, urban, historically Black College in Dallas, Texas. She considers her proudest accomplishment to be receiving the University of Pennsylvania’s Provost Award for Distinguished Ph.D. Teaching and Mentoring, serving as the dissertation chair for over 70 doctoral students since 2003.

# LUNCHEON SPEAKERS

## International Luncheon Speaker

### TOLU OLUBUNMI

Founder and CEO of Lions Write

**“Triumphs, Losses, and Uncertainties: The Complex Intersection of Immigration Policy and Higher Education”**

**Tuesday, 11:30 a.m. – 1:00 p.m.**



Tolu Olubunmi is the founder and CEO of Lions Write, a social venture that builds and manages initiatives committed to giving voice and value to the voiceless, and strengthening collaborations between corporations, governments, and civil society organizations. In addition to

being an entrepreneur and global advocate for migrants, refugees, and displaced people, she has established and led numerous NGOs and campaigns focused on immigrant integration, employment, access to technology, and education. She co-founded Immigrant Heritage Month and has

helped draft and implement U.S. immigration policies.

Olubunmi serves on the World Economic Forum’s Global Future Council on Migration and co-chairs Mobile Minds—a high-skilled migration project advancing cross-border remote working as a 21st century alternative to physical migration. She also sits on the Board of Directors of USA for IOM (the UN Migration Agency), and serves as an advisor to the social impact investment platform, BRAVA Investments. In recognition of her work on behalf migrants and refugees, she received the Anti-Defamation League’s Kay Family Award and was honored at the 2017 ADL In Concert Against Hate. She was also recognized by the World Economic Forum as one of the “15 Women Changing the World in 2015” and as an Outstanding Woman Entrepreneur.

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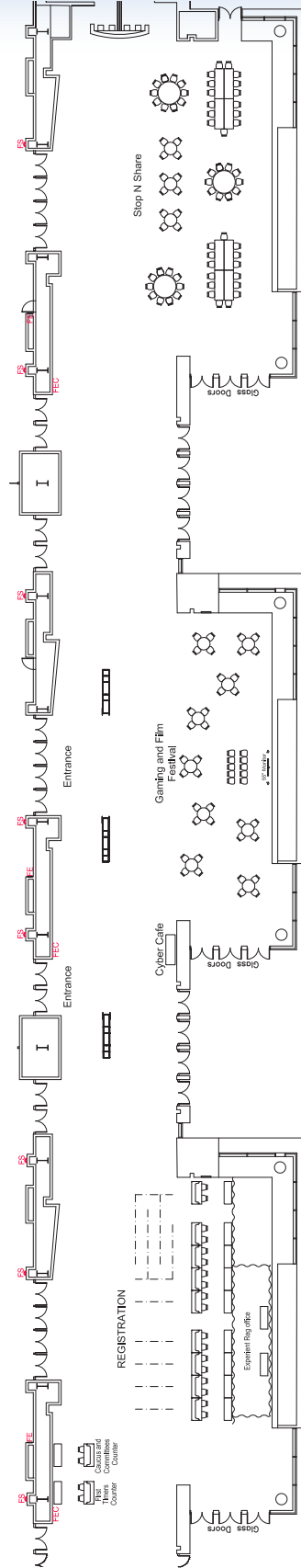
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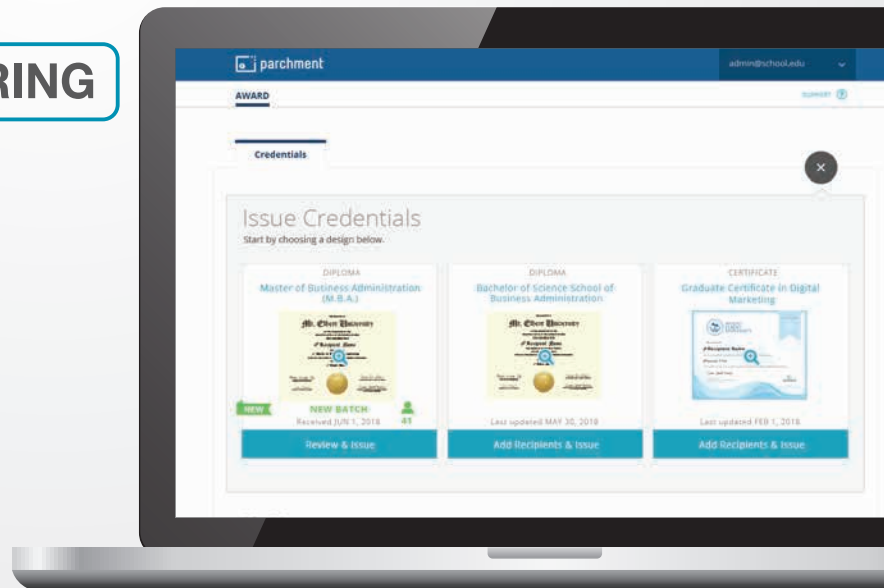
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# MEETING AT A GLANCE

## Saturday, March 24, 2018

### Conference of Registrars in Jesuit Institutions (CORE) Meeting

8:30 a.m. – 6:00 p.m.  
Miami

### International Admissions GPS: The Road to Success Pre-Conference Workshop

*(paid ticket required)*  
9:30 a.m. – 5:30 p.m.  
Key West, North Tower

### Registrar 101 & FERPA Pre-Conference Workshop (Part 1 of 2)

*(paid ticket required)*  
9:30 a.m. – 5:30 p.m.  
Crystal KL

### Registrar 201 Pre-Conference Workshop (Part 1 of 2)

*(paid ticket required)*  
9:30 a.m. – 5:30 p.m.  
Crystal NP

## Sunday, March 25, 2018

### Registration

7:00 a.m. – 7:30 p.m.  
Cypress 1 Foyer

### AACRAO Film Festival

7:00 a.m. – 7:30 p.m.  
Cypress 2 Foyer

### Cyber Café Open

7:00 a.m. – 7:30 p.m.  
Cypress 1 Foyer

### Gaming/Networking Lounge

7:00 a.m. – 7:30 p.m.  
Cypress 2 Foyer

### AACRAO Bookstore Open

8:00 a.m. – 5:30 p.m.  
Palms Ballroom Foyer

### Speaker Lounge Open

12:00 p.m. – 5:00 p.m.  
Boston

### Exhibit Hall Open

6:45 p.m. – 8:00 p.m.  
Cypress 1 & 2

### Poster Sessions in Exhibit Hall

6:45 p.m. – 8:00 p.m.  
Cypress 1 & 2

### IPEDS Pre-Conference Workshop

*(separate registration required)*  
7:30 a.m. – 4:00 p.m.  
Los Angeles

### Pre-Conference Workshops

*(paid ticket required)*  
Full day:  
(S1) 8:30 a.m. – 3:30 p.m.  
Half day:  
(S2) 8:30 a.m. – 11:30 a.m.  
(S3) 12:30 p.m. – 3:30 p.m.

### State & Regional Officers Workshop

8:30 a.m. – 11:30 a.m.  
Crystal AB

### NNLSO Board of Directors Meeting

8:30 a.m. – 3:00 p.m.  
Canary 3

### Registrar 101 & FERPA Pre-Conference Workshop (Part 2)

*(paid ticket required)*  
8:30 a.m. – 3:30 p.m.  
Crystal KL

### Registrar 201 Pre-Conference Workshop (Part 2)

*(paid ticket required)*  
8:30 a.m. – 3:30 p.m.  
Crystal NP

### National Student Clearinghouse Forum

9:00 a.m. – 11:00 a.m.  
*By invitation*  
Anaheim

### AACRAO SPEEDE Committee Business Meeting

9:00 a.m. – 5:00 p.m.  
Diamond Suite, East Tower, 5th Floor

### Program Committee Group Coordinators' Meeting

*(2017-2018, 2018-2019)*  
9:30 a.m. – 11:00 a.m.  
Crystal Q

### Luncheon for Professional Activities Committees Chairs

*(2017-2018, 2018-2019)*  
*By invitation*  
11:15 a.m. – 12:30 p.m.  
Canary 1

### Meeting for Chairs & Members of Professional Activities Committees

*(2018-2019)*  
12:30 p.m. – 2:30 p.m.  
Royal Ballroom

### Joint Caucus Reception

2:45 p.m. – 3:45 p.m.  
Canary 1

### First-Time Attendees' Orientation & Welcome

3:15 p.m. – 4:45 p.m.  
Crystal G  
*Sponsored by National Student Clearinghouse*

### NNLSO Welcome Reception

3:30 p.m. – 4:30 p.m.  
Canary 4

### Nominations & Elections Committee Meeting

*(2017-2018, 2018-2019)*  
3:45 p.m. – 4:45 p.m.  
Crystal Q

### (S4) Opening General Session

5:00 p.m. – 6:45 p.m.  
Cypress 3

- Welcome and Awards Presentation  
5:00 p.m. – 5:45 p.m.  
Opening Plenary  
5:45 p.m. – 6:45 p.m.  
*Presenter: Francisco Marmolejo,*  
The World Bank Group  
*Sponsored by National Student Clearinghouse*

### Welcome Reception

*(cash bar and hors d'oeuvres)*  
6:45 p.m. – 8:00 p.m.  
Cypress 1 & 2

# MEETING AT A GLANCE

## Monday, March 26, 2018

### Registration

7:30 a.m. – 5:30 p.m.  
Cypress 1 Foyer

### AACRAO Film Festival

7:30 a.m. – 5:30 p.m.  
Cypress 2 Foyer

### Cyber Café Open

7:30 a.m. – 5:30 p.m.  
Cypress 1 Foyer

### Gaming/Networking Lounge

7:30 a.m. – 5:30 p.m.  
Cypress 2 Foyer

### AACRAO Bookstore Open

8:30 a.m. – 5:30 p.m.  
Palms Ballroom Foyer

### Speaker Lounge Open

7:30 a.m. – 5:30 p.m.  
Boston

### Stop & Share Discussions

8:00 a.m. – 2:30 p.m.  
and 3:30 p.m. – 5:00 p.m.  
Cypress 3 Foyer

### Exhibit Hall Open

9:00 a.m. – 5:00 p.m.  
Cypress 1 & 2

*Space available for Professional Activity Committee meetings in the Exhibit Hall.*

### Poster Sessions in Exhibit Hall

9:00 a.m. – 5:00 p.m.  
Cypress 1 & 2

*Scheduled presenters will be available to discuss their posters from 4:00-5:00 p.m.*

### Fun Run

6:00 a.m.

Join us for a 1.5 or 3 mile loop around the Marriott. The trail begins just southwest of the main entrance to the hotel.

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Diamond Suite, East Tower, 5th Floor

### AACRAO Past Presidents' Breakfast

*By invitation*

8:00 a.m. – 9:30 a.m.

Jade Suite, East Tower, 6th Floor

### (M1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:00 a.m.

### NNLSO Breakfast and Business Meeting

8:00 a.m. – 9:15 a.m.

Canary 1

### Corporate Showcase

- Refreshment Break in Exhibit Hall  
9:00 a.m. – 10:15 a.m.
- (M2) Corporate Presentations  
9:15 a.m. – 10:15 a.m.

### (M3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:45 a.m.

### NAIA Registrars Association Annual Business Meeting

10:30 a.m. – 11:45 a.m.

Jade Suite, East Tower, 6th Floor

### (ML) Graduate & Professional Schools Luncheon

*(paid ticket required)*

*Presenter: Marybeth Gasman, University of Pennsylvania*

11:45 a.m. – 1:15 p.m.

Canary 1

### (ML) Nominations & Elections 2018-2019 Committee Luncheon

*By invitation*

11:45 a.m. – 1:15 p.m.

Diamond Suite, East Tower, 5th Floor

### (ML) TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch

11:45 a.m. – 1:15 p.m.

Emerald Suite, East Tower, 4th Floor

### (M4) Educational Sessions & Roundtable Discussions

1:15 p.m. – 2:15 p.m.

### (M4) Latino/Latina Caucus

1:15 p.m. – 2:15 p.m.

Jade Suite, East Tower, 6th Floor

### (M5) Public Policy General Session

2:30 p.m. – 3:30 p.m.

*Institution Representatives:*

Kathleen Plinske, Valencia College

Adrienne Frame, University of Central Florida

*Student Panel:*

Claudia Báez Solá

Karen Claudillo

Kevin Ortiz

*Moderator: Luisa Havens Gerardo,*

*Virginia Tech*

Cypress 3

### Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m.

Cypress 1 & 2

### (M6) Educational Sessions & Roundtable Discussions

4:00 p.m. – 5:00 p.m.

### (M6) Poster Sessions in Exhibit Hall

4:00 p.m. – 5:00 p.m.

Cypress 1 & 2

*Scheduled presenters will be available to discuss their posters.*

### (M6) ACAOPU Meeting

4:00 p.m. – 5:00 p.m.

Emerald Suite, East Tower, 4th Floor

### (M6) LGBTQIA Caucus

4:00 p.m. – 5:00 p.m.

Canary 1

### (M7) AACRAO Town Meeting

5:15 p.m. – 6:15 p.m.

Cypress Ballroom 3

### Board of Directors' Reception for Honorees

*By invitation*

6:15 p.m. – 7:30 p.m.

Lobby Lounge Terrace

# MEETING AT A GLANCE

**Tuesday, March 27, 2018**

## International Day Registration

7:45 a.m. – 4:30 p.m.  
Cypress 1 Foyer

## AACRAO Film Festival

7:45 a.m. – 5:30 p.m.  
Cypress 2 Foyer

## Cyber Café Open

7:45 a.m. – 4:30 p.m.  
Cypress 1 Foyer

## Gaming/Networking Lounge

7:45 a.m. – 5:30 p.m.  
Cypress 2 Foyer

## AACRAO Bookstore Open

8:30 a.m. – 5:15 p.m.  
Palms Ballroom Foyer

## Speaker Lounge Open

7:30 a.m. – 5:00 p.m.  
Boston

## Stop & Share Discussions

8:00 a.m. – 2:30 p.m.  
and 3:30 p.m. – 6:00 p.m.  
Cypress 3 Foyer

## Exhibit Hall Open

9:00 a.m. – 3:00 p.m.  
Cypress 1 & 2  
*Space available for Professional Activity Committee meetings in the Exhibit Hall.*

## Poster Sessions in Exhibit Hall

9:00 a.m. – 3:00 p.m.  
Cypress 1 & 2  
*Scheduled presenters will be available to discuss their posters from 1:00-2:00 p.m.*

## Fun Run

6:00 a.m.  
Join us for a 1.5 or 3 mile loop around the Marriott. The trail begins just southwest of the main entrance to the hotel.

## Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
Diamond Suite, East Tower, 5th Floor

## (T1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

## Refreshment Break in Exhibit Hall

9:15 a.m. – 10:00 a.m.  
Cypress 1 & 2

## (T2) AACRAO Business Meeting

10:00 a.m. – 11:30 a.m.  
Cypress 3

## (TL) International Luncheon

11:30 a.m. – 1:00 p.m.  
*(paid ticket required)*  
Canary 1  
*Presenter: Tolu Olubunmi, Founder and CEO of Lions Write*

## (TL) Annual Meeting Planners Luncheon

11:30 a.m. – 1:00 p.m.  
*By invitation*  
Jade Suite, East Tower, 6th Floor

## (T3) Educational Sessions & Roundtable Discussions

1:00 p.m. – 2:00 p.m.

## (T3) Poster Sessions in Exhibit Hall

1:00 p.m. – 2:00 p.m.  
Cypress 1 & 2  
*Scheduled presenters will be available to discuss their posters.*

## (T3) Asian and Pacific Islander Caucus

1:00 p.m. – 2:00 p.m.  
Emerald Suite, East Tower, 4th Floor

## Refreshment Break in Exhibit Hall

2:00 p.m. – 2:30 p.m.  
Cypress 1 & 2

## (T4) Diversity & Inclusion General Session

2:30 p.m. – 3:30 p.m.  
Cypress 3  
*Presenter: Kevin Carroll, Best-Selling Author, Expert on Creativity and Innovation, Agent for Social Change*

## (T5) Educational Sessions & Roundtable Discussions

3:45 p.m. – 4:45 p.m.

## (T5) Black Caucus

3:45 p.m. – 4:45 p.m.  
Canary 1

## (T6) Educational Sessions & Roundtable Discussions

5:00 p.m. – 6:00 p.m.

## (T6) Native American Caucus

5:00 p.m. – 6:00 p.m.  
Emerald Suite, East Tower, 4th Floor

## International Educators' Reception

*(paid ticket required)*  
6:30 p.m. – 7:30 p.m.  
Lobby Lounge Terrace  
*Sponsored by AACRAO International, The Paver Family Foundation, and ETS TOEFL*

## State & Regional Receptions

6:30 p.m. – 8:00 p.m.  
*Check the AACRAO Engage mobile app for scheduled receptions*

## NNLSO Networking and Social Event

7:00 p.m. – 9:00 p.m.  
*(prepaid registration required)*  
The Bahama Breeze Island Grille (off-site)

# MEETING AT A GLANCE

**Wednesday, March 28, 2018**

## Registration

7:45 a.m. – 12:30 p.m.  
Cypress 1 Foyer

## AACRAO Film Festival

7:45 a.m. – 12:30 p.m.  
Cypress 2 Foyer

## Cyber Café Open

7:45 a.m. – 12:30 p.m.  
Cypress 1 Foyer

## Gaming/Networking Lounge

7:45 a.m. – 12:30 p.m.  
Cypress 2 Foyer

## AACRAO Bookstore Open

8:30 a.m. – 12:00 p.m.  
Palms Ballroom Foyer

## Speaker Lounge Open

7:30 a.m. – 10:30 a.m.  
Boston

## Fun Run

6:00 a.m.

Join us for a 1.5 or 3 mile loop around the Marriott. The trail begins just southwest of the main entrance to the hotel.

## Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Diamond Suite, East Tower, 5th Floor

## (W1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:00 a.m.

## (W2) Educational Sessions & Roundtable Discussions

9:15 a.m. – 10:15 a.m.

## (W3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:30 a.m.

## (W3) Emerging Leader Insight (ELI) Talks

10:30 a.m. – 11:30 a.m.  
Anaheim

## (W4) Closing Plenary

11:45 a.m. – 12:45 p.m.

## Cypress 3

*Presenter: Alan Alda, Actor, Writer, Director, and Science Advocate*

*Sponsored by National Student Clearinghouse*

## Program Committee Group Coordinators' Meeting

(2018-2019)

1:30 p.m. – 3:30 p.m.

Emerald Suite, East Tower, 4th Floor

## Board of Directors' Meeting

1:30 p.m. – 3:30 p.m.

Marriott Boardroom, 11th Floor



# KEY TO COMPETENCIES AND PROFICIENCIES

The *Competencies* consist of the knowledge, skills, and dispositions that are necessary for professionals irrespective of their role, while the *Proficiencies* describe the specific knowledge and skills required to excel in specific professions. The sessions and workshops in the program have been assigned relevant competencies/proficiencies.





## Core Competencies

 Change Management	 Interpretation and Application of Institutional and External Data	 Communication
 Collaborative Decision-Making and Consensus-Building	 Leadership and Management	 Technological Knowledge
 Diversity and Inclusion	 Problem Solving	 Professional Development and Contributions to the Field
 Holistic and Systemic Thinking	 Professional Integrity	




### Admissions Core Proficiencies

-  Creating a Communications Plan
-  Developing Speeches and Presentations
-  Evaluating Emerging Technologies
-  Market Analysis
-  Reporting Progress Toward Enrollment Goals
-  Strategic Staffing and Operations
-  Utilizing Social Media

### Enrollment Management Core Proficiencies

-  SEM Assessment
-  Developing Enrollment Mix
-  SEM Leadership
-  Staffing Leadership
-  Enrollment Technology

### Records & Academic Services Core Proficiencies

-  Reporting and Institutional Research
-  Data Systems Management
-  Knowledge of Student Records Management Law, Policy, and Governance
-  Record-Keeping and Data Stewardship
-  Academic Policy and Curriculum Delivery
-  Operations and Business Process Management
-  Graduation, Commencement and Academic Events

### Cross-Functional Proficiencies

-  Transfer and Articulation
-  Assessing Prior International Education
-  International Recruitment and Marketing

# SATURDAY AND SUNDAY EVENTS AND WORKSHOPS

## Saturday, March 24, 2018 Workshops

### SATURDAY EVENTS

#### Conference of Registrars in Jesuit Institutions (CORe) Meeting

8:30 a.m. – 6:00 p.m.  
Miami

#### International Admissions GPS: The Road to Success Pre-Conference Workshop

*(paid ticket required)*  
9:30 a.m. – 5:30 p.m.  
Key West, North Tower

#### Registrar 101 & FERPA Pre-Conference Workshop (Part 1 of 2)

*(paid ticket required)*  
9:30 a.m. – 5:30 p.m.  
Crystal KL

#### Registrar 201 Pre-Conference Workshop (Part 1 of 2)

*(paid ticket required)*  
9:30 a.m. – 5:30 p.m.  
Crystal NP

## Sunday, March 25, 2018 Events and Workshops

### SUNDAY EVENTS

#### Registration

7:00 a.m. – 7:30 p.m.  
Cypress 1 Foyer

#### AACRAO Film Festival

7:00 a.m. – 7:30 p.m.  
Cypress 2 Foyer

#### Cyber Café Open

7:00 a.m. – 7:30 p.m.  
Cypress 1 Foyer

#### Gaming/Networking Lounge

7:00 a.m. – 7:30 p.m.  
Cypress 2 Foyer

#### AACRAO Bookstore Open

8:00 a.m. – 5:30 p.m.  
Palms Ballroom Foyer

#### Speaker Lounge Open

12:00 p.m. – 5:00 p.m.  
Boston

#### Exhibit Hall Open

6:45 p.m. – 8:00 p.m.  
Cypress 1 & 2

#### Poster Sessions in Exhibit Hall

6:45 p.m. – 8:00 p.m.  
Cypress 1 & 2

#### IPEDS Pre-Conference Workshop

*(separate registration required)*  
7:30 a.m. – 4:00 p.m.  
Los Angeles

#### Pre-Conference Workshops

*(paid ticket required)*  
Full day:  
(S1) 8:30 a.m. – 3:30 p.m.  
Half day:  
(S2) 8:30 a.m. – 11:30 a.m.  
(S3) 12:30 p.m. – 3:30 p.m.

#### State & Regional Officers Workshop

8:30 a.m. – 11:30 a.m.  
Crystal AB

#### NNLSO Board of Directors Meeting

8:30 a.m. – 3:00 p.m.  
Canary 3

# SATURDAY AND SUNDAY EVENTS AND WORKSHOPS (continued)

## Registrar 101 & FERPA Pre-Conference Workshop (Part 2)

*(paid ticket required)*

8:30 a.m. – 3:30 p.m.

Crystal KL

## Registrar 201 Pre-Conference Workshop (Part 2)

*(paid ticket required)*

8:30 a.m. – 3:30 p.m.

Crystal NP

## National Student Clearinghouse Forum

9:00 a.m. – 11:00 a.m.

*By invitation*

Anaheim

## AACRAO SPEEDE Committee

### Business Meeting

9:00 a.m. – 5:00 p.m.

Diamond Suite, East Tower, 5th Floor

## Program Committee Group Coordinators' Meeting

*(2017-2018, 2018-2019)*

9:30 a.m. – 11:00 a.m.

Crystal Q

## Luncheon for Professional Activities Committees Chairs

*(2017-2018, 2018-2019)*

*By invitation*

11:15 a.m. – 12:30 p.m.

Canary 1

## Meeting for Chairs & Members of Professional Activities Committees

*(2018-2019)*

12:30 p.m. – 2:30 p.m.

Royal Ballroom

## Joint Caucus Reception

2:45 p.m. – 3:45 p.m.

Canary 1

## First-Time Attendees' Orientation & Welcome

3:15 p.m. – 4:45 p.m.

Crystal G

*Sponsored by National Student Clearinghouse*

## NNLSO Welcome Reception

3:30 p.m. – 4:30 p.m.

Canary 4

## Nominations & Elections Committee Meeting

*(2017-2018, 2018-2019)*

3:45 p.m. – 4:45 p.m.

Crystal Q

## (S4) Opening General Session

5:00 p.m. – 6:45 p.m.

Cypress 3

- Welcome and Awards Presentation

5:00 p.m. – 5:45 p.m.

Opening Plenary

5:45 p.m. – 6:45 p.m.

*Presenter:* Francisco Marmolejo,

The World Bank Group

*Sponsored by National Student Clearinghouse*

## Welcome Reception

*(cash bar and hors d'oeuvres)*

6:45 p.m. – 8:00 p.m.

Cypress 1 & 2

# SATURDAY AND SUNDAY EVENTS AND WORKSHOPS

You may register for a workshop on-site by visiting the Annual Meeting registration desk.

## Preconference Workshops

SATURDAY, MARCH 24, 9:30 A.M. – 5:30 P.M.

### **S1.7191** International Admissions GPS: The Road to Success

Saturday, March 24, 9:30 a.m. – 5:30 p.m. | Key West, North Tower

**FEE: \$260**

Need guidance on your professional highway? Turn on the GPS and head for success! The trip starts with basic strategies in international admissions. Next stop is the knowledge base and skill set needed for credential evaluation. Reliable resources are your guideposts, and stay alert for the potholes of fraud! Share highlights of your trip with colleagues by applying what you've learned using case studies based on actual sample documents. Arrive at your destination with confidence in your work!

#### PRESENTERS:

**Ann Koenig**, AACRAO International

**Julia Funaki**, AACRAO International

**LesLee Clauson Eicher**, AACRAO International

**Annetta Stroud**, AACRAO International



## (Sa1) Registrar Workshops (Two-Days)

SATURDAY, MARCH 24, 9:30 A.M. – 5:30 P.M.  
AND SUNDAY, MARCH 25, 8:30 A.M. – 3:30 P.M.

### **Sa1.7487/7790** Registrar 101 & FERPA Two-Day Workshop

Saturday, March 24, 9:30 a.m. – 5:30 p.m. | Crystal KL

**FEE: \$499**

Spend two days diving into the work of the Registrar's Office. This workshop is for those new to the profession and will address many of the 'what' and 'how' questions that make up the work of the registrar. A significant portion of the workshop will focus on understanding and applying FERPA. Attendees will leave the workshop with a greater understanding of the depth and breadth of the work of the registrar, where to find information and answers, and a solid network of professional colleagues.

#### PRESENTERS:

**LeRoy Rooker**, AACRAO

**Kimra Schipporeit**, University of Nebraska at Kearney

**Daniel Weber**, Northeastern Illinois University



### **Sa1.7488/7791** Registrar 201: Advanced Case Studies in the Records and Registration Profession

Saturday, March 24, 9:30 a.m. – 5:30 p.m. | Crystal NP

**FEE: \$499**

The role of the registrar is evolving and expanding, and increasingly, our work intersects with other areas on campus and beyond. The presenters will provide insights for successful navigation of this changing landscape. This workshop is geared toward those with at least five years of experience in the profession and will explore major competencies and proficiencies of the registrar profession, FERPA beyond the basics, and what issues we may face in the future. Come prepared to share and learn.

#### PRESENTERS:

**Tim Amyx**, Volunteer State Community College

**Helen Garrett**, University of Washington - Seattle Campus

**Rock McCaskill**, Clemson University

**Glenn Munson**, Rhodes College (Retired)

**Brad Myers**, The Ohio State University (Retired)





# SUNDAY WORKSHOPS AND EVENTS (continued)

## Preconference Workshop

SUNDAY, MARCH 25, 8:30 A.M. – 3:30 P.M.

### **S1.7310** FERPA 2.0: Taking Your FERPA Knowledge to the Next Level

Sunday, March 25, 8:30 a.m. – 3:30 p.m. | Crystal EF

**FEE: \$310**

Understand and master secondary-level FERPA matters such as data requests, institutional review boards, legal requests, and retention rules. The presenters will also discuss the protocol for campus staff who assist with some of the issues that the Office of the Registrar deals with regularly.

#### **PRESENTERS:**

**Rhonda Kitch**, *North Dakota State University - Main Campus*

**Tina Falkner**, *University of Minnesota - Twin Cities*

**Rebecca Mathern**, *Oregon State University*



COMPLIANCE

## Preconference Workshop

SUNDAY, MARCH 25, 8:30 A.M. – 11:30 A.M.

### **S2.7351** Organizational Design: A Practical Approach to Optimizing your Workforce

Sunday, March 25, 8:30 a.m. – 11:30 a.m. | Crystal D

**FEE: \$165**

This workshop will help you determine if you are strategically deploying your workforce in support of your goals and provide a practical approach to redesigning your organization with the goal of optimizing your most important resource—your people. We will cover a step-by-step process to evaluate, design, and implement a new organizational structure utilizing real-world examples and tools you can use at your own institution.

#### **PRESENTER:**

**Erin Finn**, *Thomas Jefferson University*



HOLISTIC THINKING



LEADERSHIP



STAFFING

### **S2.7811** The Tech Tools of Student Service

Sunday, March 25, 8:30 a.m. – 11:30 a.m. | Crystal C

**FEE: \$160**

Serving students and reducing barriers to their academic success is a shared mission on our campuses. Inquiries to our offices come both in volume and in all possible modalities. What tech tools are available to efficiently and effectively respond in a timely manner? How are they used, what do you need to know, how do they help and what should you avoid? This workshop will provide guidance into the technology tools required to provide excellent student service and how to implement them.

#### **PRESENTERS:**

**Mark McConahay**, *Indiana University - Bloomington*

**Julie Selander**, *University of Minnesota - Twin Cities*

**Mike Szakaly**, *Indiana University - Bloomington*



TECHNOLOGY



EMERGENT TECH



ENROLL TECH

### **S2.7777** State and Regional Officers Workshop

Sunday, March 25, 8:30 a.m. – 11:30 a.m. | Crystal AB

**FEE: \$0**

All state and regional officers, committee chairs, and others in leadership roles within the state and regional organizations are encouraged to attend this FREE workshop.

#### **PRESENTER:**

**Charlie Couch**, *University of Northern Colorado*



LEADERSHIP



PROF DEV

# SUNDAY WORKSHOPS AND EVENTS (continued)

## 7804 National Student Clearinghouse Forum: Enabling Sustainability and Equity of Learner-Centered Records and Technology

Sunday, March 25, 9:00 a.m. – 11:00 a.m. | Anaheim

What does the future hold for learner-centered solutions? Where can learners access and share their authenticated collection of lifetime learning? How do we accelerate the adoption of co-curricular and competency-based transcripts? What role can blockchain technology play in enabling education workforce pathways? What is the role of SIS providers in this future state? Experienced practitioners in the maintenance, collection, storage, and utilization of student records will participate in a forum to vigorously discuss their thoughts and ideas on these subjects. Designed to help inform roadmap pathways, from pilot to scaling. *By invitation only.*

### MODERATOR:

**Ricardo Torres**, National Student Clearinghouse

## Preconference Workshop

SUNDAY, MARCH 25, 12:30 P.M. – 3:30 P.M.

## S3.7752 Recruiting Today's College and University Students

Sunday, March 25, 12:30 p.m. – 3:30 p.m. | Crystal AB

FEE: \$165

Whether you enroll traditional first-time freshmen, returning adults, online students or international students, reaching the right students for your institution is challenging. This workshop focuses on undergraduate students, although some of the concepts and communications with adult learners may be applicable. The workshop addresses marketing, recruiting, staffing and other issues.

### PRESENTERS:

**Tom Green**, AACRAO Consulting

**Michele Sandlin**, AACRAO Consulting



## S3.7266 Services as a Tool for Retention

Sunday, March 25, 12:30 p.m. – 3:30 p.m. | Crystal D

FEE: \$155

Many factors contribute to students' decisions to persist. Support services are one factor in the retention puzzle in which institutions have control. Are the services your institution offers comprehensive enough to meet your students' needs? Are the services designed in a way that contribute to retention? This interactive workshop will help you answer these questions while also providing a road map for strengthening your service offerings and service delivery.

### PRESENTER:

**Tracy Hart**, University of New Mexico - Main Campus



## S3.7344 On the Cutting EDGE — Live! Users Group

Sunday, March 25, 12:30 p.m. – 3:30 p.m. | Crystal C

FEE: \$0

This workshop will provide an overview of recent updates within EDGE (Electronic Database for Global Education) including educational profiles, as well as a developmental roadmap/timeline for technical updates. Participants are invited to provide feedback on their experiences with the product and discuss their successes, suggestions, and any issues with other users.

### PRESENTERS:

**Melanie Gottlieb**, AACRAO

**Jennifer Minke**, Texas A&M University - Kingsville



## 7701 Joint Caucus Reception

Sunday, March 25, 2:45 p.m. – 3:45 p.m. | Canary 1

The Caucuses are devoted to promoting, educating and advancing equal rights for all people within higher education. Caucuses serve to promote awareness of critical issues and to protect the rights and needs of their constituencies within AACRAO and higher education. The Caucuses support the mission of AACRAO by developing, promoting, and sustaining a culture of inclusion. All are welcome!

### FACILITATORS:

**William DeWolf**, Emerson College

**Kristy Goodwin**, Governors State University

**Cindy Lambert**, Benedictine University

**Bernard Ramos**, Educational Perspectives, nfp

**Edward Trombly**, Embry-Riddle Aeronautical University Worldwide

# SUNDAY WORKSHOPS AND EVENTS (continued)

## 7910 First-Time Attendees' Orientation & Welcome

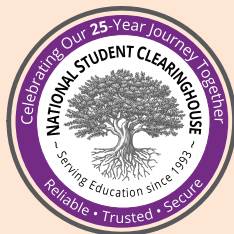
Sunday, March 25, 3:15 p.m. – 4:45 p.m. | Crystal G

Don't miss the AACRAO First-Time Attendees' Orientation and Welcome, sponsored by the National Student Clearinghouse. This is an opportunity for you to meet other first-time attendees, enjoy light refreshments, and learn more about AACRAO. Many say the best part of the orientation is the small group discussions led by long-time AACRAO members.

### FACILITATOR:

Alana Davis, Randolph-Macon College

Sponsored by



## Annual Meeting Opening

SUNDAY, MARCH 25, 5:00 P.M. – 6:45 P.M.

## S4.7911 Welcome and Awards Presentation

Sunday, March 25, 5:00 p.m. – 5:45 p.m. | Cypress Ballroom 3

Join us to honor the current class of AACRAO Award winners.

## S4.7762 Opening General Session Uncertainty & Promising Prospects: The Global Landscape of Higher Education

Sunday, March 25, 5:45 p.m. – 6:45 p.m. | Cypress Ballroom 3



Worldwide, higher education is in the midst of a dramatic transformation in terms of expanded access and increased diversification. Global higher education enrollment has doubled since 2000 and is expected to continue growing mostly in emerging economies while reducing its size in graying societies. At the same time, a global "learning crisis" is affecting all levels of education, resulting in large numbers of college graduates either unemployed or lacking the

relevant skills required to cope with the challenges and opportunities of an increasingly complex economy and society. In this context, colleges and universities are and will experience growing pressure to adapt, often causing significant tensions. What are the implications for higher education institutions in the U.S. and abroad? How will the traditional roles of registrar and admissions offices be transformed? Is the U.S. higher education system prepared to cope with global uncertainty and disruptive change?

### PRESENTER:

Francisco Marmolejo, The World Bank Group

Sponsored by



## Welcome Reception

(cash bar and hors d'oeuvres)

Sunday, March 25, 6:45 p.m. – 8:00 p.m. | Cypress 1 & 2

Attend the Welcome Reception, where you can preview the exhibit hall, visit with exhibitors, and network with colleagues. While in the hall, be sure to visit the AACRAO Booth, where you can get your questions answered, find out about AACRAO's upcoming meetings and events, and learn about the products and services we provide.

# MONDAY EVENTS AND SESSIONS

## Monday, March 26, 2018

### Registration

7:30 a.m. – 5:30 p.m.  
Cypress 1 Foyer

### AACRAO Film Festival

7:30 a.m. – 5:30 p.m.  
Cypress 2 Foyer

### Cyber Café Open

7:30 a.m. – 5:30 p.m.  
Cypress 1 Foyer

### Gaming/Networking Lounge

7:30 a.m. – 5:30 p.m.  
Cypress 2 Foyer

### AACRAO Bookstore Open

8:30 a.m. – 5:30 p.m.  
Palms Ballroom Foyer

### Speaker Lounge Open

7:30 a.m. – 5:30 p.m.  
Boston

### Stop & Share Discussions

8:00 a.m. – 2:30 p.m. and 3:30 p.m. – 5:00 p.m.  
Cypress 3 Foyer

### Exhibit Hall Open

9:00 a.m. – 5:00 p.m.  
Cypress 1 & 2  
*Space available for Professional Activity Committee meetings in the Exhibit Hall.*

### Poster Sessions in Exhibit Hall

9:00 a.m. – 5:00 p.m.  
Cypress 1 & 2  
*Scheduled presenters will be available to discuss their posters from 4:00-5:00 p.m.*

### Fun Run

6:00 a.m.  
Join us for a 1.5 or 3 mile loop around the Marriott. The trail begins just southwest of the main entrance to the hotel.

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
Diamond Suite, East Tower, 5th Floor

### AACRAO Past Presidents' Breakfast

*By invitation*  
8:00 a.m. – 9:30 a.m.  
Jade Suite, East Tower, 6th Floor

### (M1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:00 a.m.

### NNLSO Breakfast and Business Meeting

8:00 a.m. – 9:15 a.m.  
Canary 1

### Corporate Showcase

- Refreshment Break in Exhibit Hall  
9:00 a.m. – 10:15 a.m.
- (M2) Corporate Presentations  
9:15 a.m. – 10:15 a.m.

### (M3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:45 a.m.

### NAIA Registrars Association Annual Business Meeting

10:30 a.m. – 11:45 a.m.  
Jade Suite, East Tower, 6th Floor

### (ML) Graduate & Professional Schools Luncheon

*(paid ticket required)*  
*Presenter: Marybeth Gasman, University of Pennsylvania*  
11:45 a.m. – 1:15 p.m.  
Canary 1

### (ML) Nominations & Elections 2018-2019 Committee Luncheon

*By invitation*  
11:45 a.m. – 1:15 p.m.  
Diamond Suite, East Tower, 5th Floor

### (ML) TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch

11:45 a.m. – 1:15 p.m.  
Emerald Suite, East Tower, 4th Floor

### (M4) Educational Sessions & Roundtable Discussions

1:15 p.m. – 2:15 p.m.

### (M4) Latino/Latina Caucus

1:15 p.m. – 2:15 p.m.  
Jade Suite, East Tower, 6th Floor

### (M5) Public Policy General Session

2:30 p.m. – 3:30 p.m.  
*Institution Representatives:*  
Kathleen Plinske, Valencia College  
Adrienne Frame, University of Central Florida

*Student Panel:*  
Claudia Báez Solá  
Karen Claudillo  
Kevin Ortiz

*Moderator: Luisa Havens Gerardo, Virginia Tech*  
Cypress 3

### Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m.  
Cypress 1 & 2

### (M6) Educational Sessions & Roundtable Discussions

4:00 p.m. – 5:00 p.m.

### (M6) Poster Sessions in Exhibit Hall

4:00 p.m. – 5:00 p.m.  
Cypress 1 & 2  
*Scheduled presenters will be available to discuss their posters.*

# MONDAY EVENTS AND SESSIONS (continued)

## **(M6) ACAOPU Meeting**

4:00 p.m. – 5:00 p.m.

Emerald Suite, East Tower, 4th Floor

## **(M6) LGBTQIA Caucus**

4:00 p.m. – 5:00 p.m.

Canary 1

## **(M7) AACRAO Town Meeting**

5:15 p.m. – 6:15 p.m.

Cypress Ballroom 3

## **Board of Directors' Reception for Honorees**

*By invitation*

6:15 p.m. – 7:30 p.m.

Lobby Lounge Terrace



# MONDAY EVENTS AND SESSIONS (continued)

## (M1) Sessions and Roundtables

MONDAY, MARCH 26, 8:00 A.M. – 9:00 A.M.

### M1.6610 Ten Retention Questions

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Los Angeles

Learn which questions to ask of your data to uncover your institutional retention challenges and—more importantly—opportunities! You will see real data sets and results and learn from their mistakes in this fast-paced and interactive session.

#### PRESENTERS:

**Brian Galloway**, Villanova University

**Dan McDevitt**, St. Joseph's University



DATA STEWARDSHIP

### M1.6623 Strategic Planning 101

Monday, March 26, 8:00 a.m. – 9:00 a.m. | San Antonio

This session will outline basic methods to identify the tasks, functions, and outcomes of a department or division in order to craft meaningful vision and mission statements, and suggest questions to ask and methods to use in designing a strategic plan. Examples and resources given will be geared toward the Office of the Registrar, but can be useful for any department.

#### PRESENTERS:

**M.J. Caro**, Embry Riddle Aeronautical University – Daytona Beach

**Edward Trombley**, Embry Riddle Aeronautical University Worldwide



LEAD SEM



LEADERSHIP

### M1.6880 Introduction to the Higher Education Demand Index (HEDI)

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal AB

Population trends toward the Southwest and a recent decline in the birth rate foretell large disruptions for higher education. Existing forecasts provide little useful information because they neither account for differences in the probability of matriculation across demographic groups nor distinguish between institution types. The HEDI uses Education Longitudinal Study data to form probability-weighted demand forecasts, differentiating between two-year colleges, elite schools, and everything in between.

#### PRESENTER:

**Nathan Grawe**, Carleton College



REPORTING

### M1.6924 AACRAO Basics

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Anaheim

This session serves to orient AACRAO newcomers to the organization. Topics covered will include: AACRAOnyms, online AACRAO resources, AACRAO committees and organizational structure, AACRAO conferences, opportunities for involvement, and more.

#### PRESENTER:

**Alana Davis**, Randolph-Macon College



PROF DEV

### M1.6985 FERPA Policy and Procedure Audit

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal H

Is your campus in need of a FERPA tune-up? This session will provide you a road map to be able to perform a FERPA audit and will highlight topics such as the annual FERPA notice, directory information, FERPA system access notices, information technology, human resources, special release forms, and performing the departmental FERPA audit.

#### PRESENTER:

**Helen Garrett**, University of Washington - Seattle Campus



COMPLIANCE

### M1.6989 Roundtable: Registrars of Faith-Based Institutions

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Canary 3

This session is a roundtable discussion of current registrar/academic-related topics as they pertain to faith-based institutions. Come and learn how other faith-based institutions handle various issues, processes, and procedures within their unique environments. Share best practices and gain insight from other colleges that can be implemented on your own campuses.

#### FACILITATOR:

**Cheryl Fisk**, Crown College



OPERATIONS



COLLABORATION

# MONDAY EVENTS AND SESSIONS (continued)

## M1.7014 New Selection Tests of Professionalism: Diversity, Cost, Access, Validity

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal G

Recent innovations in tests of professionalism (multiple mini-interviews, situational judgment tests) are finding increasing use for selection of students to schools in the United States and beyond. New data on test reliability, predictive validity for future performance, impact on diversity (gender, race, ethnicity, socioeconomic status), test cost, student access, and test security will be presented.

### PRESENTER:

Harold Reiter, *McMaster University*



## M1.7024 Update: Veteran and Service Member Data Flow Re-Engineering

Monday, March 26, 8:00 a.m. – 9:00 a.m. | St. Louis

Learn about the progress of grassroots efforts by your peers partnering with the National Student Clearinghouse to create a major, short-term win for the veteran and military education benefit ecosystem by streamlining the data submission process into VA-ONCE and VACERT.

### PRESENTERS:

John Fletcher, *East Carolina University*

Joe Rasmussen, *University of Wisconsin - Madison*

Shelby Stanfield, *The University of Texas at Austin*



## M1.7039 The Funky-Tech Overview of Implementing Electronic Transcripts Exchange

Monday, March 26, 8:00 a.m. – 9:00 a.m. | New York

This session will cover a functional view of what's involved with implementing EDI and XML, including where to find great resources and information to get started. We will walk through the process behind XML/EDI implementation as it relates to student transcripts and academic records.

### PRESENTER:

Jerald Bracken, *Brigham Young University*



## M1.7056 Student Success Systems: Harnessing IT Solutions

Monday, March 26, 8:00 a.m. – 9:00 a.m. | New Orleans

This session will present an overview of student success initiatives supported by IT solutions. Some out-of-the-box and some customized solutions bridge data from across the institution, which enable analyses and actionable steps to improve retention, graduation, and student learning outcomes. There will be no endorsement of specific products, but rather an outline of efforts that are best harnessed through the use of technology.

### PRESENTER:

Luke Schultheis, *Fairleigh Dickinson University*



## M1.7075 Zero to Expert in Credential Evaluation: Three Perspectives in Career Development

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal CD

Learn from your peers—from beginners to top experts—about professional development opportunities and how to grow your career in the field of international credential evaluation.

### PRESENTERS:

Mark Moore, *Texas State University*

Aleksander Morawski, *Foreign Credits*

Sully Saucedo, *Texas Woman's University*



## M1.7076 Certified Electronic Diplomas: The Most Advanced Electronic Credential

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal J

Electronic credentialing is no longer a future concept, but is now an integral part of the present. The presenters will discuss the current credential landscape and how to leverage technologies as they relate to validation, security, and why the CeDiploma® is uniquely suited to become the global standard. Find out more about program and learning outcomes and how Johns Hopkins University is seeing the future of this information in a digital credential, along with Apostille updates and vendor alliances that will enhance the student experience.

### PRESENTERS:

Thomas C. Black, *Johns Hopkins University*

Robert F. Fitzgerald, *Brown University*

Christopher Jackson, *Paradigm, Inc*



# MONDAY EVENTS AND SESSIONS (continued)

## M1.7087 Year-Long Course Registration for New Freshmen

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal KL

Since 2000, Georgia College has used a homegrown process called POUNCE to register first-time freshmen. In 2013, the university expanded this program and began registering all 1,400 new, first-time students for their fall and spring semester courses between February and May of the students' senior year in high school. The presenters will share information about both the one-term and year-long processes, discuss benefits and drawbacks of the year-long program, and share important lessons learned.

### PRESENTER:

A. Kay Anderson, *Georgia College & State University*



## M1.7119 Making the Most out of Course Evaluation Data

Monday, March 26, 8:00 a.m. – 9:00 a.m. | San Francisco

Course evaluations provide feedback for instructors to improve teaching, but that data can be a resource for the greater community and an effective strategic tool if it is thoughtfully collected and accessible to decision makers. This session will focus on the use of course evaluation data for high-level institutional teaching analysis; supporting reappointment, promotion, or tenure process; teaching prize consideration; aiding student course selection; and trend reporting.

### PRESENTERS:

Joy Cavaliero, *Carnegie Mellon University*

Jonathan LeBouef, *Princeton University*

Emily Shandley, *Yale University*



## M1.7184 Roundtable: Graduate and Professional Schools

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Canary 2

We will discuss various issues, conflicts, and resolutions related to graduate and professional schools. We will also explore potential session topics for future meetings. Please come and share your experience and ideas.

### FACILITATORS:

Elizabeth Bouhmadouche, *Boston University*

Tracy Mourton, *University of Virginia - Main Campus*

Michael Murray, *The Ohio State University College of Dentistry*

Bianca Thompson-Owen, *Rutgers Biomedical and Health Sciences*



## M1.7187 Caucus Kickoff: Creating and Sustaining Diversity and Inclusion

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Miami

This interactive audience/panel discussion and presentation will investigate current and emergent themes and issues surrounding culturally diverse and inclusive campuses. Strategies will be presented to help cultivate and sustain inclusion at your campuses.

### FACILITATORS:

Sam Fugazzotto, *Teachers College at Columbia University*

Kristy Goodwin, *Governors State University*

Cindy Lambert, *Benedictine University*

Bernard Ramos, *Educational Perspectives, nfp*



## M1.7242 Cambridge AS and A Levels in the US Context: What You Need To Know...

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Canary 4

Cambridge IGCSE, AS and A-Level courses are gaining popularity in the United States. Join us for a practical session on the Cambridge curriculum changes: results interpretation, accessing the verification portal, and developing Cambridge-friendly admissions policies and credit charts. Recent US research and changes to GCE A-Level reforms in England will also be covered.

### PRESENTER:

Adina Chapman, *Cambridge Assessment, Inc.*





# MONDAY EVENTS AND SESSIONS (continued)

## M1.7327 Faculty-Led Study Abroad Programs: Challenges and Opportunities

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal EF

Faculty-led programs are increasingly popular, as evidenced by national data on study abroad participation. These international experiences, which can vary in length, timing, and structure, come with their own unique challenges. They also present rich learning opportunities for students, and they often support institutional missions and campus internationalization efforts. This session will explore those issues and opportunities.

### PRESENTERS:

**Becky Johnson**, *Rollins College*

**Kate Ledford**, *University of South Florida*



## M1.7334 Using Analytics to Track Non-Attending Online Students

Monday, March 26, 8:00 a.m. – 9:00 a.m. | Crystal MN

To comply with Title IV attendance tracking requirements, the Division of Online and Professional Studies at CBU worked with Blackboard to create a custom report to track non-attending students in online classes. This report is used at the beginning of each eight-week session to assist in determining which students are not attending their online courses. It has improved efficiency and accuracy while eliminating several obstacles to the attendance tracking process.

### PRESENTER:

**Rich Simpson**, *California Baptist University*



## M1.7967 Reach New Heights With Workday Student

Monday, March 26 8:00 a.m. – 9:00 a.m. | Crystal PQ

It's no secret many campuses have been destabilized due to changes related to student demographics and how learning is delivered. Knowing students need greater personalization and flexibility throughout their learning journey, Workday redesigned a campus in the cloud and placed the student experience at the core. Come see the power of unifying curriculum management, enrollment history, academic planning, and course registration into a seamless student experience. Witness how early and continuous engagement is possible throughout a student's academic journey. You'll see it in action as we walk through the student journey from recruitment and admissions to academic advising, course selection, registration, and more.

### PRESENTERS:

**Adriana Farella**, *Workday*

**Evan Baum**, *Workday*



## M1.7260 NNLSO Business Meeting and Breakfast

Monday, March 26, 8:00 a.m. – 9:15 a.m. | Canary 1

Get updates on NNLSO and connect with colleagues in the field.

### FACILITATOR:

**Jerri Cunningham**, *Baylor University*

## Corporate Showcase

Monday, March 26, 9:00 a.m. – 10:15 a.m.

The Corporate Showcase offers dedicated time to the exhibit hall and corporate presentations. The refreshment break in the exhibit hall begins at 9:00. Grab a quick bite and be sure to attend one of the informative corporate presentations scheduled exclusively during Corporate Showcase hours, which are from 9:15-10:15. It's your opportunity to listen to vendors and their clients discuss the latest trends and technologies in higher education administration. And if you have some free time, walk through the exhibit hall and see what exciting products and services our vendors have to offer.

## (M2) Corporate Presentations

MONDAY, MARCH 26, 9:15 A.M. – 10:15 A.M.

## M2.7188 Streamlining the Student Experience

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Crystal KL

When it comes to accessing critical information and campus resources, students often have to rely on a handful of impersonal, disconnected apps and a barrage of information and resources. And, if the information or technology isn't widely adopted by students, the journey can be even more fragmented. Join us for a discussion on how to deliver a unified, streamlined student experience—from new student on-boarding to career exploration—that expands channels through which institutions support students and helps to remove simple barriers that can knock students off-course.

### PRESENTERS:

**Rob Robinson**, *Civitas Learning*

**James Wallen**, *Civitas Learning*



# MONDAY EVENTS AND SESSIONS (continued)

## M2.7898 Commencement Tips and Tricks

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Crystal MN

Learn the tips and tricks we have seen at the hundreds of ceremonies we attend each year. We will highlight ways to improve your commencement ceremony in terms of organization efficiency, audience engagement (making it fun!), and inclusion for those with special needs. There will be time for questions and the opportunity to share your ideas and practices.

### PRESENTERS:

**Vicki Gray**, *Lifetouch Special Events*

**Mark Hommerding**, *Lifetouch Special Events*

**Al Suckow**, *Lifetouch Special Events*

**Laura Wallace**, *Lifetouch Special Events*

**Vance Walstra**, *Lifetouch Special Events*



## M2.7899 Catalog and Curriculum Management – It's Time to Take Control

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Crystal PQ

Your peer institutions have transformed their out-of-control catalog and curriculum processes into efficient, transparent systems, and you can too with Acalog and Curriculog. Learn how your colleagues are using these game-changing software solutions to publish interactive course and program information in real time, which dramatically reduces production time and saves valuable staff hours. They will share their experiences and answer your questions about how to improve consistency and collaboration while engaging students.

### PRESENTERS:

**Keith Ingalls**, *Springfield College*

**Josie Galloway**, *Purdue University*

**Barb Larson**, *Central Community College*

**Jake Morrow**, *DIGARC*

**Shannon Phillips**, *Skidmore College*

**Joshua Reinhold**, *University of California Merced*



## M2.7900 Your Secret Weapon: Student Success

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Crystal AB

Your incoming student population is changing, and so is the way students choose a college. How can you use your institution's student success efforts to set your school apart? How can deepening your knowledge of interventions, student supports, and student engagement opportunities help prepare your students to succeed, even before they walk through the door? This interactive presentation will focus on how your institution's approach to student success can be a valuable asset for the students in your future.

### PRESENTERS:

**Kate Bertram**, *Hobsons*

**Jim Rogers**, *Hobsons*



## M2.7902 Re-imagining Transcript Services in a Mobility World

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Crystal CD

In a world of ever-growing diversity of academic and experiential achievements, how is the transcript holding up and what is trending? What is the best way to create a verified, unaltered record while providing ubiquitous access? Who and what should be TRUSTED? Empowering learner success and reducing school administrative burden is the keystone of the National Student Clearinghouse: the ONLY reason we exist. The expectations learners had 25 years ago are radically different than today and will continue to change in the future. We're celebrating 25 years of success in higher education while we boldly embark on a journey to the future. Join us!

### PRESENTERS:

**Mark Koveleski**, *National Student Clearinghouse*

**Rob Groot**, *National Student Clearinghouse*



# MONDAY EVENTS AND SESSIONS (continued)

## M2.7904 The Shifting Purposes of Academic Records: Student and Employer Perspectives

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Crystal EF

The expectation of colleges and universities has evolved to one where realization of post-graduate opportunities is as important as the knowledge and skill development that prepares them for the opportunity. At the center of the post-graduation opportunity—whether employment, licensure or another level of education—is the transcript, certificate, and diploma credential. Not surprisingly, learner attitudes about the value and use of credentials have shifted. This session explores three years of survey data describing the progressive learner attitude starting with the academic-to-academic exchange of transcripts, through the realization that those transcripts need to do more, and finishing with how the diploma is stepping up to fill in some of those gaps.

### PRESENTER:

**Matthew Pittinsky**, *Parchment*



DATA STEWARDSHIP

## M2.7906 TES® and Transferology™: Simplify Transfer

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Anaheim

Evaluating transfer courses can be challenging and time-consuming. With over 100 million course descriptions in TES, you can research courses and institutions, track course changes over time, secure faculty approval on matches, and easily establish and maintain a robust set of equivalencies and transfer pathways. TES is also fully-integrated with the Transferology network, providing hundreds of thousands of students annually with access to your transfer information and helping you recruit and retain students. Students can easily request additional information from your institution, ensuring you are connecting with prospective students. Recruiting just one transfer student with Transferology can more than justify the entire year's subscription. Join us to learn more about TES and Transferology!

### PRESENTER:

**John Panzica**, *CollegeSource*



TRANSFER

## M2.7909 Continuing Education – Exploration of Value and Management

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Los Angeles

Institutions are offering non-credit and continuing education credit courses to meet multiple needs for adult, non-traditional, workforce, and in-service certification training. Continuing education provides an opportunity for institutions to innovate new student-centered learning and teaching models and to strategically position the institution to maintain a lifelong relationship with the learner, to potentially promote enrollment in degree programs, and enhance institutional revenue.

### PRESENTER:

**Dan Stockwell**, *Oracle*



HOLISTIC TRAINING

## M2.7921 Transcript Automation Done Right: Empowering Registrars in a Digital World

Monday, March 26, 9:15 a.m. – 10:15 a.m. | New Orleans

Learn how registrars of leading universities use business process automation to improve staff productivity and job satisfaction, avoid the tedium of transcript ordering and fulfillment, and make serving students, alumni, and other constituents more efficient and secure. See how you can achieve better control of your office operations with Credentials Solutions.

### PRESENTER:

**Josh Hoagland**, *Credentials Solutions*



OPERATIONS

## M2.7923 Using FocusSearch to Publish Course Details and Evaluations

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Miami

Learn how the FocusSearch module synthesizes three components for students to search, prepare, plan, and discover with a mobile and accessible interface that's recognizable through the institution's branding. FocusSearch truly enhances the course search experience through a layer of personalization that presents a plethora of relevant course detail based on student profile, including course peer evaluations. FocusSearch can support retiring customizations to the SIS, including textbook, faculty, and final exam information, and accommodate individualized course portfolios that can be saved and shared with advisors and admissions staff.

### PRESENTERS:

**Lee Brintle**, *CourseLeaf from Leapfrog Technologies*

**Reid Kallman**, *University of Colorado Boulder*

**Shonna Marshall**, *Yale University*



OPERATIONS

# MONDAY EVENTS AND SESSIONS (continued)

## M2.7957 Case Study: Managing Outcomes, Syllabi, and Curriculum in a Data Environment

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Canary 3

Does your faculty struggle with writing outcomes and submitting syllabi on time? See how institutions like the Naval Postgraduate School and City University manage academic content in a single, relational system that integrates with student information solutions and provides a platform for maintaining academic content.

### PRESENTER:

Anne Valentine, *SmartCatalog*



## M2.7958 Introducing Degree Planner: Helping Students Personalize a Path to Success

Monday, March 26, 9:15 a.m. – 10:15 a.m. | Canary 4

Learn about Degree Planner, Highpoint's newest student success tool for Oracle higher education customers. Degree Planner is a mobile-friendly tool that helps students simplify and automate the degree planning process to create a personalized pathway to graduation. Hear about this and our fully integrated suite of student success tools.

### PRESENTERS:

Zia Jones, *HighPoint Technology Solutions*

Rupal Shah, *HighPoint Technology Solutions*



## M2.7970 Connecting Recruitment to Employment: The ROI of Student Success

Monday, March 26, 9:15 a.m. – 10:15 a.m. | New York

Today's students are looking beyond graduation to possible employment opportunities after earning their degree. Simultaneously, institutions are wrestling with keeping this as a top priority while completing their administrative duties. Learn how technology can result in a better ROI for students and institutions when used to connect employment opportunities during recruitment.

### PRESENTERS:

Scott Jaschik, *Inside Higher Ed*

Eileen Smith, *Jenzabar*



## M2.7979 Graduate More Students Faster through Scheduling Efficiencies

Monday, March 26, 9:15 a.m. – 10:15 a.m. | San Antonio

This presentation will highlight how the University of Kentucky leveraged the Higher Education Scheduling Index (HESI), a unique course scheduling benchmarking study consisting of more than 200 colleges and universities. By using findings from the HESI, the University of Kentucky learned that by focusing effectively on primetime scheduling, increasing enrollment ratios, and narrowly tailoring accessibility, they could improve graduation rates by 5%.

### PRESENTERS:

John Barnshaw, *Ad Astra*

David Timoney, *University of Kentucky*



## M2.7986 Your Communication Plan Is Broken: Why Enrollment Marketing Needs to Change

Monday, March 26, 9:15 a.m. – 10:15 a.m. | San Francisco

The old way of recruiting students has become obsolete. The traditional, institution-centric communications plan doesn't work with student populations who expect personalized experiences that focus on their individual needs. It's critical that colleges and universities shift to meet these expectations and embrace a new paradigm of student-driven enrollment marketing—the RNL Student Journey. RNL Student Journey is a trailblazing approach to student engagement – join us to learn why it's time to transform your enrollment marketing strategies.

### PRESENTERS:

Todd Abbott, *Ruffalo Noel Levitz*

Matt Krov, *Ruffalo Noel Levitz*



# MONDAY EVENTS AND SESSIONS (continued)

## (M3) Sessions and Roundtables

MONDAY, MARCH 26, 10:30 A.M. – 11:45 A.M.

### M3.6890 Your Student is Done But They Do Not Want to Graduate. Why Should You Care?

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal CD

More frequently we are faced with students who are not ready to walk across the stage and receive their diploma. The job offer is not there, they enjoy the student life too much, they want to add one more minor... the reasons are endless. We will review the reasons why your institution should care.

#### PRESENTERS:

**Lesa Beals**, *Purdue University - Main Campus*  
**Joel Wenger**, *Purdue University-Main Campus*



### M3.6908 iGen: What You Should Know About Post-Millennial Students

Monday, March 26, 10:30 a.m. – 11:45 a.m. | New Orleans

Much of the discussion about student services on college campuses still focuses on Millennials, despite the fact that current undergraduate cohorts are primarily made up of iGen students. Also known as Generation Z or post-Millennials, they have very different needs, opinions, and life experiences than their Millennial predecessors. This session will examine the salient characteristics of iGen, with a particular focus on how this might impact campuses' thinking about student services.

#### PRESENTERS:

**Leesa Beck**, *University of California - Santa Barbara*  
**Alexis Wright**, *University of California - Santa Barbara*



### M3.6960 Conflict Leadership: Learning to Lead through Conflict

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal J

Conflict "Management" is a term often used to describe disagreements. This session will take the leadership approach to learn how "Leading" through conflict can not only help the situation, but also grow all individuals involved. A communication perspective will be used to discuss why and how conflict arises, how different styles of interpersonal communication can impact the outcome, and the role our emotions play.

#### PRESENTER:

**Ginnifer Cie Gee**, *The University of Texas at San Antonio*



### M3.6978 Disciplinary Transcript Notations: A Year in Review and Discussion

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Canary 4

Join a panel discussion with members of the AACRAO Disciplinary Notations Work Group and NASPA to discuss the guidance document released in 2017. Panelists will share how they derived their conclusions and recommendations, and will engage participants in discussions on: best practices, sample policies/conduct codes, recent legislation and court cases (if applicable) and other related issues or trends that have arisen since the last annual meeting.

#### PRESENTERS:

**William Gil**, *AACRAO*  
**Brad Myers**, *The Ohio State University*  
**Amelia Parnell**, *NASPA*  
**Bart Quinet**, *Vanderbilt University*  
**Kristi Wold-McCormick**, *University of Colorado Boulder*



### M3.7012 Research Findings in International Education: Top Ten Changes in EDGE 2017

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal AB

Changes in global educational systems require research and verification from reliable sources. Such research findings are documented and posted weekly to AACRAO EDGE. Descriptive changes, however, are only the tip of the iceberg. The AACRAO International Education Standards Council (IESC) debates and crafts placement recommendations, grading scale conversions, and educational ladders for inclusion in EDGE. The panel will discuss updates and changes in EDGE in 2017.

#### PRESENTERS:

**Johnny Johnson**, *Foreign Credentials Service of America*  
**William Paver**, *Foreign Credentials Service of America*  
**Jasmin Saidi-Kuehnert**, *Association of International Credentials Evaluators, Inc.*  
**Robert Watkins**, *The University of Texas At Austin - Graduate and International Admissions Center*



# MONDAY EVENTS AND SESSIONS (continued)

## M3.7044 Case Studies: The Secure Electronic Exchange of PDF Student Transcripts

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal KL

Come hear from several schools that have implemented the secure electronic exchange of PDF student transcripts, including their success stories and the problems they encountered.

### PRESENTERS:

**Karen Beckett**, *University of Miami*

**Patrick Elliott**, *Harford Community College*

**Carol Harrison**, *College of Southern Maryland*

**Megan Hintz**, *DeVry*

**Michael Maysilles**, *Caldwell University*



## M3.7058 High School Grade Inflation and How College Admissions Staff are Adapting

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal H

In this session, we document the extent of high school grade inflation over the past several decades. We accomplish this using nationally representative data, which shows that grade inflation differs drastically across high schools. A senior admissions professional will then discuss how his team has grappled with grade inflation and how admissions staff might adapt to this trend. The final presenter is a researcher who will discuss the implications in terms of student success in college.

### PRESENTERS:

**John Barnhill**, *Florida State University*

**Michael Hurwitz**, *College Board*

**Emily Shaw**, *College Board*



## M3.7063 Extreme Makeover: Directory Information Edition

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal EF

Learn how the University of Wisconsin-Madison radically streamlined data request fulfillment; implemented changes in directory information; and improved communication with students about FERPA. Bring your questions and take away ideas for your own directory-information makeover!

### PRESENTERS:

**Jeff Armstrong**, *University of Wisconsin - Madison*

**Amy Maniola**, *University of Wisconsin - Madison*

**Jeremy Traska**, *University of Wisconsin - Madison*



## M3.7066 Roundtable: Small College Registrars

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Canary 2

Discussion of hot topics, campus concerns, and best practices in small college registrar's offices. A small college is defined as 1 to 5,000 students.

### FACILITATOR:

**Blake Horridge**, *Claremont McKenna College*



## M3.7100 Miles Away, Yet Seconds Apart: How to Engage Remote Staff

Monday, March 26, 10:30 a.m. – 11:45 a.m. | San Antonio

Texas Tech University has hired 21 remote employees to stay competitive in the college recruitment market. However, simply hiring remote staff is not enough to enhance your regional recruitment efforts. Come learn how we engaged with and connected to remote staff in simple, yet effective ways. Whether you are a large or small institution, these easy tips will enhance your regional recruitment efforts and enrich the work life of your remote workforce. Though they may be miles away, it sometimes only takes seconds to connect!

### PRESENTER:

**Jamie Hansard**, *Texas Tech University*



## M3.7102 NAIA Registrars Association Annual Business Meeting

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Jade Suite, East Tower, 6th Floor

All NAIA registrars, conference registrars, assistant registrars, or anyone working in the registrar's office at an NAIA school is invited to participate in the Annual Business Meeting. This is your opportunity to get involved with the association. Hear from your RA Executive Team, members of the NAIA National Office, and have the opportunity to share your voice on important issues related to your role as the registrar.

### PRESENTERS:

**Dennis Hicks**, *Indiana University East*

**Leah McCormack**, *National Association of Intercollegiate Athletics (NAIA) Eligibility Center*

**Abbey Risenhoover**, *National Association of Intercollegiate Athletics (NAIA) Eligibility Center*

**Jennifer Schwartz**, *Marian University*

# MONDAY EVENTS AND SESSIONS (continued)

## M3.7117 Standardizing College Admissions Data from Vendors: The Path & the Promise

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal MN

The Center for Standardizing Admissions Data was established at the University of Iowa in September 2016. The Center created a Working Group comprising campus representatives, representatives from data providers, and representatives from recruitment software systems. In this session, we will discuss the data we hope to standardize and get your feedback on the most pressing recruitment data issues on your campus. In addition, we will discuss ways in which all campuses can help with this effort.

### PRESENTER:

Michael Hovland, *University of Iowa*



## M3.7218 Student and Community Engagement IS an Access, Equity, and Inclusion Issue!

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal PQ

This session will discuss a team's charge to create a strategic lens for diversity, equity and inclusion for student and community engagement that focuses on increasing, retaining, and sustaining the participation of underserved populations.

### PRESENTER:

Cassandra Moore, *Anne Arundel Community College*



## M3.7245 Roundtable: Strategies for Data and Systems Interoperability

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Canary 3

As institutions adopt new technologies and systems, challenges related to data and systems interoperability persist. The demand to share data between systems within our own institutions (e.g., LMS and Student Information Systems) as well as external systems (e.g., K-12, state/federal, other higher ed institutions) continues to grow. This panel will provide information on approaches and strategies being adopted by four peer institutions.

### PRESENTERS:

Mark McConahay, *Indiana University - Bloomington*

Scott Owczarek, *University of Wisconsin - Madison*

Paul Robinson, *University of Michigan - Ann Arbor*

Shelby Stanfield, *The University of Texas at Austin*



## M3.7265 Preparing Undergraduates for Professional Success

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Anaheim

Presenting data on first-year professional student success, this study aims to pinpoint which undergraduate educational experiences leave students most prepared for graduate and professional school.

### PRESENTER:

Kelsey Simonson, *Tufts Dental School*



## M3.7299 International Travel as Professional Development: the Baden-Württemberg Seminar

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Los Angeles

In this session, participants will learn about the benefits of professional development opportunities that include: cooperation with international institutions, networking with colleagues from home and abroad, and international travel. Presenters will use their experiences on the 2017 Baden-Württemberg Seminar to highlight what they learned about the German educational system, German students, and how they use the tools they brought back in their daily work. Similar upcoming opportunities will be identified, and the presenters will give pointers on crafting a competitive application.

### PRESENTERS:

LesLee Clauson Eicher, *AACRAO International*

Anne Lanzit, *University of Connecticut*

Nora McLaughlin, *Reed College*

Brenda Schumann, *The University of Texas at Austin*



## M3.7329 Academic Ethics Across Cultures

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Miami

Students traveling across cultures often unwittingly encounter differences in educational systems that challenge their norms of academic behavior. Study abroad students as well as incoming international students face the same challenges. As we seek to prepare students for these cross-cultural experiences, it is essential to address academic dishonesty as a cultural construction and to consider what that means.

### PRESENTERS:

Erin Hillis, *Rhodes College*

Opal Leeman Bartzis, *Butler University*



# MONDAY EVENTS AND SESSIONS (continued)

## M3.7333 AACRAO's Guide to Graduation Ceremonies: A Discussion with the Authors

Monday, March 26, 10:30 a.m. – 11:45 a.m. | Crystal G

The recently published *AACRAO Guide to Graduation Ceremonies* examines trends and changes in best practices around graduation ceremonies. A panel of the Guide's authors will discuss the publication, highlighting some of the key points.

### PRESENTERS:

**M.J. Caro**, Embry Riddle Aeronautical University - Daytona Beach

**Timothy Druke**, Winthrop University

**John Hall**, Southern Methodist University

**Martha Henebry**, AACRAO

**Rhonda Kitch**, North Dakota State University - Main Campus

**Paul Kleschick**, American International College

**Cynthia Suter**, Heidelberg University

**Edward Trombley**, Embry Riddle Aeronautical University Worldwide



GRADUATION

## M3.7876 Guide to Best Practices: Transfer and Prior Learning Credit

Monday, March 26, 10:30 a.m. – 11:45 a.m. | San Francisco

The recently published *Guide to Best Practices: Transfer and Prior Learning Credit* provides recommendations on how to build a comprehensive transfer and prior learning credit policy. This session will explore the origins of the work, review the recommendations, and seek feedback on future reiterations.

### PRESENTER:

**Seth Kamen**, Montgomery College



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## M3.7893 Building Stronger Postsecondary Pathways: Metrics to Help Drive Improvement

Monday, March 26, 10:30 a.m. – 11:45 a.m. | St. Louis

The National Student Clearinghouse Research Center offers state and national benchmarks you can use to place your institution's results into context. The reports' authors will discuss 1) new community college-to-bachelor's metrics in the 2017 Tracking Transfer Report and 2) completion rates for all institution types in the 2017 Completing College Report. Learn what these reports mean for different institution types and student populations and how to use them to track your school's progress.

### PRESENTER:

**Afet Dunder**, National Student Clearinghouse



TRANSFER

## M3.7924 Validating the Class Schedule with CourseLeaf Section Scheduler (CLSS): How Saint Louis University (SLU) Took Control of the Most Laborious Record!

Monday, March 26, 10:30 a.m. – 11:45 a.m. | New York

With over 100 different scheduling units and 200 schedulers, production of the class schedule at SLU is a time-consuming process. With the school on the cusp of implementing new policies to ensure successful student registration, keeping everyone informed would have been impossible without CourseLeaf CLSS. The department class scheduling software not only knows our policies, it gives us the ability to write our own messages that inform schedulers when they are outside of the policies. Communicating, informing, and enforcing policy has never been easier.

### PRESENTERS:

**Shari Friedman**, CourseLeaf from LEEPfrog Technologies

**Jay Haugen**, St. Louis University



TECHNOLOGY



# MONDAY EVENTS AND SESSIONS (continued)

## **ML.7764 Graduate & Professional Schools Luncheon Five Myths About Recruiting Graduate & Professional Students and Diversity**

*Ticket Required*

Monday, March 26, 11:45 a.m. – 1:15 p.m. | Canary 1



Marybeth Gasman will challenge us to rethink our perceptions of students; to challenge faculty to think more broadly, considering their personal biases; and to expand opportunity for all students.

### **PRESENTER:**

**Marybeth Gasman**, *University of Pennsylvania*



## **(M4) Sessions and Roundtables**

**MONDAY, MARCH 26, 1:15 P.M. – 2:15 P.M.**

## **M4.6686 Graduation: Balancing Academic Integrity and Student Satisfaction**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | San Antonio

Contributing authors to the *AACRAO Guide to Graduation Ceremonies* discuss the challenges of balancing academic integrity and student satisfaction, as well as the importance of developing policy surrounding the graduation application process and ceremony participation. The session will also include results of the informal survey undertaken by the presenters to ascertain which issues concern education administrators on the topic of graduation. Share in a discussion of issues and solutions.

### **PRESENTERS:**

**M.J. Caro**, *Embry Riddle Aeronautical University - Daytona Beach*

**Edward Trombley**, *Embry Riddle Aeronautical University Worldwide*



GRADUATION

## **M4.6996 Collaborating with EducationUSA for International Student Recruitment**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal G

This session will focus on the latest updates from EducationUSA and how you can partner with the organization to facilitate the admission of international students to your institution.

### **PRESENTERS:**

**Safa Al-Sakkaf**, *EducationUSA*

**Jennifer Brown**, *EducationUSA*

**Christine Liu**, *EducationUSA*

**Rita Moriconi**, *EducationUSA*

**Pinias Oscar**, *EducationUSA*

**Snejana Teneva**, *EducationUSA*



## **M4.7028 State and Regional Association Best Practices**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal PQ

Come participate in an exchange of some great ideas on how best to run your association.

### **PRESENTERS:**

**Louis Hunt**, *North Carolina State University*

**Rhonda Kitch**, *North Dakota State University - Main Campus*

**Sally Page**, *University of Colorado Boulder*

**Joe Papari**, *Southern Methodist University*



## **M4.7055 Roundtable: Scheduling Policies and Systems**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Canary 3

Course and event scheduling can be a challenging process on any campus. While everyone schedules differently, our problems are often the same. This session will allow colleagues involved with scheduling to come together and discuss issues related to scheduling policies and systems. Participants in the roundtable will be able to learn from colleagues in the field and share some best practices to take back to their campuses. Bring your questions, issues, and concerns!

### **FACILITATOR:**

**Tyler Henson**, *Middle Tennessee State University*



# MONDAY EVENTS AND SESSIONS (continued)

## M4.7095 **Once Upon a Time: Telling Effective Data Stories**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal CD

This session will focus on sharing specific examples of how data was used effectively as a storytelling device to meet a variety of strategic goals. We are often asked to provide data to support the work of others, sometimes with little or no direction as to what we should be providing. This session will look at how to get at what data one should provide, and how to present that data in a compelling manner.

### PRESENTER:

**Jeff Elliott**, *University of Missouri - Columbia*



## M4.7105 **NAIA Eligibility Case Studies**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal KL

Are you an expert yet in NAIA rules? Test yourself! Join us for a practical lesson in NAIA eligibility rules taught through real-life examples of unique and challenging scenarios. This session will provide an opportunity to exercise the knowledge learned through basic and advanced eligibility presentations. This session is intended for those with a working knowledge of NAIA rules.

### PRESENTERS:

**Dennis Hicks**, *Indiana University East*

**Leah McCormack**, *National Association of Intercollegiate Athletics (NAIA) Eligibility Center*

**Abbey Risenhoover**, *NAIA Eligibility Center*

**Jennifer Schwartz**, *Marian University*



## M4.7125 **India – From the Top!**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal MN

This session will provide an overview of what you need to know about students coming from India. We will cover mark sheets, actual transcripts, and going to a 10-point scale. Attendees will get an overview on the latest updates for India and will explore different applications in the 10-point scale.

### PRESENTER:

**Timothy Kell**, *Educational Credential Evaluators, Inc*



## M4.7139 **Classes, Calendars, and Compliance Challenges**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Canary 4

Scheduling classes has many logistical challenges, but there are also numerous compliance requirements from federal financial aid regulations, Veterans Affairs, and accrediting organizations. The panel discussion will help you spot potential compliance issues in class scheduling, ideas for improving compliance, and tactics for working with your faculty and other institutional partners.

### PRESENTERS:

**Robert Hornberger**, *Missouri State University*

**Shelby Stanfield**, *The University of Texas at Austin*

**Stacey Tidball**, *University of Minnesota - Twin Cities*



## M4.7182 **The Struggle is Real: Streamlining Multiple Services for Underrepresented Minority Students**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Anaheim

What do you do when a need for streamlining student services is recognized, but has not occurred? You come up with a plan to make it happen! See how staff at Morehead State University worked together to draft a proposal and create buy-in from senior administration to create a Minority Academic Student Services Center from a merger with an existing Eagle Diversity Educational Center (EDEC), in order to offer comprehensive and sustainable academic and social services for their underrepresented minority (URM) population.

### PRESENTERS:

**Cory Clark**, *Morehead State University*

**Roslyn Perry**, *The Ohio State University*



## M4.7190 **Recruitment and Financial Aid: The Perfect Union**

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Miami

A panel of financial aid and recruitment professionals from different institutions will discuss their roles and how they work together to achieve enrollment goals.

### PRESENTERS:

**Griselda Castilla**, *The University of Texas - Rio Grande Valley*

**Joseph Ruiz**, *Texas A&M University - Corpus Christi*



# MONDAY EVENTS AND SESSIONS (continued)

## M4.7224 Latino-Latina Caucus

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Jade Suite, East Tower, 6th Floor

Do you work with, know, or have Hispanic/Latino students enrolled at your institution? Come to the caucus meeting to discuss Hispanic/Latino student success and ask questions about helping your students. This is also a great opportunity to network and meet new people.

### FACILITATOR:

**Cindy Lambert**, *Benedictine University*

## M4.7234 Utilizing Blockchain Technology to Secure Digital Documents

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal EF

Blockchain is an emerging technology that was originally leveraged in 2008 for the digital currency Bitcoin. Some describe it as a “new internet,” where objects of value can be stored and transacted in an incorruptible and secure manner. This session will provide a brief overview of the technology and explore how it might be utilized to secure our “valuable” documents such as diplomas, certificates, transcripts etc. Examples of pilots and implementations will be shared.

### PRESENTERS:

**Thomas Black**, *Stanford University*

**Brian Canavan**, *Massachusetts Institute of Technology*

**John Papinchak**, *Carnegie Mellon University*



## M4.7252 Awarding Applicable Credit for Military Service: Collaboration is Crucial!

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal H

Military-connected students arrive with significant education, training, and other military experiences that should count toward academic goals, when appropriate. Regulatory complexities and narrowly-defined traditional structures for awarding transfer credit make this topic difficult to conquer on many campuses. This presentation will provide an overview of the variables surrounding this topic and offer strategies from MHEC’s Multi-State Collaborative on military credit.

### PRESENTERS:

**Sara Appel**, *Midwestern Higher Education Compact*

**Karen Reinoehl**, *Trine University*



## M4.7285 How to Develop Staff: An “Uncut” Discussion of Staff Engagement Strategies

Monday, March 26, 1:15 p.m. – 2:15 p.m. | St. Louis

This session will shed light on different strategies managers and leaders can employ to mentor and develop staff to break silos and build internal capacity. While intended for supervisors, everyone (especially those new to the profession) is encouraged to attend, as the discussion will introduce practical approaches of value to the entire office, including: the value of internal awareness, intentional office restructuring, ad hoc committee involvement, cross-training, and conference attendance.

### PRESENTERS:

**Adrian Cornelius**, *University of Maryland - College Park*

**Beth Warner**, *University of Wisconsin - Madison*



## M4.7309 Beyond Pronouns and Policy: Moving Towards Trans-Inclusive Practices

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal AB

Not sure you fully understand the “T” in LGBTQA? Want to use trans-inclusive practices in your work but unsure how to? This session may be for you! In this session, we provide an overview of trans identities, narratives from trans collegians, and tangible steps for you to employ on your campus. However you would rate your understandings about trans identities or trans-inclusive practices, this session will have something for you. Come learn how to make your office more trans friendly!

### PRESENTERS:

**Lauren Bennett**, *University of Alabama*

**Cindy Ann Kilgo**, *University of Alabama*



## M4.7325 Roundtable: Study Abroad Issues

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Canary 2

Join colleagues from registrar and admissions offices for a frank discussion of issues impacting students who study abroad and their degree institutions. Topics may range from eligibility and approval to participate, to credit and grade transfer issues. Share ideas and best practices, and engage in a dialogue about the ways your institution handles complicated issues and supports students.

### FACILITATOR:

**Lori Citti**, *Johns Hopkins University*



# MONDAY EVENTS AND SESSIONS (continued)

## Best of the Best Sessions

### M4.7695 Dysfunction of “Office Space”: Staff Appreciation 101

Monday, March 26, 1:15 p.m. – 2:15 p.m. | San Francisco

Hiring good employees is just the first step; we need to use appreciation as a way to keep good employees during hard times. This session will include tips and techniques to increase loyalty and decrease turnover with your employees, reduce cynicism and create a more positive work environment, and elevate employee engagement by making your staff feel truly valued.

#### PRESENTERS:

Virginia Leathers, *Oklahoma State University*  
Amber Todd, *Oklahoma State University - Main Campus*



### M4.7877 Learn About SEM-EP: AACRAO’s Enrollment Management Credential

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Los Angeles

AACRAO’s SEM Endorsement Program (SEM-EP) is an educational training opportunity resulting in a professional endorsement designed to prepare and recognize enrollment management professionals at the national level through an online registry. This session will share information regarding program admission, learning outcomes, educational components, and benefits. Learn how you can benefit from this credential.

#### PRESENTER:

Christopher Tremblay, *AACRAO*



### M4.6925 It Takes a Campus: Retention from a Registrar’s Perspective

Monday, March 26, 1:15 p.m. – 2:15 p.m. | Crystal J

This session will focus on how one small, private, liberal arts college was able to increase its overall retention rate by 10% over the course of three years by creating cross-campus collaborations, identifying and involving stakeholders, and utilizing existing data to make strategic decisions in order to increase student satisfaction and support. Join us for a session where we will share ideas and explain what we learned as we created and implemented retention initiatives on our campus.

#### PRESENTER:

Daniel O’Driscoll, *Roger Williams University*



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### M4.7892 Research Insights for Pressing Questions Impacting Enrollment Managers

Monday, March 26, 1:15 p.m. – 2:15 p.m. | New York

Though significant challenges confront today’s leading higher education leaders, new ACT research offers insight to chart the best way forward. This session will showcase topics featured in the 2018 edition of *ACT Higher Education Research Digest* (scheduled for release July, 2018). Attendees will leave with a hard copy of the 2017 edition of the ACT Higher Education Research Digest and an overview of practical data-driven findings.

#### PRESENTER:

Kenton Pauls, *ACT, Inc.*



### M4.7905 One Comprehensive Platform for Your Core Academic Credentials from Transcripts to Diplomas and Paper to Digital

Monday, March 26, 1:15 p.m. – 2:15 p.m. | New Orleans

Turn the everyday processing of your core academic records from a headache into an opportunity for both your students and your office. Parchment’s comprehensive credentials platform enables you to send and receive transcripts, while also offering a simple process to securely issue print and digital diplomas or certificates. As the form and function of credentials evolve, standardizing on one platform enables institutions to: automate fulfillment, process same-day, track print or electronic requests, standardize SIS integration, and streamline processing for all requests including third parties or admission offices. Open up opportunities for your graduates with instant access and social sharing on Facebook or LinkedIn! With the power of a single platform, academic credentials are fast, secure, and finally able to be put to work.

#### PRESENTERS:

Rajeev Arora, *Parchment*  
Jason Weaver, *Parchment*



# MONDAY EVENTS AND SESSIONS (continued)

## **M5.7765 Public Policy General Session Education, Interrupted: Students in the Crosshairs of Crises, Policy, and Politics**

Monday, March 26, 2:30 p.m. – 3:30 p.m. | Cypress Ballroom 3

Natural disaster, social and political conflict, and immigration issues can have a tremendous impact on the ability of young people to begin or continue their education, and the current political landscape raises more questions than solutions for these students. Growing concerns within the postsecondary community over refugees, displaced peoples, and at-risk migrants has given rise to a number of effective outreach efforts, especially in the state of Florida.

This moderated discussion will examine the national political landscape of DACA, Temporary Protective Status (TPS), and natural disaster relief, highlighting the personal stories of impacted students and the policies and programs of highly responsive institutions who are supporting their attempts to stay or get back on track. We will explore the ways that individuals, institutions and our association can mobilize to have a positive impact on the lives of vulnerable student populations.

### **INSTITUTION REPRESENTATIVES:**

**Kathleen Plinske**, *Valencia College*

**Adrienne Frame**, *University of Central Florida*

### **STUDENT PANEL:**

**Claudia Báez Solá**, **Karen Claudillo**, **Kevin Ortiz**

### **MODERATOR:**

**Luisa Havens Gerardo**, *Virginia Tech*



**Kathleen Plinske**



**Adrienne Frame**



**Claudia Báez Solá**



**Karen Claudillo**



**Kevin Ortiz**



**Luisa Havens Gerardo**

## **Refreshment Break in Exhibit Hall**

Monday, March 26, 3:30 p.m. – 4:30 p.m. | Cypress 1 & 2

## **(M6) Sessions and Roundtables**

**MONDAY, MARCH 26, 4:00 P.M. – 5:00 P.M.**

### **M6.6516 HB2: Recruitment Impact**

Monday, March 26, 3:30 p.m. – 4:30 p.m. | San Antonio

Laws like HB2 create a recruiting challenge when trying to enroll a diverse and competitive class. This session explores the impact of these laws and how institutions can take a comprehensive look at admissions practices, mentorship, academic programming, and auxiliary services to preserve the diversity among institutional attendance.

#### **PRESENTER:**

**Alexander Taylor**, *Elon University*



### **M6.6750 Student Exit Process**

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal J

Students don't always persist at their current institution, so finding ways to improve the exit experience (undergraduate withdrawal/stop out process) is critical for the institution. At the University of Miami, we have implemented a process that provides us with valuable information about why students leave, ensures that withdrawing students have a positive exit experience, and facilitates a smooth return to the university. This presentation will explain how we collect exit data.

#### **PRESENTER:**

**Karen Beckett**, *University of Miami*



# MONDAY EVENTS AND SESSIONS (continued)

## M6.6844 Resources for Evaluation of Military and Veteran Student Credit

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal PQ

Are your academic evaluators puzzled by the credits presented for transfer consideration by military and veteran students? Are you curious as to how to interpret the JST (Joint Services Transcript) or a CCAF (Community College of the Air Force) transcript? Join us for a presentation discussing how to approach unique military credits, and online/print resources such as the ACE (American Council on Education) Guide that can help.

### PRESENTERS:

**Dana Howard**, Embry Riddle Aeronautical University Worldwide  
**Ria Woods White**, Embry Riddle Aeronautical University Worldwide



## M6.6959 Accessibility for People with Disabilities: Impact on Your Digital Campus

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Canary 4

Improving the accessibility of the student experience is a growing concern for many institutions. In this session, we provide an overview of how people with disabilities access information online and what you can do to enable their full participation in your digital campus. From standards to remediation to testing to procurement, this session explains the key concepts of accessibility and discusses the ways to begin improving digital accessibility at your institution.

### PRESENTERS:

**Lisa Sawin**, Yale University  
**Emily Shandley**, Yale University



## M6.7022 Roundtable: Data Security

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Canary 2

What keeps you up at night? This roundtable discussion will encourage participants to share their data security concerns. An Information Security Officer will be on hand to answer questions and discuss data security best practices.

### FACILITATORS:

**J. Alex Campoe**, University of South Florida  
**Jonathan LeBouef**, Princeton University



## M6.7067 Roundtable: Medium Institutions (8,000 to 15,000) Registrars

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Canary 3

Join us for a discussion of hot topics, campus concerns, and best practices in mid-sized registrar's offices.

### FACILITATOR:

**Susan Hines**, Longwood University



## M6.7089 Managing Student Systems for Graduate and Professional Schools

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal CD

Managing student systems for graduate and professional school students can be more complex than for traditional undergraduates. Many schools attempt to administer student records through the university's core administrative system while others implement their own solutions and products. This session will discuss models from a medical school, law school, divinity school, and a university with distributed graduate programs without a central graduate school.

### PRESENTERS:

**Heather Abbott**, Yale University Law School  
**Scott Campbell**, The University of Chicago  
**Annie Russell**, Harvard Divinity School  
**Zachary Swartz**, University of Chicago



## M6.7093 Everything You Need to Know About Social Media – and Donuts!

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal EF

We all struggle to keep up with various social media apps and tools. With so many out there, how do we know which one to use and for what?

### PRESENTER:

**Texas Ruegg**, Letourneau University



# MONDAY EVENTS AND SESSIONS (continued)

## M6.7097 FERPA: The Basics

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal H

LeRoy Rooker, AACRAO senior fellow and former director of the Family Policy and Compliance Office at the U.S. Department of Education, will provide an overview of the basics of the Family Educational Rights and Privacy Act (FERPA).

### PRESENTER:

**LeRoy Rooker**, AACRAO



ACADEMIC POLICY

## M6.7112 Groningen Declaration Updates: Developments in Global Data Exchange

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal AB

The Groningen Declaration (GD) is a global project to develop a worldwide system for sharing digital student data. Colleagues from signatory organizations, including AACRAO, will share the concepts, goals and progress of the GD, and the challenges moving forward that were identified at the 2017 GD meeting in Australia. Discussion will focus on issues of interest to international credential evaluators, including the use of online verification databases and verifying electronic data sources.

### PRESENTERS:

**Erik Johansson**, Swedish Council for Higher Education

**Annetta Stroud**, AACRAO International

**Margaret Wenger**, Educational Credential Evaluators, Inc.



CREDENTIAL EVAL



SYSTEMS MGMT

## M6.7137 Using SIS Systems for Law School Bar Certifications

Monday, March 26, 4:00 p.m. – 5:00 p.m. | New York

The first gathering point of student data comes from your school's Student Information System (SIS). How can law school administrators use these information systems to help complete, track and submit all bar certifications for students and alumni? This panel discussion will provide ideas as to how law school administrators may use their current information systems to help keep track of bar certification requests from students and alumni, as well as develop methods for tracking bar results.

### PRESENTERS:

**Melissa Mundt**, Valparaiso University

**Colleen Timmons**, Tulane University Law School



DATA STEWARDSHIP



OPERATIONS

## M6.7176 Mind Your Own Busyness

Monday, March 26, 4:00 p.m. – 5:00 p.m. | New Orleans

Being busy is a sickness that has infected both our personal and professional spheres. It serves as a reassurance that our lives are "full," that we are important, and we are in high demand. We are aware of the stress we're causing ourselves, but can't break the pattern of self-imposed busy. Is being too busy actually counterproductive? Come join us to find out and to find the anecdote.

### PRESENTER:

**Helena Minerva**, Fashion Institute of Technology



PROBLEM SOLVING

## M6.7206 Strategies of Success: Credential Evaluation 101

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Miami

This session will provide a foundation for credential evaluation and go over the rules of the game. New to the field? Need a refresher? Come and learn the basics.

### PRESENTERS:

**Sully Saucedo**, Texas Woman's University

**Garrett Seelinger**, National Association of Intercollegiate Athletics (NAIA) Eligibility Center



DATA



CREDENTIAL EVAL

## M6.7207 Three-Year Degrees that are Four-Year and Four-Year Degrees that are Three-Year

Monday, March 26, 4:00 p.m. – 5:00 p.m. | San Francisco

Explore nuances of various bachelor's degrees. Eight semesters of university coursework does not always equal a bachelor's degree. Come learn why or why not this is the case.

### PRESENTERS:

**Aditi Kadakia**, World Education Services, Inc.

**Kelly Sumner**, Indiana University - Purdue University - Indianapolis



REPORTING



ACADEMIC POLICY

# MONDAY EVENTS AND SESSIONS (continued)

## M6.7262 Panel: Current and Emerging Issues in Student Access and Equity

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal KL

Join your peers for a panel discussion of current and emerging issues related to student access and equity in our institutions. Our focus will be on barriers faced by minority students accessing and persisting in postsecondary institutions. Learn how to become a “student-ready” college.

### PRESENTERS:

**Cassandra Moore**, *Anne Arundel Community College*

**Ewa Nowicki**, *Amherst College*

**Roslyn Perry**, *The Ohio State University*



## M6.7298 Student Services Staff & the Registrar: A Comprehensive Communication Plan

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal MN

The Stanford Registrar’s Office has devised a comprehensive communications approach to collaborate with the decentralized academic student services offices across the University. Keeping this key constituency in the loop and well apprised of our initiatives leads to better innovation, easier implementation, excellent collaboration, and significantly lower-drama relationships. This presentation outlines the interlocking features of this strategy.

### PRESENTERS:

**Kylie Borges**, *Stanford University*

**Stephen Shirreffs**, *Stanford University*



## M6.7305 Managing Difficult Conversations During the Enrollment Process

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Los Angeles

For many parents, college is a financial decision, and what they can and are willing to pay often determines where a student will enroll. Enrollment professionals in both financial aid and admissions need to be on the same page as to how they handle these critical conversations.

### PRESENTERS:

**Kellie Nehring**, *University of San Diego*

**Stephen Pultz**, *University of San Diego*



## M6.7345 Enrollment Reporting Using a Third-Party Servicer

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Anaheim

Those institutions utilizing the National Student Clearinghouse as their third-party servicer for enrollment reporting should attend this informative session. We will discuss best practices for keeping your institution compliant.

### PRESENTER:

**Theresa Groff**, *Arapahoe Community College*



## M6.7347 LGBTQIA Caucus Meeting

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Canary 1

The LGBTQIA AACRAO Caucus is devoted to promoting, educating and advancing equal rights for all people, regardless of sexual orientation or gender identity within higher education. The LGBTQIA Caucus promotes awareness for critical LGBTQIA issues by seeking to protect the rights and needs of its LGBTQIA constituency within AACRAO and across higher education. The Caucus supports the mission of AACRAO and other caucuses by developing, promoting, and sustaining cultures of inclusion.

### FACILITATOR:

**Edward Trombley**, *Embry Riddle Aeronautical University Worldwide*

## M6.7887 Contribute to the Profession Through AACRAO

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Crystal G

Are you interested in sharing your professional experiences, research, and ideas with registrars, admissions officers, and enrollment managers across the globe? Come to this session and learn how you can become more involved in the profession through AACRAO. Presenters will discuss processes for contributing to AACRAO’s publications, hosting a live webinar, and teaching an online course.

### PRESENTERS:

**Brooke Barnett**, *AACRAO*

**Kess Knight**, *AACRAO*

**Linda Smith**, *AACRAO*

**Christopher Tremblay**, *AACRAO*

**Heather Zimar**, *AACRAO*





# MONDAY EVENTS AND SESSIONS (continued)

## M6.7922 Maximize ROI in your Transcript Processes

Monday, March 26, 4:00 p.m. – 5:00 p.m. | St. Louis

Come hear how the University of North Carolina, Florida International University, and the Technical College System of Georgia have maximized their return on investment by outsourcing their transcript processing to Credentials Solutions. The presenters will share their universities' experiences and illustrate how Credentials enhances their registrar's office by creating a revenue stream, freeing up staff members, and much more!

### PRESENTERS:

**Calvin Cheng**, Florida International University  
**Derek Debrowiak**, Technical College System of Georgia  
**Lauren DiGrazia**, University of North Carolina  
**Josh Hoagland**, Credentials Solutions



## Poster Sessions in Exhibit Hall

MONDAY, MARCH 26, 4:00 P.M. – 5:00 P.M.

*Scheduled presenters will be available to discuss their posters during this time.*

### Poster Session

## M6.7041 What Is SPEEDE? And What Can SPEEDE Do for Me?

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

Find out what the SPEEDE committee does and how it can help you with your electronic data exchange.

### PRESENTER:

**Jerald Bracken**, Brigham Young University

### Poster Session

## M6.7040 What the Heck Is EDX?

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

Come get the alphabet soup of Electronic Data Exchange explained, so you can make it work for you!

### PRESENTER:

**Doug Holmes**, Ontario Universities' Application Centre



### Poster Session

## M6.7978 Innovation to Inquiry: Deriving Additional Value from Credential Expansions

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

This poster is a pathway of how one university used incremental innovation to develop its latest co-curricular transcript. Take a deep dive into the internal decision-making made to improve business procedures and service delivery. Working with offices across the campus, we developed standard nomenclature for each activity in order to share ownership of our co-curricular transcript.

### PRESENTER:

**Alexander Taylor**, Elon University

### Poster Session

## M6.7983 How African Americans Can Better Enroll and Complete College

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

This poster will present: a succinct, current set of enrollment, retention, and graduation trends at Historically Black Colleges and Universities (HBCUs); an innovative model for improving the success of African American males—students who are performing poorly academically on-campus; and a coherent demonstration of the major components of the proposed PROSPER Act and its policy implications for HBCUs.

### PRESENTER:

**Jason DeSousa**, Howard University



### Poster Session

## M6.7984 Bot Development to Foster Staff Professional Development & Student Success

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

The poster will highlight the benefits of using an AI bot to address student questions. The poster will also discuss how bot development can be considered a collaborative professional development opportunity for student services/advising teams, while also serving to develop a resource to support individual staff content knowledge acquisition.

### PRESENTER:

**Camille Rutherford**, Brock University



# MONDAY EVENTS AND SESSIONS (continued)

## Poster Session

### M6.7985 Using Hazard Vulnerability Analysis to Strengthen Emergency Preparedness

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

This poster will describe the capacity of higher education institutions to assess potential threats using a hazard vulnerability analysis (HVA) assessment.

#### PRESENTER:

Matthew Fifolt, *University of Alabama at Birmingham*



## Poster Session

### M6.7999 VA Benefit Tracking – Spreadsheet to Peoplesoft in No Time

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

Duke University went from using a spreadsheet to track Veterans Administration (VA) and Department of Defense (DoD) benefits to using simple tools offered by Peoplesoft. And it was done with virtually NO assistance from IT staff. The end result was easier tracking, more transparency, better reporting, and increased compliance.

#### PRESENTER:

Amy Gleason, *Duke University*



## Poster Session

### M6.8027 Chaotic Yet Intense: Enrollment Patterns that Lead to Graduation

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

By examining the enrollment patterns of students, administrators should be able to better forecast projected graduation rates at the 4-, 5-, and 6-year mark based on those patterns that lead to graduation. However, making sense of these chaotic, yet intense enrollment patterns can be a challenge.

#### PRESENTER:

Michael Moore, *Old Dominion University*



## Poster Session

### M6.7315 Two-Year Registration: Pros & Cons

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

The Online and Professional Studies division of California Baptist University creates schedules two years out from the current semester. This enables students to be registered for two years, which is the entire program for many of our students. One-Stop advisors register our students, which allows them to focus on building advising relationships instead of recruiting their returning students to register every semester.

#### PRESENTERS:

Rhonda Moll, *California Baptist University*

Rich Simpson, *California Baptist University*



## Poster Session

### M6.8108 Where in the World is My Transcript? Credit Transfer for Study Abroad

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Cypress Ballroom 1-2

Learn about different models for converting and transferring credit from study abroad programs, including direct exchanges, university-run programs, and provider-run programs. IES Abroad's Registrar will outline common processes and trends at U.S. colleges and universities, based on experiences working with 240+ study abroad consortium members.

#### PRESENTER:

Ellen Rosenwinkel, *IES Abroad (Institute for the International Education of Students)*



# MONDAY EVENTS AND SESSIONS (continued)

## **M6.7366** ACAOPU Members Meeting

Monday, March 26, 4:00 p.m. – 5:00 p.m. | Emerald Suite, East Tower, 4th Floor

This is a meeting of the Association of Chief Admissions Officers of Public Universities.

### **FACILITATOR:**

Lee Melvin, *University at Buffalo - SUNY*

## **Board of Directors' Reception for Honorees**

*By invitation*

Monday, March 26, 6:15 p.m. – 7:30 p.m. | Lobby Lounge Terrace

Entertainment at the reception provided by Forza, a brass quintet group formed at the University of Central Florida. It's comprised of current undergraduate and graduate students.

## **M7.7915** AACRAO Town Hall Meeting

Monday, March 26, 5:15 p.m. – 6:15 p.m. | Cypress Ballroom 3

This is an opportunity to discuss the status of the association, the proposed budget, any proposed by-law changes, and other association priorities.

### **PRESENTERS:**

Tina Falkner, *University of Minnesota - Twin Cities*

Jack Miner, *The Ohio State University*

Michael Reilly, *AACRAO*



The graphic features a central white circle containing the text 'AACRAO Technology & Transfer Conference'. This circle is framed by two concentric arcs: a green one on the left and an orange one on the right. The background is a light blue-grey with a network of green and orange lines, dots, and gear icons. The text is in a bold, blue, sans-serif font.

**AACRAO**  
**Technology**  
**& Transfer**  
**Conference**

**JULY 8–10, 2018**

**HYATT REGENCY MINNEAPOLIS ●● MINNEAPOLIS, MN**

**[WWW.AACRAO.ORG](http://WWW.AACRAO.ORG)**

SPONSORED BY





## 2018 AACRAO Technology & Transfer Conference

July 8-10, 2018  
Hyatt Regency Minneapolis • Minneapolis, MN

For many institutions, a transfer-friendly environment, coupled with emerging technologies and pioneering solutions, can help institutions improve services and facilitate student success. The sessions and workshops at AACRAO's Technology & Transfer Conference showcase how both technology and transfer practices integrate into campus operations and support the academic policies and objectives of higher education institutions.

**REGISTRATION FOR THE MEETING IS OPEN.**

SPONSORED BY  CollegeSource®

### Opening Speaker



**Dr. Sheetal J. Patel**  
Associate Director and Content Lead  
for the Career Management Center  
Stanford Graduate School of  
Business

### Closing Speaker



**Clifford Adelman**  
Senior Associate (Emeritus)  
Institute for Higher Education Policy  
(IHEP)



## 28<sup>th</sup> Annual AACRAO Strategic Enrollment Management Conference

November 11-14, 2018  
Washington Marriott Wardman Park • Washington, D.C.

AACRAO's Strategic Enrollment Management (SEM) Conference is recognized as the foremost provider of solutions, training, research, and guidelines for higher education professionals looking to maximize student success, improve operational efficiency, and enhance the financial well-being of their institution. The SEM Conference brings together a comprehensive lineup of experts, researchers, and practitioners—who showcase both the core concepts that are the foundation of SEM, as well as new and best practices.

**THE CALL FOR PROPOSALS IS OPEN. DEADLINE IS APRIL 11.**



## 105<sup>th</sup> AACRAO Annual Meeting

March 31-April 3, 2019  
Los Angeles Convention Center • Los Angeles, California

With over 200 sessions, and a range of full- and half-day workshops, roundtables, and special-interest gatherings, AACRAO's Annual Meeting offers content that reflects the scope and breadth of our members' professional responsibilities. The Annual Meeting addresses the issues facing today's campuses, provides goals and guidelines for meeting those challenges, and offers a forum for sharing experiences.

**THE CALL FOR PROPOSALS IS OPEN. DEADLINE IS MAY 18.**



## AACRAO *On the Road*

Don't have the time or budget to attend one of AACRAO's meetings? We are bringing our most popular workshops to a campus near you! AACRAO *On the Road* offers six workshops led by experienced AACRAO staff and consultants. Sharpen your skills in one of the following areas: Admissions Leadership; SEM Core Concepts; FERPA, Registrar 101; and International Credential Evaluation. Watch our website for new dates and locations throughout the year.

AMERICAN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

# Jobs Online

AACRAO Jobs Online is the only employment site specialized for admissions, enrollment management, student service and other higher education administration professionals.

To find or post a job, visit  
[jobs.aacrao.org](http://jobs.aacrao.org) or  
e-mail us at [jol@aacrao.org](mailto:jol@aacrao.org)



[jobs.aacrao.org](http://jobs.aacrao.org)



# THE COMPLETE SEM SOLUTION

*Strategic Enrollment Management Know-How from the Most Respected Leaders in the Field*

### SEM AND INSTITUTIONAL SUCCESS

Proposes an innovative student-centric SEM planning model aimed at helping institutions improve enrollment and financial outcomes while advancing student access and success.

### MANAGING FOR OUTCOMES

Transforms process-oriented managers into successful outcomes-oriented leaders.

### SEM: TRANSFORMING HIGHER EDUCATION

Provides a roadmap for the required paradigm shift, building on the solid foundation of prior SEM practice and offering insights to new approaches that will lead to sustainable SEM efforts into the future.

### SEM CORE CONCEPTS

Defines SEM and discusses the evolution of SEM, the essential SEM concepts, and building a road map for transforming an institution into a SEM organization.

### SEM HANDBOOK

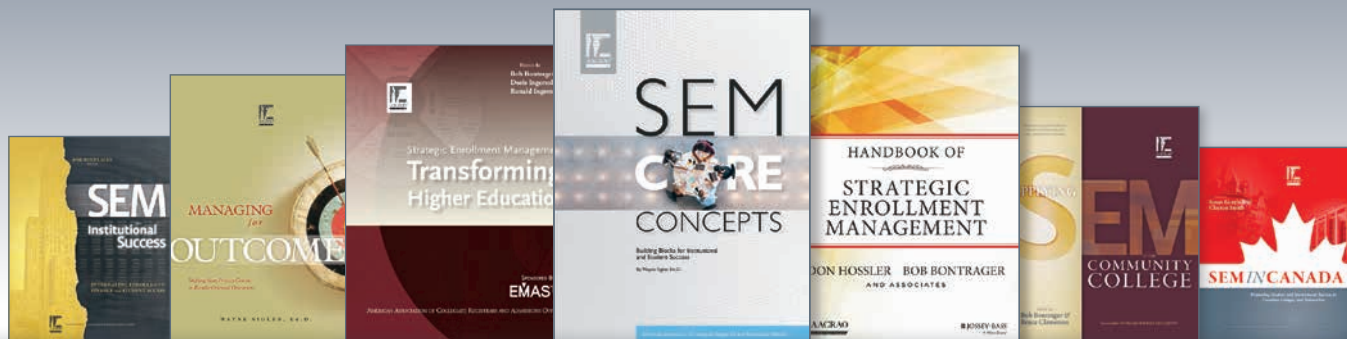
The comprehensive text on the policies, strategies, and practices that shape postsecondary enrollments.

### SEM AND THE COMMUNITY COLLEGE

Identifies the vital and unique enrollment issues confronting two-year colleges and suggests effective strategies for resolving them.

### SEM IN CANADA

Describes how Canadian colleges and universities are using SEM to improve student and institutional outcomes.



BOOKSTORE.AACRAO.ORG

# HIGHER EDUCATION'S HIGHEST HONORS

Now accepting nominations for those who exemplify the very best and brightest in Higher Education. The AACRAO Awards.

Each year, AACRAO, a global leader in higher education recognizes outstanding individuals that advance the association and the profession. If you know a worthy candidate, please visit [awards.aacrao.org](http://awards.aacrao.org) to submit your nomination. Questions? Contact [awards@aacrao.org](mailto:awards@aacrao.org).



Advancing Global Higher Education

# TUESDAY EVENTS AND SESSIONS

**Tuesday, March 27, 2018**

## Registration

7:45 a.m. – 4:30 p.m.  
Cypress 1 Foyer

## AACRAO Film Festival

7:45 a.m. – 5:30 p.m.  
Cypress 2 Foyer

## Cyber Café Open

7:45 a.m. – 4:30 p.m.  
Cypress 1 Foyer

## Gaming/Networking Lounge

7:45 a.m. – 5:30 p.m.  
Cypress 2 Foyer

## AACRAO Bookstore Open

8:30 a.m. – 5:15 p.m.  
Palms Ballroom Foyer

## Speaker Lounge Open

7:30 a.m. – 5:00 p.m.  
Boston

## Stop & Share Discussions

8:00 a.m. – 2:30 p.m. and 3:30 p.m. – 6:00 p.m.  
Cypress 3 Foyer

## Exhibit Hall Open

9:00 a.m. – 3:00 p.m.  
Cypress 1 & 2  
*Space available for Professional Activity Committee meetings in the Exhibit Hall.*

## Poster Sessions in Exhibit Hall

9:00 a.m. – 3:00 p.m.  
Cypress 1 & 2  
*Scheduled presenters will be available to discuss their posters from 1:00-2:00 p.m.*

## Fun Run

6:00 a.m.  
Join us for a 1.5 or 3 mile loop around the Marriott. The trail begins just southwest of the main entrance to the hotel.

## Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
Diamond Suite, East Tower, 5th Floor

## (T1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

## Refreshment Break in Exhibit Hall

9:15 a.m. – 10:00 a.m.  
Cypress 1 & 2

## (T2) AACRAO Business Meeting

10:00 a.m. – 11:30 a.m.  
Cypress 3

## (TL) International Luncheon

11:30 a.m. – 1:00 p.m.  
*(paid ticket required)*

### Canary 1

*Presenter: Tolu Olubunmi, Founder and CEO of Lions Write*

## (TL) Annual Meeting Planners Luncheon

11:30 a.m. – 1:00 p.m.  
*By invitation*

Jade Suite, East Tower, 6th Floor

## (T3) Educational Sessions & Roundtable Discussions

1:00 p.m. – 2:00 p.m.

## (T3) Poster Sessions in Exhibit Hall

1:00 p.m. – 2:00 p.m.  
Cypress 1 & 2

*Scheduled presenters will be available to discuss their posters.*

## (T3) Asian and Pacific Islander Caucus

1:00 p.m. – 2:00 p.m.  
Emerald Suite, East Tower, 4th Floor

## Refreshment Break in Exhibit Hall

2:00 p.m. – 2:30 p.m.  
Cypress 1 & 2

## (T4) Diversity & Inclusion General Session

2:30 p.m. – 3:30 p.m.  
Cypress 3  
*Presenter: Kevin Carroll, Best-Selling Author, Expert on Creativity and Innovation, Agent for Social Change*

## (T5) Educational Sessions & Roundtable Discussions

3:45 p.m. – 4:45 p.m.

## (T5) Black Caucus

3:45 p.m. – 4:45 p.m.  
Canary 1

## (T6) Educational Sessions & Roundtable Discussions

5:00 p.m. – 6:00 p.m.

## (T6) Native American Caucus

5:00 p.m. – 6:00 p.m.  
Emerald Suite, East Tower, 4th Floor

## International Educators' Reception

6:30 p.m. – 7:30 p.m.  
*(paid ticket required)*  
Lobby Lounge Terrace

*Sponsored by AACRAO International, The Paver Family Foundation, and ETS TOEFL*

## State & Regional Receptions

6:30 p.m. – 8:00 p.m.  
*Check the AACRAO Engage mobile app for scheduled receptions*

## NNLSO Networking and Social Event

*(prepaid registration required)*  
7:00 p.m. – 9:00 p.m.  
The Bahama Breeze Island Grille (off-site)



# TUESDAY EVENTS AND SESSIONS (continued)

## (T1) Sessions and Roundtables

TUESDAY, MARCH 27, 8:00 A.M. – 9:15 A.M.

### T1.6700 Graduation CC Style

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Miami

Maryland community colleges will outline how they tackle commencement ceremonies on a tight budget. Learn inexpensive features of their ceremonies that make a special and memorable day for students!

#### PRESENTERS:

**Carol Harrison**, *College of Southern Maryland*  
**Deirdre Weilminster**, *Frederick Community College*



GRADUATION

### T1.6884 Attack of the CLONES: Working with Challenging Colleagues

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal H

We all know them. We all work with them. Challenging colleagues. They go by many names: **C**urmudgeon, **L**uddite, **O**bstructionist, **N**aysayer, **E**nemy of Change. It's the attack of the CLONES! This session provides practical and positive strategies for working with the most challenging personality types and working styles. Transform your grouchiest adversary into your grouchiest ally.

#### PRESENTER:

**Jason Maher**, *Grinnell College*



LEADERSHIP

PROBLEM SOLVING

### T1.6898 Working NSC and NSLDS Error Reports

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal J

Come learn a few tips and tricks on how one institution has successfully worked through the many error reports that come from reporting your enrollment via the Clearinghouse, and how we went from almost 200 errors to 2 on the NSLDS/FA error report.

#### PRESENTERS:

**Kelley Brundage**, *University of West Florida*  
**Kimberly Peck**, *University of West Florida*



DATA

PROBLEM SOLVING

REPORTING

### T1.6900 Roundtable: Community College Issues

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Canary 2

Join your peers from other community colleges for this roundtable discussion of current trends and topics affecting our institutions and our students.

#### FACILITATOR:

**Katherine Thompson**, *College of DuPage*



### T1.6920 Doing What Works: Using Evidence-Based Management in Your Office

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | New York

As professionals, we often see what we do as an art and rely on gut instincts and hunches to do our work. While managing people and operations does require intuition, we can also use techniques grounded in research. This session will guide you through managerial practices that you might adopt on your own campuses for one simple reason: They work.

#### PRESENTER:

**Sam Fugazzotto**, *Teachers College at Columbia University*



LEADERSHIP

### T1.6944 Roundtable: Transfer Issues

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Canary 3

Come discuss issues relating to all things transfer. This session will share some industry-wide best practices in transfer collected from admissions and registrar offices across the nation. Come hear what your colleagues are doing and share some best practices of your own!

#### FACILITATOR:

**Seth Kamen**, *Montgomery College*



TRANSFER

# TUESDAY EVENTS AND SESSIONS (continued)

## T1.6947 Evolution of a Semester Gap Program

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | New Orleans

In an effort to create innovative pathways in undergraduate education, Elon launched a semester-long Gap program. One of the most important variables is Gap program retention. While Gap students have been successfully retained following the Gap experience, long-term retention is challenging. Join us for an in-depth look at Elon's Gap semester program, recruitment challenges, and shared outcomes from the Global Perspectives Inventory (GPI).

### PRESENTERS:

**Andrew Novinski**, *Elon University*

**Alexander Taylor**, *Elon University*



## T1.6961 International Secondary Schools: Who's Educational System Is It, Anyway?

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Anaheim

Evaluation challenges abound when a student presents records from a secondary school that is not part of the educational system of the country in which it is located. Examples include international schools, US regionally accredited schools abroad, A-level colleges, "European schools," refugee schools, and one country's secondary school operating in another country. Presenters will review case studies and share best practices for evaluating documents from transnational secondary schools.

### PRESENTERS:

**LesLee Clauson Eicher**, *AACRAO International*

**Ann Koenig**, *AACRAO International*



## T1.6965 Not Bad for a Rookie: Leveraging Learning and Experience in the Workplace

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal EF

Learn how to energize yourself and your employees through taking risks and starting something new. This session is applicable to organizations that are going through large-scale changes, for individuals in a new role or contemplating a job change, and for managers who want to foster an environment of continual growth.

### PRESENTER:

**Tammy Aagard**, *University of Florida*



## T1.7046 The EDX Chronicles: Maximizing the Benefits of Electronic Transcripts

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal CD

Ever wondered what happens to the transcript data after it's been received? Come hear how several presenters are using electronic transcripts in their evaluation process!

### PRESENTERS:

**W. Matthew Bemis**, *University of Southern California*

**Patrick Elliott**, *Harford Community College*

**Matt Schill**, *University of Nebraska at Omaha*



## T1.7050 Head in the Cloud, Feet on the Ground: A Cloud Migration Love Story

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal MN

Learn about one institution's big leap into the Cloud. The Ohio State University will share their story of where they started, how they made the decision to move from on-premises to the Cloud, and their lessons learned. This session will specifically address key data governance considerations as well as planning for life after go-live.

### PRESENTER:

**Ryan Hunt**, *The Ohio State University*

**Misty Lenhart**, *The Ohio State University*

**Jack Miner**, *The Ohio State University*



## T1.7098 Multiple Campuses, Multiple Countries – One University

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal AB

Join New York University's registrars from NYC, Shanghai, and Abu Dhabi as they discuss the challenges and successes of managing their three degree-granting campuses. Conversation will focus on how the registrars have sought to achieve consistency among programs/policies while taking into consideration the nuances of the locations and adhering to regional regulations.

### PRESENTERS:

**Mary Downes**, *New York University - Abu Dhabi*

**Holly Halmo**, *New York University*

**Elizabeth Kienle-Granzo**, *New York University*



# TUESDAY EVENTS AND SESSIONS (continued)

## T1.7143 Diversity and Inclusion in International Recruitment

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | San Antonio

Diversity and inclusion is an important component to all recruitment initiatives including international student recruitment. This session will discuss how a focus on diversity and inclusion can help foster international partnerships as well as aid international student recruitment and enrollment growth. Questions and discussion will be encouraged.

### PRESENTERS:

**William Paver**, *Foreign Credentials Service of America*

**Jasmin Saidi-Kuehnert**, *Association of International Credentials Evaluators, Inc.*



## T1.7151 Building and Empowering Cross-Functional Teams for Student Success

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal G

This session examines how Montgomery County Community College structured a cross-functional team empowered to implement student success interventions and evaluate outcomes across the college. Learn how data from the MCCC predictive analytics tool has provided clarity around common misconceptions regarding student success.

### PRESENTERS:

**Joe Mancini**, *Montgomery County Community College*

**Philip Needles**, *Montgomery County Community College*

**Kevin Pollock**, *Montgomery County Community College*

**Celeste Schwartz**, *Montgomery County Community College*



## T1.7219 Mapping and Leveraging ACE Credit Recommendations

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal PQ

The purpose of this session is to offer insights on transfer trends from across the country, highlighting institutional and system-wide examples of articulation of workplace and military training. Participants will be expected to share lessons learned and examples of promising practices and challenges from their campuses. They will also have the opportunity to brainstorm creative ways to mitigate the challenges.

### PRESENTERS:

**Mary Beth Lakin**, *American Council on Education*

**Dawn Light**, *American Council on Education*



## T1.7247 GI Bill Efficiency: Leveraging Technology for Student Veteran Success

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Los Angeles

The increase in veterans in higher education has institutions looking to technology to better serve students and meet federal requirements. This session looks at one unique low-cost solution—created by two veterans from the University of Vermont—to better track and advise veterans. With guidance from the university registrar, this tool resulted in an 80% reduction in certification overhead while proactively connecting students to resources.

### PRESENTER:

**David Carlson**, *University of Vermont*



## T1.7273 Is it Armageddon? With New Technologies, What Will We Do in 10 Years?

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | San Francisco

Digital credentials, comprehensive transcripts, blockchains, data aggregation sites, data mining, student success, cloud computing, and many more. How will these emerging technologies and trends affect the future of our student records profession? What will be the role of campus registrars? Join us for an interactive discussion of future trends, their potential effects, and how we serve our campuses. This “town hall” session will use e-tools to aid discussion.

### PRESENTERS:

**Insiya Bream**, *University of Maryland - University College*

**Joellen Evernham Shendy**, *University of Maryland - University College*

**Mark McConahay**, *Indiana University – Bloomington*



# TUESDAY EVENTS AND SESSIONS (continued)

## T1.7341 Update on Cuba

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Canary 4

Relations between Cuba and the United States started to improve under the Obama administration and options for educational recruitment and exchange proliferated. However there is a dearth of English-language resources on the educational system of Cuba, particularly the modern era. How can we treat Cuban students equitably without a baseline for comparison? How do we establish mutually beneficial partnerships with Cuban institutions, if we do not even know the status they have in the educational system? And do these questions still matter under our new leadership in the United States? In hope of starting to answer questions like these, AACRAO sent a research team to Cuba in February 2018. Join with research team members as we discuss the Cuba trip, the educational system and documentation, lessons learned, and the next steps for the AACRAO Cuba research team.

### PRESENTERS:

**Christopher Adams**, *Indiana University*  
**Melanie Gottlieb**, *AACRAO*  
**Patrick Leahy**, *Michigan State University*  
**Aleks Morawski**, *Foreign Credits, Inc.*  
**Mark Reid**, *University of Miami*  
**Martha Van Devender**, *ECE*



## T1.7908 Tricky Curricula Challenge: How Baylor University is Planning for Student Success

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | St. Louis

Join us as Baylor University's Assistant Registrar puts CollegeSource on the spot by holding a live interview on tackling some of the university's trickier curriculum issues. Learn how flexible the uAchieve® Degree Audit and Academic Planner is at handling complex curricula—without requiring institutions to change their rules. CollegeSource will also share some of the newer uAchieve features that include new reports to identify at-risk students, planning strategies, and what-if functionality to provide pathways for students to graduate on time.

### PRESENTERS:

**Dina Bailey**, *Baylor University*  
**Chris Starkey**, *CollegeSource*



## T1.8109 SEVP at a Glance

Tuesday, March 27, 8:00 a.m. – 9:15 a.m. | Crystal KL

Student and Exchange Visitor Program (SEVP) representatives will discuss program news and updates and participants will gain a better understanding about SEVP, SEVIS, and regulations regarding F-1 students.

### PRESENTERS:

**Roman Peacock**, *Student and Exchange Visitor Program (SEVP)*  
**Cecilia Jeffus**, *Student and Exchange Visitor Program (SEVP)*  
**Meghan Lane**, *Student and Exchange Visitor Program (SEVP)*



## Refreshment Break in Exhibit Hall

Tuesday, March 27, 9:15 a.m. – 10:00 a.m. | Cypress 1 & 2

## T2.7918 AACRAO Business Meeting

Tuesday, March 27, 10:00 a.m. – 11:30 a.m. | Cypress Ballroom 3

The AACRAO Business Meeting includes reports on the status of the association from the Executive Director and the Board of Directors, membership voting on any proposed budget and bylaw changes, and the installation of new board members.

### PRESENTERS:

**Tina Falkner**, *University of Minnesota - Twin Cities*  
**Jack Miner**, *The Ohio State University*  
**Michael Reilly**, *AACRAO*

## (TL) Annual Meeting Planners Luncheon (By invitation)

Tuesday, March 27, 11:30 a.m. – 1:00 p.m. | Jade Suite, East Tower, 6th Floor

# TUESDAY EVENTS AND SESSIONS (continued)

## TL.7766 International Luncheon The Complex Intersection of immigration Policy and Higher Education

(Paid ticket required)

Tuesday, March 27, 11:30 a.m. – 1:00 p.m. | Canary 1



These days, very few issues evoke fierce opposition or passionate support like immigration policy and its politics. With a generation of young, ambitious, and motivated immigrants vying for access to the “American Dream,” higher education institutions are increasingly integral to moving them from plight to promise. How do we move beyond politics to gain an understanding of current immigration

policies, the real world impact, and seize opportunities for positive engagement?

### PRESENTER:

Tolu Olubunmi, *Lions Write*



## (T3) Sessions and Roundtables

TUESDAY, MARCH 27, 1:00 P.M. – 2:00 P.M.

### T3.6946 Late Registration: How Late is Too Late?

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Anaheim

This session will share data on the academic outcomes of late-enrolling students before and after late registration was eliminated; evaluate the impact of this policy change; and provide recommendations for schools who are considering modifying late registration.

### PRESENTER:

Leslie Quinn, *Johnson County Community College*



ACADEMIC POLICY

### T3.6982 Stop, Drop, and Roll! Prevent the Fires Instead of Fighting Them!

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal AB

Is fighting fires your full-time job? It's time to Stop, Drop, and Roll. Stop using old methods, drop collaboration biases, and roll with new tools to solve problems faster and with greater cultural impact. Learn how to apply agile and design thinking methods to solve everyday problems from the bottom up. Through small wins, staff find work more meaningful, see their personal connection to institutional mission and value more clearly, and build solid leadership skills!

### PRESENTER:

Joellen Everham Shendy, *University of Maryland - University College*



### T3.7042 Electronic Transcript Exchange: EDI, XML, PDF - Contrast and Compare

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | New York

A panel of experts will discuss the considerations and best practices for electronic exchange of student transcripts.

### PRESENTERS:

Jeff Elliott, *University of Missouri - Columbia*

Doug Holmes, *Ontario Universities' Application Centre*

Michael Maysilles, *Caldwell University*



### T3.7051 What is Campus Life Like? Helping Regional Recruiters Stay Connected

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal EF

Regional recruiting is a growing trend. From larger institutions with representatives living in other states, to institutions strictly doing regional recruitment with in-state reps working from home offices, how does this look and work? More importantly, how do you keep your staff connected, engaged, and empowered when their supervisor is hours or states away? Hear from two regional representatives who have the stories to back-up the suggestions.

### PRESENTERS:

Jordan Appicelli, *University of Wisconsin - Colleges*

Rachel Stern, *University of Wisconsin - Colleges*



# TUESDAY EVENTS AND SESSIONS (continued)

## **T3.7094** Implications of Automation: The Downstream Impacts of Tech Progress

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | New Orleans

Stanford and the University of Wisconsin - Madison team up in this joint session to provide insight into the downstream impacts of automation in higher education. Altering business processes to improve efficiency carries with it a change management component. Come join us as we share our successes and challenges encountered along the way.

### PRESENTERS:

**Aaron Apel**, *University of Wisconsin - Madison*

**Stephen Arod Shirreffs**, *Stanford University*



## **T3.7096** FERPA Update and Q&A

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal H

FERPA, the primary federal law that protects student privacy, has seen increased discussion over the last few years. LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education, will discuss the recent changes to FERPA. A portion of the session will be devoted to answering FERPA questions.

### PRESENTER:

**LeRoy Rooker**, *AACRAO*



## **T3.7136** Roundtable: Law School Registrars & Admissions

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Canary 3

Join in this roundtable discussion and learn how colleagues at other institutions deal with challenges similar to those you face, and gain ideas on how you might change or make improvements to your processes.

### FACILITATORS:

**Jerri Cunningham**, *Baylor University*

**Colleen Timmons**, *Tulane University Law School*



## **T3.7167** State & Regionals Working with Legislatures/State Higher Authorities

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal J

AACRAO's Executive Director, Mike Reilly, will share and discuss his experience working with state higher education agencies. Learn how your state and regional professional associations can become more involved with these agencies in order to have your voices heard and to help affect change.

### PRESENTERS:

**William Gil**, *AACRAO*

**Michael Reilly**, *AACRAO*



## **T3.7054** EU GDPR: Overview and Requirements

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal PQ

The European Commission published a General Data Privacy Regulation in December 2015, replacing the Data Protection Directive that had been in place for more than 20 years. Enforcement begins May 25, 2018. This session will address: who the regulation applies to and how to assess your readiness in complying to the regulation; how an institution can build a plan that includes best practices; how to conduct a gap assessment; timeline needed; and how to launch your plan.

### PRESENTERS:

**Julia Funaki**, *AACRAO International*

**Mark McConahay**, *Indiana University - Bloomington*



## **T3.7186** Optimizing Student Progression: Why Personalization is Key for Completion

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Canary 4

Without the ability to personalize their academic journey, completing a credential can be daunting for students. See how students can effectively plan to achieve their goals with full context for essential academic decisions and then confidently register with conflict-free schedules that maximize credit hours while balancing life's obligations. Institutions can improve persistence and completion rates with enhanced registration services, increased advising bandwidth, visibility into demand, fill rates, and degree progression.

### PRESENTER:

**James Wallen**, *College Scheduler by Civitas Learning*



# TUESDAY EVENTS AND SESSIONS (continued)

## **T3.7193 Black Women Leaders Managing Work-Life-Balance**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Canary 2

Black women in leadership is more than a notion. How do we manage it all and still remain on top? This session will have various women leaders in higher education addressing how they manage work-life balance and offer suggestions to the audience on how they can too.

### **PRESENTERS:**

**Jeri Bingham**, *Resurrection University*  
**Kristy Goodwin**, *Governors State University*  
**Roslyn Perry**, *The Ohio State University*  
**Tiffany Robertson**, *Governors State University*



## **T3.7201 Finding the Balance with Title IX and Academic Record Integrity**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | St. Louis

The presenter will share the process that Purdue University developed with their Office of Institutional Equity and Office of Internal Audit to ensure all the actions to resolve Title IX claims would withstand an audit.

### **PRESENTER:**

**Lesla Beals**, *Purdue University - Main Campus*



## **T3.7233 System Integration Strategies: Coordinating Data between Different Systems**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | San Antonio

This panel discussion will touch upon different system integration strategies and best practices. Topics will include how to set definitions, preferred technologies, security, etc. The session will cover interface strategies between internal university systems as well as interfaces to vendors.

### **PRESENTERS:**

**Scott Campbell**, *University of Chicago*  
**Robert Kubat**, *Penn State University Park*



## **T3.7250 Social Media Etiquette for Graduate and Professional Students**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal G

As students enter graduate and professional schools, they often struggle with maintaining professionalism on social media networks. Here's how one school helped their students navigate creating and maintaining a professional identity on social media.

### **PRESENTERS:**

**Sandie Armand**, *Rutgers Biomedical and Health Sciences*  
**Bianca Thompson-Owen**, *Rutgers Biomedical and Health Sciences*



## **T3.7267 Optimum Success: Strategic Enrollment Management for Small Colleges**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal CD

Struggling with limited resources, but want to grow your enrollment? Join us for a beginner's guide to a long term data drive plan. Our focus will be on strategic enrollment management within a small college setting.

### **PRESENTERS:**

**Arnold Arredondo**, *Baptist College of Health Sciences*  
**John Berger**, *Baptist College of Health Sciences*  
**Rose Mwayungu**, *Eastern Virginia Medical School*



## **T3.7304 One Stop: Evolving from Transactional to Transformative**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal KL

One-Stop Centers are often developed with a transactional focus—to improve the experience for students as they conduct their business with the institution. Over time, and with continued collaboration across the campus, they can have a significant impact on student success, providing a much more transformative experience for students.

### **PRESENTERS:**

**Stephen Pultz**, *University of San Diego*  
**Sybilla Robison**, *University of San Diego*  
**Elizabeth Silva**, *University of San Diego*



# TUESDAY EVENTS AND SESSIONS (continued)

## **T3.7308 Graduate Student Debt: When is Enough Too Much?**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Crystal MN

Mitigating the federal graduate student debt crisis with strategic institutional aid packages can make post-baccalaureate more accessible. Learn how one university decreased the number of awarded loans and the average loan amount by collecting and analyzing Title IV, institutional aid, and grant aid to strategically award funding to recruit and retain graduate students.

### **PRESENTER:**

**Johnna Watson**, *University of North Carolina at Charlotte*



## **T3.7326 Study Abroad 101 for Registrars**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Miami

This session is ideal for individuals who are new to registrar's offices at institutions that offer study abroad and experienced registrars who find themselves grappling with study abroad enrollments and transcripts for the first time. Join colleagues with a similar interest in learning the essentials of study abroad at this lively and collaborative session.

### **PRESENTERS:**

**Heather Gregg Reed**, *Butler University*

**Aimee Leavitt**, *Vanderbilt University*



## **T3.7360 Asian-Pacific Islander Caucus: A Forum for Inclusion and Engagement**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Emerald Suite, East Tower, 4th Floor

The Asian-Pacific Islander Caucus is committed to the promotion of diversity in classrooms and the workplace. The Caucus addresses the many challenges Asians and Pacific Islanders encounter, from breaking barriers and stereotypes to advocating awareness inside and outside of this community. The Caucus provides a forum to exchange ideas in matters such as professional leadership, student involvement and community engagement.

### **FACILITATOR:**

**Bernard Ramos**, *Educational Perspectives, nfp*



## **T3.7878 Changes in the Australian Higher Education Landscape**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Los Angeles

Australian higher education is rapidly implementing the admissions transparency agenda, analyzing performance data through the Quality Indicators of Learning and Teaching (QILT), and awaiting the outcomes of the federal government reform package, which includes the potential introduction of performance-based funding. Students could get lost in the confusion, so how institutions manage this change agenda will be critical.

### **PRESENTER:**

**Scott Nichols**, *University of Canberra*



## **T3.7903 Supporting Learner Mobility, Join the Journey!**

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | San Francisco

Through the National Student Clearinghouse Research Center, we know that mobile learners represent 54 percent of all enrollments at U.S. institutions. Administrators and learners alike are challenged by the implications of mobility on existing operational processes and services as well as decision-making. The National Student Clearinghouse's leading-edge service suite organically bridges the mobility needs of both the administrator and learner tracks. Come learn how all of our services, including Myhub, Reverse Transfer, and StudentTracker come together to solve the learner mobility challenges of today and tomorrow.

### **PRESENTERS:**

**Michelle Blackwell**, *National Student Clearinghouse*

**Roberta Hyland**, *National Student Clearinghouse*



TRANSFER



# TUESDAY EVENTS AND SESSIONS (continued)

## Poster Sessions in Exhibit Hall

TUESDAY, MARCH 27, 1:00 P.M. – 2:00 P.M.

*Scheduled presenters will be available to discuss their posters during this time.*

### Poster Session

#### **T3.7977** Want to Expand Global Education Programs? Ask the Registrar!

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

This poster helps assist viewers with how the registrar uses expertise in academic programming and course scheduling to improve enrollment rates in travel-embedded courses. Please join us in this dialogue on how higher education professionals can use their knowledge and expertise to improve participation in immersive experiences such as global education.

#### PRESENTER:

Alexander Taylor, *Elon University*



### Poster Session

#### **T3.7156** Preventing and Coping with Job Burnout

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

In today's fast paced, ever-changing environment, job burnout can seem like an inevitable fact of life. Learn the signs and symptoms of burnout and get ideas on coping with job burnout from a personal and managerial perspective.

#### PRESENTER:

Erin Mason, *University of Connecticut*



### Poster Session

#### **T3.7148** How Perceptive Content Improved Governors State's Degree Audit Process

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

On April 1, 2017, Perceptive Content went live at Governors State University. The system was purchased to help improve admission processes, however, the system has greatly impacted the degree audit process as well. Instead of transfer credit being applied to students' records after admission, they are applied when we receive their official college transcript. This allows us to better serve our potential students. View this poster for a visual on what improvements this system implementation has had on our campus.

#### PRESENTER:

Tiffani Robertson, *Governors State University*



### Poster Session

#### **T3.6993** EducationUSA in Bulgaria

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

Attend this poster session to meet an Education USA representative from Bulgaria. This poster session will have information and updates on the educational system in Bulgaria and insights on how to connect and engage with students and the EducationUSA network there.

#### PRESENTER

Snejana Teneva, *EducationUSA*



### Poster Session

#### **T3.6994** EducationUSA in China

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

Attend this poster session to meet an EducationUSA advisor from China. This poster session will have information and updates on the educational system in China and insights on how to connect and engage with students and the EducationUSA network there.

#### PRESENTER

Liu Yanchun, *EducationUSA*



# TUESDAY EVENTS AND SESSIONS (continued)

## Poster Session

### T3.6995 EducationUSA in Namibia

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

Attend this poster session to meet an EducationUSA advisor from Namibia. This poster session will have information and updates on the educational system in Namibia and insights on how to connect and engage with students and the EducationUSA network there.

#### PRESENTER

**Pinias Oscar**, EducationUSA



## Poster Session

### T3.7952 EducationUSA in Saudi Arabia

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress Ballroom 1-2

Attend this poster session to meet an EducationUSA advisor from Saudi Arabia. This poster session will have information and updates on the educational system in Saudi Arabia and insights on how to connect and engage with students and the EducationUSA network there.

#### PRESENTER

**Safa Al-Sakkaf**, EducationUSA



## Poster Session

### T3.8028 Transfer Equivalency Table

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress 1-2

Embry-Riddle Aeronautical University's Office of the Registrar and Admissions have worked together to create an electronic, user-friendly transfer equivalency table to assist transfer students in determining applicable transfer credit. Incoming and continuing students benefit from this table because they are able to ensure they are investing their time and money wisely by taking courses we have deemed as equivalent to Embry-Riddle credit while studying at another institution.

#### PRESENTERS:

**Cayla Powell**, Embry-Riddle Aeronautical University

**Kristina Morton**, Embry-Riddle Aeronautical University



## Poster Session

### T3.8107 EducationUSA in Brazil

Tuesday, March 27, 1:00 p.m. – 2:00 p.m. | Cypress 1-2

Attend this poster session to meet an EducationUSA advisor from Brazil. This poster session will have information and updates on the educational system in Brazil and insights on how to connect and engage with students and the EducationUSA network there.

#### PRESENTER:

**Rita Moriconi**, EducationUSA



## Refreshment Break in Exhibit Hall

Tuesday, March 27, 2:00 p.m. – 2:30 p.m. | Cypress 1 & 2

### T4.7768 Diversity & Inclusion General Session Play@Work: Instigating Inspiration + Growth through Curiosity, Imagination and Innovation!

Tuesday, March 27, 2:30 p.m. – 3:30 p.m. | Cypress Ballroom 3



Play was serious business in our youth—and it should be even more serious business in our professional lives if we hope to unleash the creative genius that sparks organizational growth and catalyzes change. By cleverly drawing from childhood + professional lessons, Kevin Carroll reveals the relevance + the value of play, curiosity, creative confidence, and imagination and how we must continue to tap into those lessons for our future success.

Carroll will also address the concept of *sonder*, which in the context of diversity and inclusion, is an awareness that other people have a vivid and complex life like yours, and that you should pay attention to that.

#### PRESENTER:

**Kevin Carroll**, *Best-Selling Author, Expert on Creativity & Innovation, Agent for Social Change*

**Keven Carroll will be available to sign his book, *The Red Rubber Ball at Work: Elevate Your Game Through the Hidden Power of Play* (books will be available for purchase), immediately after his presentation. Join us outside of Cypress 3.**

# TUESDAY EVENTS AND SESSIONS (continued)

## (T5) Sessions and Roundtables

TUESDAY, MARCH 27, 3:45 P.M. – 4:45 P.M.

### T5.6515 An Evolving Credential

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal MN

Elon University has developed a new credential to capture Elon Academy students' non-credit learning experiences. The new Elon Academy transcript portrays Academy graduates as capable and prepared for life after high school and serves as an anchor for these students to reflect upon and communicate the importance of their experiences in meaningful ways. Join us for a demonstration of the new transcript and hear what Elon Academy students are saying about the initiative.

#### PRESENTERS:

Rodney Parks, *Elon University*  
Alexander Taylor, *Elon University*



ACADEMIC POLICY

### T5.6846 Roundtable: Veteran Services

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Canary 2

Facilitators will come prepared with a list of topics and questions concerning issues surrounding student veterans, dependents of veterans, and the VA. Discussions should identify challenges as well as solutions. Attendees will be encouraged to share challenges and success stories. An update will also be given on NAVPA's legislative initiatives.

#### FACILITATORS:

Dennis Arps, *University of Iowa*  
Tammy Bruns, *University of Iowa*  
David Johnson, *University of Iowa*



DIVERSITY

### T5.6876 Checking Your Privilege: What Does it Mean, and Why Does it Matter?

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Canary 3

"Check your privilege" is a phrase that gets thrown around a lot in postsecondary education today, and it can inspire strong feelings ranging from empowerment to defensiveness. However, many staff and administrators don't fully understand it or why it is important. This session will explore the concept of privilege within the context of diversity and equity on college campuses, and how it impacts the way we serve and counsel students. Discussion will be highly encouraged.

#### PRESENTERS:

Leesa Beck, *University of California - Santa Barbara*  
Alexis Wright, *University of California-Santa Barbara*



DIVERSITY

### T5.6923 Spinning Plates While Dancing: How Professionals Pursued Advanced Degrees

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal AB

This is an interactive discussion in which we will discuss the challenges and rewards of returning to school while working in higher ed. Join us as we discuss our paths through higher ed; how we selected our programs; how to balance work, school, family and life; and how our professional lives became a lab for implementing what we learned in the classroom.

#### PRESENTERS:

Hans Cooper, *Johns Hopkins University*  
Alana Davis, *Randolph-Macon College*  
Michael Santarosa, *Westminster College*



PROF DEV

### T5.6991 Recruitment for Engineering: Outreach Promoting Inclusion and Diversity

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Miami

Recruiting students into STEM programs, such as engineering, is both a priority and a challenge. Engineering is a particularly difficult major to "sell" to under-represented students, such as women, minorities, first-generation, and low-income students for a variety of reasons. To address this issue, the presenters have developed an outreach program, Makers on the Move. The presenters will describe the program and the preliminary results of its evaluation.

#### PRESENTERS:

Harry Ingle, *Tennessee Tech University*  
Elizabeth Powell, *Tennessee Tech University*



DIVERSITY

### T5.7099 Applying FERPA in Real Life Settings

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal H

We think we understand the Family Educational Rights and Privacy Act (FERPA) until we are tested by specific real-life situations. This highly interactive session allows participants to share how they would interpret and apply FERPA in realistic scenarios.

#### PRESENTERS:

LeRoy Rooker, *AACRAO*  
Jerry Ross, *Purdue University - Main Campus*



COMPLIANCE

# TUESDAY EVENTS AND SESSIONS (continued)

## T5.7108 Graduate and Professional Schools Issues Panel Discussion

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal KL

This panel will discuss inter-professional education, managing competencies, micro-credentials, longitudinal integrated curriculum, and more. Come and discuss these issues with all of us that deal with graduate and professional schools.

### PRESENTERS:

**Elizabeth Bouhmadouche**, *Boston University*

**Jessica Cheatwood-Alvarez**, *University of Central Florida*

**Tracy Mourton**, *University of Virginia - Main Campus*

**Michael Murray**, *The Ohio State University College of Dentistry*



## T5.7124 Predictive Analytics: Fail Fast to Succeed

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | New York

Learn from the journey Lone Star College-Montgomery went through to develop a cross-functional Data Team using the DIAL method (primarily used by the software industry). The methodology is built around best practices, a preference for simple and straightforward processes, and what is most likely to be effective. Attend this session to learn about the approach and how it can be applied to your institution.

### PRESENTERS:

**Kirk Bennett**, *Lone Star College System (Montgomery)*

**Michael Chavez**, *Lone Star College System (Montgomery)*

**Cami Keitel**, *Lone Star College System (Montgomery)*



## T5.7138 Be Our Guest

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | San Antonio

Hutchinson Community College has large state schools all around us. Our goal with the guest student project was to create an environment where students could easily take a course or two with us while attending their university. Let us show you how to increase your enrollment while reducing frustration and “run around” for students.

### PRESENTER:

**Christina Long**, *Hutchinson Community College*



## T5.7171 Black Caucus Meeting

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Canary 1

The Black Caucus adheres to the mission of AACRAO and supports its efforts in creating, building, and executing presentations for annual meetings. We work to gain equitable exposure or access at the annual meetings and within the organization. Join us!

### PRESENTERS:

**Kristy Goodwin**, *Governors State University*

**Roslyn Perry**, *The Ohio State University*



## T5.7174 The Registrar and IT Partnership

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal J

This is a panel discussion on the role the registrar's office and information technology groups play in assessing campus technology needs, determining funding, setting priorities, and responding to policy decisions. Different institutions will talk about IT organizational structure, “communities of practice,” and how their respective registrar's offices engage with IT.

### PRESENTERS:

**Scott Campbell**, *University of Chicago*

**Elizabeth Kienle-Granzo**, *New York University*

**John Papinchak**, *Carnegie Mellon University*

**Kara Saunders**, *University at Buffalo*

**Kristi Wold-McCormick**, *University of Colorado Boulder*



## T5.7199 Developing a Free College Tuition Initiative

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal G

In the fall of 2016 Wor-Wic Community College was approved by one of its service area counties to offer free community college tuition to area residents. The program covers the cost of tuition and fees for eligible high school graduates and GED recipients. In the fall of 2017 the college began its second county program. Come learn how these programs have been implemented, the challenges and successes, initial student outcomes, and future goals.

### PRESENTERS:

**Kelly Hewett**, *Wor-Wic Community College*

**Bryan Newton**, *Wor-Wic Community College*



# TUESDAY EVENTS AND SESSIONS (continued)

## T5.7209 Indonesia: The Next Top Sender?

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal PQ

With an increased focus by the Indonesian government on making education and scholarship funding a priority for Indonesian students to study abroad, could Indonesia be the next top market for US institutions? Join us for a session that will orient you to the education system of Indonesia, resources for recognition, grading scales, and benchmark credentials for both undergraduate and graduate admissions.

### PRESENTERS:

**Marshall Houserman**, *University of Illinois Chicago*

**Annetta Stroud**, *AACRAO International*



## T5.7211 Authors and Audiences, or How Aristotle Can Make You a Better Communicator

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal CD

From Aristotle to Facebook, a deeper understanding of the science of classical and modern rhetoric allows you to imagine an audience not as you think they are, but as what you want them to become. This lively presentation challenges you to hone your authorial voice to align not with your fears about your imagined audience, but with your expectations for an implied audience that your work will create. The presenter hopes you'll never look at communicating in the same way again.

### PRESENTER:

**Stephen Shirreffs**, *Stanford University*



## T5.7223 A Data Science Approach to Designing Smarter Services

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Los Angeles

Delivering quality and personalized service to a large and diverse consumer base is challenging. This presentation will discuss the data science approach the Office of the University Registrar takes to design and deliver hyper-personalized services and products, including an overview of the design process, how to engage in machine learning, and resource acquisition. The technical tools and the infrastructure will be discussed as well.

### PRESENTER:

**Bhavesh Bambhrolia**, *Temple University*



## T5.7227 North of the Border: An Overview of Education in Canada

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | New Orleans

This session will provide an overview of secondary and postsecondary education in Canada, with an emphasis on education in Canada's most populous provinces: British Columbia, Ontario, and Quebec. We will discuss the subtle—and not so subtle—differences between the secondary education systems of the 13 provinces and territories, as well as the variety of postsecondary qualifications offered across the country.

### PRESENTER:

**Andrea Armstrong**, *University of Toronto*



## T5.7255 Classroom Scheduling Systems Panel

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Canary 4

Join us for a panel session with classroom scheduling experts from several different institutions who will talk about selecting an academic scheduling system, implementing the software, training and supporting the campus user community, and developing and maintaining their vendor relationship.

### PRESENTERS:

**Emily Shandley**, *Yale University*

**Kelly Simmons**, *University of Chicago*

**Kristin Marie Stone**, *Vanderbilt University*



## T5.7258 Online Verification Tools for Evaluating International Secondary Education

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | San Francisco

Online verification tools are becoming an increasingly vital aspect of the evaluation process for international students. Many of these verification websites are run by ministries of education and are more reliable than any verification methods we have used in the past. Together we will explore verification tools that deal specifically with secondary education and discuss how you can use these tools to improve the admissions process at your institution.

### PRESENTER:

**Martha Van Devender**, *Educational Credential Evaluators, Inc.*



CF2, CF3

# TUESDAY EVENTS AND SESSIONS (continued)

## **T5.7721** **Creating Efficiencies in Admissions to Improve Enrollment: A College's Story**

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Crystal EF

Are you meeting your admission applications goals and getting the applicant started in the admission funnel, but not able to get the applicant through the funnel, to enrollment in an efficient and streamlined process? Most often the reason why an institution is not able to meet their enrollment goals is because of inefficiencies in the application/admit process. Armstrong State University will share changes they made to improve their enrollment.

### **PRESENTERS:**

**Tobe Frierson**, *Georgia Southern University*  
**Mickey Reynolds**, *AACRAO Consulting*



## **T5.7783** **The Role of the Registrar in Curriculum Management**

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | Anaheim

Come learn about research findings regarding the role of the registrar in curriculum management. This session will describe the research outcomes of faculty leaders (in curriculum) and registrars at large four-year research institutions. They were asked about the role that registrars play in the logistics and management of setting up curriculum for students and whether or not the circumstances change based on the shared governance model at those institutions.

### **PRESENTER:**

**Rebecca Mathern**, *Oregon State University*



## **T5.7981** **Evolving Catalog & Curriculum Processes with CourseLeaf Catalog (CAT) and Curriculum (CIM)**

Tuesday, March 27, 3:45 p.m. – 4:45 p.m. | St. Louis

North Dakota State University (NDSU) will share how they are using CourseLeaf's catalog and curriculum software to provide a user-friendly experience to publish academic catalogs and improve course and program proposal management. We will discuss how to evaluate processes on campus and leverage the power of CAT & CIM to create change on campus that will be adopted by faculty and staff alike.

### **PRESENTERS:**

**Rhonda Kitch**, *North Dakota State University*  
**Kimra Schipporeit**, *University of Nebraska, Kearney*  
**Joanie Shafer**, *CourseLeaf from Leepfrog Technologies*



## **(T6) Sessions and Roundtables**

**TUESDAY, MARCH 27, 5:00 P.M. – 6:00 P.M.**

## **T6.6897** **Roundtable: Registrars at Large Institutions (>15,000)**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Canary 3

This roundtable will discuss hot topics, campus concerns, and best practices for registrars at large institutions (15,000 students or more).

### **FACILITATORS:**

**Kelley Brundage**, *University of West Florida*  
**Sarah Harris**, *University of Iowa*



## **T6.6984** **I'm a Registrar, Not a Lawyer! Navigating Third-Party Contracts**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal MN

As a FERPA custodian, you are probably being asked to review and weigh in on contracts with third-party vendors and to respond to requests for student data by researchers. If you find yourself saying "Darn, I forgot to go to law school," this session will help provide guidance on reviewing contracts and research requests. It will focus on student data privacy and FERPA while offering assurance that legal details may be left to campus general counsel/attorneys.

### **PRESENTERS:**

**Helen Garrett**, *University of Washington - Seattle Campus*  
**Bart Quinet**, *Vanderbilt University*



## **T6.7030** **Creating a Positive and Productive Work Climate**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal AB

We all seek to enjoy our work, and research consistently shows that positive work environments are also more productive. Enjoying what you do and who you are with seems simple, but it's not always easy to make this a reality. We will review organizational climate principles, and panelists will share successful methods for fostering a positive work environment. Conversation will interest current and future leaders as well as team members.

### **PRESENTERS:**

**Adrian Cornelius**, *University of Maryland - College Park*  
**Kara Saunders**, *University at Buffalo*  
**Beth Warner**, *University of Wisconsin - Madison*



# TUESDAY EVENTS AND SESSIONS (continued)

## T6.7045 Show Me the Money: Cost Benefits of Electronic Transcript Exchange

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Miami

What does it cost to send/receive a paper versus electronic transcript? In dollars and cents? In human resources? See actual cost analysis of processing paper and electronic transcripts and learn how you can get started with electronic exchange right away. In today's economy, can you afford not to go electronic?

### PRESENTERS:

**Matt Schill**, *University of Nebraska at Omaha*

**Monterey Sims**, *University of Phoenix*



## T6.7080 Building Campus Relationships

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Anaheim

The work of the registrar's office spans across a college campus, so being on good terms with your colleagues in other offices is an important element to being successful. This session will look at techniques to improve your relationships across campus so you are the office everyone wants to work with!

### PRESENTER:

**Blake Horridge**, *Claremont McKenna College*



## T6.7103 IPEDS Update

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | New York

The National Center for Education Statistics (NCES) will present a general update on 2017-18 approved changes to the Integrated Postsecondary Education Data System (IPEDS). In addition, IPEDS data tools and R&D activities will be presented.

### PRESENTER:

**Jamie Isaac**, *RTI*



## T6.7113 Curriculum: Round and Round We Go, Where We Stop, the Registrar May Know!

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal G

Institutional governance, the quantity of changes, and timeline for implementation influence our day-to-day activity. Come to this session to discuss graduate/professional school curriculum committee involvement, your role as a registrar, and tips/tricks for influencing and managing the changes.

### PRESENTERS:

**Paula Maynard**, *Messiah College*

**Melissa Mundt**, *Valparaiso University*

**Jill Rodgers**, *University of the Pacific*



## T6.7129 Are Leaders Really Born, and Not Made?

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal PQ

The presenters will share how to develop a leadership development series of trainings in order to build a true leadership team. Time will be devoted to explaining the challenges faced when trying to coach a leadership team and possible solutions to these challenges.

### PRESENTERS:

**Tara Hardee**, *California State University - Dominguez Hills*

**Michelle Taylor**, *California State University - Dominguez Hills*



## T6.7158 Making Effective Use of Degree Audit Metrics

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal KL

How effectively is your institution reporting degree audit metrics to support the data needs of your institution? This session will explore ways in which the Office of the University Registrar at The University of Alabama has integrated degree audit data with broader-based student academic data to support student success and retention initiatives.

### PRESENTERS:

**Kenneth Foshee**, *University of Alabama*

**Denny Savage**, *University of Alabama*



# TUESDAY EVENTS AND SESSIONS (continued)

## T6.7162 Grading Conversion Interpretation & Concordance

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Los Angeles

This session will explore how different organizations and resources view grading conversions differently. We'll review topics such as conceded passes, reading descriptors to help determine U.S. grades, and explore nuanced differences in published scales. We'll use key examples where organizations and resources vary in grade concordance to help you understand different philosophies in converting grades.

### PRESENTERS:

**Timothy Kell**, *Educational Credential Evaluators, Inc*

**Leah McCormack**, *National Association of Intercollegiate Athletics (NAIA) Eligibility Center*

**Emily Tse**, *International Education Research Foundation*



OPERATIONS

## T6.7181 ROAR-Required Orientation, Advising, Registration and Recruitment Plan

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Canary 4

This session will discuss the collaboration between student services offices and enrollment management to enhance orientation, advising, and registration processes at a mid-size community college. We will also present the comprehensive communications plan that the admissions office developed to convert students from applied to registered. In addition, we will share assessments, data analysis, and outreach materials used throughout the process.

### PRESENTERS:

**Lisa Freel**, *Frederick Community College*

**Jennifer Moxley**, *Frederick Community College*



COMM PLAN



ASSESS SEM



DATA STEWARDSHIP

## T6.7200 Roundtable: Leading in Inequality

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Canary 2

As leaders we are always faced with the big elephant in the room. We are exposed to “different” everyday, but how do we lead with integrity knowing there is inequality in the workplace?

### FACILITATOR:

**Kristy Goodwin**, *Governors State University*



DIVERSITY



LEADERSHIP



INTEGRITY

## T6.7257 LLM Grading: Designing a System that Works for Students, Faculty and YOU

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | New Orleans

It's important that grades are fair and accurately reflect the quality of a student's work. Grading with accuracy and fairness can take a lot of time, which is often in short supply for college instructors. Can law schools design a system that works for students, faculty and administrators, and can LLMs be incorporated into the JD grading system?

### PRESENTERS:

**Chris Bester**, *Brooklyn Law School*

**Julie Sculli**, *Brooklyn Law School*

**Colleen Timmons**, *Tulane University Law School*



ACADEMIC POLICY



OPERATIONS

## T6.7271 Designing Services for Retention

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal H

The retention literature shows that when students are engaged, they are more likely to successfully complete their courses. While many factors contribute to student decisions to persist, institutions have control over support services. This session will provide a roadmap to determine if services at your institution are comprehensive enough to meet your students' needs and if they are designed in a way that contribute to retention.

### PRESENTER:

**Tracy Hart**, *University of New Mexico - Main Campus*



HOLISTIC THINKING



ASSESS SEM

## T6.7272 China's CDGDC and CHESICC Credential Verification Resources

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal CD

Ensuring the authenticity of academic documents is essential in the evaluation process. This session will introduce attendees to two of China's most beneficial tools for credential verification: CDGDC and CHESICC. Attendees will learn the necessary steps to obtain verifications and verify reports online with the goal of improving document authentication efforts in the admissions process.

### PRESENTER:

**Shelby Cearlely**, *Texas Tech University*



CREDENTIAL EVAL



# TUESDAY EVENTS AND SESSIONS (continued)

## **T6.7297 Mutual Recognition: The 24th Joint Meeting of the ENIC-NARIC Networks**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal EF

Two AACRAO members of the US Delegation to the June 2017 joint ENIC-NARIC Meeting in Copenhagen will share information on topics discussed, areas of interest, and issues of concern between the US and Europeans. This session will also compare and contrast the European and US approaches to credential comparison and recognition.

### **PRESENTERS:**

**Melanie Gottlieb**, AACRAO

**Johan Rognlie Roko**, Norwegian Agency for Quality Assurance in Education (NOKUT), Norwegian ENIC-NARIC

**Jasmin Saidi-Kuehnert**, Association of International Credentials Evaluators, Inc.

**Robert Watkins**, The University of Texas At Austin - Graduate and International Admissions Center



## **T6.7303 Native American Caucus**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Emerald Suite, East Tower, 4th Floor

Caucus members and prospective members are welcome to attend the Native American Caucus meeting.

### **FACILITATOR:**

**William DeWolf**, Emerson College



## **T6.7332 Collaborative Solutions to Records Management Challenges**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | Crystal J

This session will review the results of the 2017 records management survey, and will engage attendees in a discussion of those results, with a goal of finding solutions at their institutions. Come prepared with your questions about records management and be ready to brainstorm with other attendees.

### **PRESENTERS:**

**Susan Hamilton**, Rutgers University

**Martha Henebry**, AACRAO

**Wendy Kilgore**, AACRAO

**Nora McLaughlin**, Reed College



## *Best of the Best Sessions*

## **T6.7696 What New Parents & Students Need to Hear from the Registrar at Orientation**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | San Antonio

Everybody wants a piece of real estate at new student orientation, but it is not easy to get on the jam-packed agenda. Too often, critical information doesn't get shared with students and parents and unfortunately, they learn things the hard way as a result. This session will talk about creative ways a registrar's office was able to get on the agenda, and the critical information shared in ways that engaged and entertained the audience to help make it memorable.

### **PRESENTER:**

**Robert Lothringer**, Texas Woman's University



## **T6.7926 Breaking Through: Women Leaders on the Rise in Higher Education**

Tuesday, March 27, 5:00 p.m. – 6:00 p.m. | San Francisco

This session will share the latest data and trends on women's career advancement and leadership development at higher education institutions. The presenters will share their personal career pathways and lessons learned along the way. Attendees will also have an opportunity to engage in an interactive career-shaping activity to set them on course for continued development and achievement.

### **PRESENTERS:**

**Tania Castaneda**, Rutgers University - New Brunswick

**Anne Daly-Eimer**, Cumberland County College

**Melissa Lenhart Young**, DeSales University

**Bianca Thompson Owen**, University of Medicine and Dentistry of New Jersey



# TUESDAY EVENTS AND SESSIONS (continued)

## International Educators' Reception

(paid ticket required)

6:30 p.m. – 7:30 p.m. | Lobby Lounge Terrace

Expand your global network at the International Educators' Reception, which celebrates and recognizes our international participants and those who work with international students.

Entertainment at the reception provided by Forza, a brass quintet group formed at the University of Central Florida. It's comprised of current undergraduate and graduate students.

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## State & Regional Receptions

Check with your organization or the AACRAO Engage mobile app for additional scheduled receptions.

- **Illinois ACRAO (IACRAO)**  
**Tuesday, March 27, 6:00 p.m.**  
Yardhouse, 8367 International Dr, Orlando, FL 32819
- **Indiana ACRAO (IACRAO)**  
**Tuesday, March 27, 6:30 p.m.**  
Bahama Breeze, 8735 Vineland Ave, Orlando, FL 32821-6505
- **Kansas ACRAO (KACRAO)**  
**Tuesday, March 27, 6:30 p.m. – 8:00 p.m.**  
High Velocity at the World Center Marriott
- **Middle States ACROA (MSACROA)**  
**Tuesday, March 27, 6:30 p.m.**  
Falls Pool Bar & Grill at the World Center Marriott
- **New England ACRAO (NEACRAO)**  
**Tuesday, March 27, 5:30 p.m. – 6:30 p.m.**  
Latitude & Longitude (L&L) Restaurant at the World Center Marriott  
All AACRAO attendees from New England are invited to this happy hour. Appetizers and cash bar.
- **NJ-NY ACRAO**  
**Monday, March 26th, 7:00 p.m.**  
Texas de Brazil, 5259 International Drive, Orlando, FL 32819  
NOTE: Must RSVP to [treasurer@njnyacrao.org](mailto:treasurer@njnyacrao.org). Space is limited to 20.
- **Ohio ACRAO (OACRAO)**  
**Tuesday, March 27, 7:00 p.m. to 10:00 p.m.**  
Cooper's Hawk Winery and Restaurant, 8005 International Drive, Orlando FL 32819  
We have reserved a private meeting area for our OACRAO group. The cost is \$40 per person, which includes a family-style dinner and soda/coffee/tea. Adult beverages are available, but at an additional cost.
- **Rocky Mountain ACRAO (RMACRAO)**  
**Tuesday, March 27, 6:30 p.m. – 8:30 p.m.**  
Falls Pool Bar at the World Center Marriott  
Join us for light appetizers and networking!
- **Southern ACRAO (SACRAO)**  
**Tuesday, March 27, 6:30 p.m. – 8:00 p.m.**  
Siro Urban Italian Kitchen (Main Dining Room) at the World Center Marriott
- **UMACRAO and WACRAO Joint Reception**  
**Tuesday, March 27, 6:00 p.m. – 7:30 p.m.**  
High Velocity Sports Bar at the World Center Marriott



# Is Your Staff Prepared to Implement Your International Plan?

**AACRAO International** is committed to the professional development of your international admissions and credential evaluation staff. We offer affordable, customized training on a variety of topics, including (but not limited to):

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- Admissions Leadership Academy
- AACRAO International: Around the World
- Core Concepts of SEM
- Registrar 101 & FERPA



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[www.aacrao.org/professional-development/aacrao-on-the-road](http://www.aacrao.org/professional-development/aacrao-on-the-road)



Advancing Global Higher Education

# WEDNESDAY EVENTS AND SESSIONS

## Wednesday, March 28, 2018

### Registration

7:45 a.m. – 12:30 p.m.  
Cypress 1 Foyer

### AACRAO Film Festival

7:45 a.m. – 12:30 p.m.  
Cypress 2 Foyer

### Cyber Café Open

7:45 a.m. – 12:30 p.m.  
Cypress 1 Foyer

### Gaming/Networking Lounge

7:45 a.m. – 12:30 p.m.  
Cypress 2 Foyer

### AACRAO Bookstore Open

8:30 a.m. – 12:00 p.m.  
Palms Ballroom Foyer

### Speaker Lounge Open

7:30 a.m. – 10:30 a.m.  
Boston

### Fun Run

6:00 a.m.

Join us for a 1.5 or 3 mile loop around the Marriott. The trail begins just southwest of the main entrance to the hotel.

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Diamond Suite, East Tower, 5th Floor

### (W1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:00 a.m.

### (W2) Educational Sessions & Roundtable Discussions

9:15 a.m. – 10:15 a.m.

### (W3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:30 a.m.

### (W3) Emerging Leader Insight (ELI) Talks

10:30 a.m. – 11:30 a.m.

Anaheim

### (W4) Closing Plenary

11:45 a.m. – 12:45 p.m.

Cypress 3

*Presenter: Alan Alda, Actor, Writer, Director, and Science Advocate*

*Sponsored by National Student Clearinghouse*

### Program Committee Group Coordinators' Meeting

(2018-2019)

1:30 p.m. – 3:30 p.m.

Emerald Suite, East Tower, 4th Floor

### Board of Directors' Meeting

1:30 p.m. – 3:30 p.m.

Marriott Boardroom, 11th Floor

## (W1) Sessions and Roundtables

WEDNESDAY, MARCH 28, 8:00 A.M. – 9:00 A.M.

### W1.6746 Academic Regalia, Pomp & Circumstance: Traditions and Trends in Ceremonies

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Canary 4

This session will discuss the traditions and modern trends of academic regalia. Custom regalia, sashes, cords, pins, ribbons, and decorated mortar boards are some of the points covered. Session participants are encouraged to share examples of regalia traditions and trends from their own schools.

#### PRESENTER:

**John Hall**, *Southern Methodist University*



GRADUATION

### W1.6905 Virtual Reality in Higher Education

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal J

Tandon Vision is a virtual reality experience that takes viewers from a classroom to a mission on Mars. NYU Tandon's app is one of the first uses of VR as an admissions tool. Admitted freshman students are mailed VR cardboard devices along with information on how to download the app for free on Google Play and iTunes.

#### PRESENTER:

**Cindy Lewis**, *NYU Tandon School of Engineering*



EMERGENT TECH



TECHNOLOGY

### W1.7013 Title IX and the Role of the Registrar

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Miami

Now that Title IX Coordinators are active on all of our campuses and the stakes are even higher for compliance, the role of the registrar vs. the Title IX Coordinator when conducting investigations and collecting student records might be unclear. A Title IX Coordinator and registrar will provide you with guidance on navigating these new and complicated legal waters.

#### PRESENTERS:

**Brian Boyd**, *University of Central Florida*

**Helen Garrett**, *University of Washington - Seattle Campus*

**Abigail Malick**, *University of Central Florida*



COMPLIANCE



INTEGRITY

# WEDNESDAY EVENTS AND SESSIONS (continued)

## W1.7047 Roundtable: Discussion for Sending and/or Receiving Electronic Transcripts

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Canary 2

Come be a part of the growing electronic transcript community and share your experiences!

### FACILITATORS:

**W. Matthew Bemis**, *University of Southern California*  
**Jerald Bracken**, *Brigham Young University*  
**Jeff Elliott**, *University of Missouri - Columbia*  
**Patrick Elliott**, *Harford Community College*  
**Doug Holmes**, *Ontario Universities' Application Centre*  
**Joey LaConte**, *University of Colorado Boulder*  
**Michael Maysilles**, *Caldwell University*  
**Susan Reyes**, *San Diego State University*  
**Matt Schill**, *University of Nebraska at Omaha*  
**Monterey Sims**, *University of Phoenix*



DATA STEWARDSHIP

## W1.7064 Interstate Passport: Block Transfer of Lower Division General Education

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal PQ

Interstate Passport is a nationwide program that facilitates block transfer of lower division general education attainment based on learning outcomes and proficiency criteria. The goal is to minimize the need for students to repeat learning already achieved when they transfer to another institution, enabling them to complete their degree sooner and at a lower cost. Come find out how the program works, which institutions can participate, and what you'll learn about the academic progress of your former students.

### PRESENTERS:

**Katherine Springsteen**, *Western Interstate Commission for Higher Education (WICHE)*  
**Arthur Squire**, *Western Interstate Commission for Higher Education (WICHE)*



TRANSFER



GOALS

## W1.7074 Credential Evaluation Philosophies Examined: Year Counting, Benchmarking, and Three-Year Degrees

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | New York

This session examines the interesting intersections of philosophies on credential evaluation and explores the sometimes inconsistent application of the different credential evaluation philosophies of year counting and benchmarking.

### PRESENTERS:

**Melanie Gottlieb**, *AACRAO*  
**Ari Mihael**, *World Education Services, Inc.*  
**Robert Watkins**, *The University of Texas at Austin - Graduate and International Admissions Center*



CREDENTIAL EVAL

## W1.7082 There is an App for That! Leveraging Social Media in Your Admissions Funnel

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal MN

Want to learn how to communicate with Gen Z and Adult Learners? There is an app for that! Check out this session to learn about age demographic distinctives, entry social media pointers, and a few ideas on how to target your prospects.

### PRESENTER:

**Arnold Arredondo**, *Baptist College of Health Sciences*



SOCIAL MEDIA



EMERGENT TECH

## W1.7083 Caught in the Middle: Implementing a Prior Learning Assessment Program

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal AB

Prior learning assessment allows adult students to earn credit for their college-level learning from life and work experiences. It has been shown to increase persistence and graduation rates. However, implementing a prior learning assessment program involves change in many areas of the institution from marketing and enrollment to academics and student records. This session focuses on how registrars are often caught in the middle of competing interests, and what can be done to mitigate them.

### PRESENTER:

**Beth Doyle**, *Council for Adult and Experiential Learning*



CHANGE MGMT



COLLABORATION



PROBLEM SOLVING

# WEDNESDAY EVENTS AND SESSIONS (continued)

## W1.7088 Encouraging Progress: Change Management and Transgender Resources

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal G

Higher education standards for serving trans and non-binary students are rapidly advancing. Diversity and inclusion initiatives are central to many strategic plans, resulting in the need to change student information systems to accommodate variations of gender identity, pronouns, and chosen name. Not every institution has an updated SIS and dedicated staff. Learn how the university registrar can identify resources and develop policies and procedures at any institution.

### PRESENTER:

Ewa Nowicki, Amherst College



## W1.7090 Other Duties as Assigned

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Canary 3

Working at a small school can be really rewarding, but it often means wearing multiple hats. How do you negotiate the miscellaneous needs of your school while still making sure the basic tasks of your office are taken care of? Come and learn ways to find that balance and commiserate with others who have had the “other duties as assigned” part of their job description over-utilized.

### PRESENTERS:

Susan Hines, Longwood University

Blake Horridge, Claremont McKenna College

Wendy McMillian, Longwood University

Joseph Redington, Misericordia University

Maribeth Widelo, United States Merchant Marine Academy



## W1.7122 Look Into my Crystal Ball: The Art of Prediction-Driven Enrollment Success

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal EF

This panel discussion will describe how predictive analysis is accomplished on some Big Ten campuses, as well as how the analysis results are used to increase yield and ensure that enrollment targets are met. Learn how admissions predictive analysis can help you achieve the size and shape of your targeted enrollment.

### PRESENTERS:

Mike Cook, Michigan State University

Michael Hovland, University of Iowa



## W1.7127 Consensus-Building and Conflict Resolution: Keys to Constructive Engagement

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Los Angeles

This session focuses on strategies for enrollment officers to constructively engage in inter-departmental conflict by focusing on stakeholder interests. Leaders will learn techniques to de-escalate conflict and minimize defensive responses. Using principles of negotiation and mediation, the session focuses on strategies to effectively build consensus and move disparate parties beyond intractability and into healthy collaboration.

### PRESENTER:

Logan Key, Vanderbilt University



## W1.6754 You've Got a Friend in Me

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal CD

Does your institution have separate admission and registrar offices? Are you looking for ways to improve communication and better assist students? Come hear what your colleagues are doing and share your ideas. This session touches on how you can better communicate, collaborate and assist students under the Enrollment Management umbrella, and build strong relationships between staff from both departments. Topics covered include admissions decisions, records management, exceptions and more.

### PRESENTERS:

Valerie Kisseloff, Embry Riddle Aeronautical University Worldwide

Edward Trombley, Embry Riddle Aeronautical University Worldwide



## W1.7210 Looking Beyond: “We Are Not All the Same Asians!”

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | New Orleans

Not all Asian communities are big enough to handle individuals from different backgrounds. In fact, these communities may lack resources in areas such as English-language services, immigration and/or education consulting. However, the lack of culturally-sensitive resources may not be visible to the receiving party, such as an employer or a prospective school, therefore causing additional hardship because Asian communities are linguistically and culturally different.

### PRESENTER:

Bernard Ramos, Educational Perspectives, nfp



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W1.7243 International Document Overview: Diverse Admissions Roles

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | San Francisco

What are the advantages and disadvantages of diversifying admissions operations roles? We'll take an introductory look at the moment an applicant's academic document reaches an international admissions office, how different admissions staff members might evaluate the document employing separate perspectives and tools, and the resulting effects on the admissions decision.

### PRESENTERS:

**Grant Adams**, *Indiana University*  
**Danielle Wenning**, *Indiana University*



## W1.7264 Prepping for Promotion: The Journey and Beyond

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Anaheim

In this session, seasoned professionals will share lessons learned from their journeys with a focus on mentorship as well as life after the registrar/admissions world, specifically consulting. Session participants will also have the opportunity to examine what they can do ready themselves for career progression.

### PRESENTERS:

**Brad Myers**, *The Ohio State University*  
**Roslyn Perry**, *The Ohio State University*



## W1.7274 Revenue and the Registrar: New Business Models in a Digital Age

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal KL

Technology often drives process change—leading to greater efficiency, better student service, and more opportunities to facilitate student success. However, many of our offices have business models anchored in old practices, which produce revenue like transcripts and the application for graduation. In the digital age, with predictive analytics and proactive approaches, how do we build new business models that support our offices?

### PRESENTERS:

**Mark McConahay**, *Indiana University - Bloomington*  
**John Papinchak**, *Carnegie Mellon University*  
**Joellen Evernham Shendy**, *University of Maryland - University College*



## W1.7697 Creating a Championship Culture

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | San Antonio

It's not a stretch to look at your peers as a team, but what does that really mean? How can you be the best teammate? What happens when your supervisor is actually your coach? Learn how a former national champion and college softball coach is applying the lessons she taught her athletes to her current position in the University of Iowa Office of the Registrar.

### PRESENTER:

**Rebecca Keogh**, *University of Iowa*



## W1.7885 AACRAO and Federal Relations Update

Wednesday, March 28, 8:00 a.m. – 9:00 a.m. | Crystal H

Join AACRAO's Director of Government Relations, William Gil, and AACRAO federal relations staff for an update on federal legislation and public policy matters impacting the work of AACRAO members and their institutions.

### PRESENTERS:

**William Gil**, *AACRAO*  
**Michelle Mott**, *AACRAO*



## (W2) Sessions and Roundtables

WEDNESDAY, MARCH 28, 9:15 A.M. – 10:15 A.M.

## W2.6874 Best Practices in Building High Volume Transfer Credit

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Anaheim

This session will provide an overview of the best practices and theoretical designs for implementing high-volume transfer credit processes. Topics to be explored in this session include the philosophical design an institution could use when trying to enhance transfer credit operations from process improvement, as well as technological design perspectives.

### PRESENTER:

**Marc Booker**, *University of Phoenix*





# WEDNESDAY EVENTS AND SESSIONS (continued)

## W2.6894 Advising Online Students by Building Relationships

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Los Angeles

This session explores California Baptist University's efforts to build a student service advising model that serves online degree-seeking students. Changing the way we think of student advising by combining fundamental academic advising methods with technological resources and a culture of transparency can provide the kind of service one has come to expect from online retail services, while still maintaining a relationship found in traditional higher education settings.

### PRESENTERS:

**Rhonda Moll**, *California Baptist University*  
**Rich Simpson**, *California Baptist University*



## W2.6902 Upgrading to Banner 9: A Panel Discussion

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal G

Join us for a panel discussion on managing the upgrade to Banner 9. Panelists will discuss project road maps; where they are in the upgrade process; how they are tackling change management and user training; strengths and challenges of technical support; and what they have accomplished and learned so far as they share wisdom about unique experiences at their schools.

### PRESENTERS:

**Kenneth Foshee**, *University of Alabama*  
**Shonna Marshall**, *Yale University*  
**Rebecca Mathern**, *Oregon State University*  
**Jerry Ross**, *Purdue University - Main Campus*  
**Emily Shandley**, *Yale University*



## W2.6953 Academic Scheduling Study: Aligning Class Schedules with Student Completion

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal MN

SLCC conducted a review of its scheduling practices and student needs to better align its class offerings. This presentation will include recommendations from: student surveys; forums with students, faculty, and administrators; site visits to exemplary colleges in Florida, Tennessee, and Arizona; a scheduling process analysis; and a historical schedule analysis.

### PRESENTER:

**Katrina Green**, *Salt Lake Community College*



## W2.7033 When Your Students Don't "Fit" in Your System's Boxes

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Miami

From pronunciations to pronouns, to reporting, to integrations and providing secure data access to select campus constituents, the registrar is integral to changing campus policies and procedures. In this session, panelists will share their evolving solutions to records management, compliance reporting, and other regulation issues for students who change their gender identity and/or preferred names. Campus responses to the other needs of changing student demographics will also be discussed.

### PRESENTERS:

**Holly Halmo**, *New York University*  
**Daniel Weber**, *Northeastern Illinois University*  
**Kristi Wold-McCormick**, *University of Colorado Boulder*  
**Julia Pomerenk**, *University of Oregon*



## W2.7070 NCAA Eligibility Certification: Our Rules or Theirs

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal CD

The eligibility requirements of the NCAA are complex and don't always align with institutional policy. This presentation will provide a basic overview of eligibility requirements for freshman, continuing, and transfer students before focusing on several areas where the NCAA rules and your institutional practices may differ.

### PRESENTER:

**Aimee Leturmy**, *Florida State University*



## W2.7078 Registrars as Moral Leaders: Navigating Bias and Other Ethical Minefields

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal H

Are you ethical at work? Registrars have an opportunity and a responsibility to recognize the moral significance of their actions and decisions. This session will introduce time-tested approaches to ethical reasoning, and briefly cover research on the impact of human bias. We will then apply those frameworks to what we do, as registrars. We will save time for audience discussion.

### PRESENTERS:

**Margo Landy**, *University of the Pacific*  
**Michael Santarosa**, *Westminster College*



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W2.7109 Transcriptese 101: A Course in Learning How to Read Global Transcripts

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal J

Learning to “read” native language documents from around the globe is an important skill in the field of international credential evaluation. This session will cover China and many other top sending countries’ academic records.

### PRESENTER:

**Peggy Hendrickson**, *Transcript Research*



## W2.7120 Study Abroad School of Record Relationships: Transcripts and Beyond

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal KL

Tulane University is the new School of Record for CIEE, but the relationship goes far beyond just producing a transcript. Presenters from both institutions will discuss the benefits and challenges associated with setting up a successful School of Record relationship—from the articulation of a Memorandum of Understanding, to technical and administrative considerations, to advancement of institutional strategy—while ensuring transparency, service to students, and academic quality assurance.

### PRESENTERS:

**Kathy Martin**, *Council on International Educational Exchange*

**Scott Pentzer**, *Tulane University*

**Colette Raphel**, *Tulane University of Louisiana*



## W2.7135 Dealing with Complicated and Rigid Exam Processes

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | San Francisco

Examinations are an integral part of the law school academic process, but sometimes dealing with and developing exam schedules can be a complicated process, especially when one has to factor in anonymous exam administration, use of secure exam software, and keeping students in compliance. This session will help you understand law school exams, what you need to do, and how you can cope effectively.

### PRESENTERS:

**Denise Boessen**, *University of Missouri - Columbia*

**Ann Hurt**, *St. John's University - New York*

**Colleen Timmons**, *Tulane University Law School*



## W2.7077 Enrollment Re-imagined: It Doesn't Have to Be That Difficult!

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal EF

In an enrollment environment comprised of multiple systems and multiple user interfaces, students found it cumbersome to enroll in classes at the University of Wisconsin - Madison. This session will provide a review of the issues faced by students, an overview of the usability-focused project, and demo of the final product released in Summer 2017.

### PRESENTER:

**Aaron Apel**, *University of Wisconsin - Madison*



## W2.7179 Roundtable: Challenges in International Admissions

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Canary 2

Join this roundtable discussion to share with your colleagues and learn from others. Discuss the challenges and pick the brains of your colleagues on how they approach tough issues in international admissions, recruitment, and study abroad.

### FACILITATORS:

**Andrea Armstrong**, *University of Toronto*

**Charles Carabello**, *University of Georgia*



## W2.7235 Enrollment and Financial Aid Joining Forces to Create a New Service Model

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal AB

Student Central is the new combined service area at Bellevue College, which has completely redesigned the service approach model for enrollment services and financial aid. It involved physically redesigning the space as well as modifying the approach to serving students in a transformational way rather than just a transactional one. We will discuss the challenges, the joys, and the outcomes of this endeavor.

### PRESENTERS:

**Renee Allen**, *Bellevue College*

**Steve Downing**, *Bellevue College*

**Michelle Robertson**, *Bellevue College*

**Melanie Ruiz**, *Bellevue College*



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W2.7259 Inspiring Transformational Authentic Leadership

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Crystal PQ

Leadership is manifested in various ways throughout an organization. Leadership characteristics can be found among anyone who demonstrates the true drive to influence organizational change. This session will explore how one leader inspired authentic and transformational leadership within her department.

### PRESENTER:

**Bianca Thompson-Owen**, *Rutgers Biomedical and Health Sciences*



## W2.7275 A Great Marriage: Advisor and University Registrar

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | Canary 4

At Longwood University, undeclared students are advised by staff in the University Registrar's Office. Join us as we share how our advisors manage being advisors and auditors, how a partnership with career services helps our students explore career options, and our excitement about where we can take this service in the future.

### PRESENTERS:

**Susan Hines**, *Longwood University*

**Heidi Hoskinson**, *Rogers State University*

**Kate Morgan**, *Longwood University*



## W2.7284 Advancing the Mission of Data Governance and Data Stewardship

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | New Orleans

As the stewards of student academic data, registrars play a critical role in guiding business intelligence initiatives at our institutions. In this session, we will discuss best practices for data governance and ways registrars can play an active role in the ever-expanding consumption and analysis of student data.

### PRESENTER:

**Doug McKenna**, *American University*



## W2.7256 Take a Break! Dealing with Student Leaves-of-Absence

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | New York

Students taking time off for travel, alternative study, personal growth, or employment has become commonplace, and for Registrars administering leaves, it is routine. Yet curricula, financial aid, retention and graduation rates are all affected by these actions. This session will drill-down into misunderstood, often obscure, rules from all places the financial-aid world that closely govern how Registrar's (!) are to administer leaves and report them to the National Student Clearinghouse.

### PRESENTER:

**Andrew Hannah**, *University of Chicago*



## W2.7993 Inclusion and Access to Higher Education for Displaced and Vulnerable Populations, Part 1

Wednesday, March 28, 9:15 a.m. – 10:15 a.m. | San Antonio

This session will give an update on current global initiatives that have been implemented to support access to higher education for displaced peoples, and will highlight innovative strategies and resources for university and student engagement. Both North American and European initiatives will be highlighted, including IIE's PEER project, the Article 26 Backpack™, the NOKUT EQPR, as well as domestic grass-roots efforts on our U.S. campuses. Part 2, which is a roundtable discussion, will take place at 10:30 in the San Antonio room.

### PRESENTERS:

**Staci Bernhard**, *Florida International University*

**Katherine Miller**, *IIE*

**Annetta Stroud**, *AACRAO International*



# WEDNESDAY EVENTS AND SESSIONS (continued)

## (W3) Sessions and Roundtables

WEDNESDAY, MARCH 28, 10:30 A.M. – 11:30 A.M.

### W3.6732 Higher Education Trials & Tribulations

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal AB

Have you ever thought you should write a book about what happened in your office, because no one would believe it? You will be placed in groups and given several scenarios that have come across our desks from real-life situations. When we share with open dialogue, we can learn from each other and come away hopefully better prepared to handle the next trial or tribulation.

#### PRESENTERS:

**Darlene Benzenberg**, *Orange County Community College*  
**Rajeev Jayadeva**, *Pratt Institute*



### W3.6872 UGC vs NAAC vs AICTE: What is the Difference and Does It Matter?

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal KL

Traditionally, approval of universities in India has been performed by the University Grants Commission (UGC). However, the National Assessment and Accreditation Council (NAAC) has become a recent player in the accreditation scene. Also, more programs have emerged now with approval by the All India Council for Technical Education (AICTE). How does this compare against recognition by the UGC and the NAAC? This session will help tackle these questions and more!

#### PRESENTERS:

**Johan Roko**, *NOKUT*  
**Ujjaini Sahasrabudhe**, *University of Southern California*  
**Emily Tse**, *International Education Research Foundation*



### W3.6877 Regipedia: Using a Wiki to Better Document Your Departmental Processes

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Miami

Many offices use Word docs, or even paper binders, to document their departmental processes, policies, and positions. This session will demonstrate how a wiki can make this type of documentation easier, faster, and more flexible. We will look at how to use wikis, how a departmental wiki might be organized and maintained, and some of the tools that can be used to create wikis.

#### PRESENTERS:

**Leesa Beck**, *University of California - Santa Barbara*  
**Michael Burke**, *Harvard University*  
**Sara Cook**, *University of California - Santa Barbara*



### W3.6922 First-Time Attendee Feedback and Wrap-Up

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Canary 2

All first-time AACRAO Annual Meeting participants are encouraged to join in this session to provide input, share experiences, and continue networking. Your input helps the AACRAO Program Committee plan more effective and meaningful programming at future meetings.

#### FACILITATOR:

**Alana Davis**, *Randolph-Macon College*



### W3.6972 What Do Registrars, Faculty, and Deans Need to Know About Financial Aid?

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal G

Federal financial aid eligibility is essential for almost all institutions. Specifically, this session will cover the important financial aid issues that impact the academic area and registrars. Federal enrollment reporting requirements, academic eligibility standards, eligible courses, and required policies can cause problems. Policies and procedures can be developed to meet requirements and provide assistance to students.

#### PRESENTERS:

**Allene Curto**, *Springfield College*  
**Keith Ingalls**, *Springfield College*



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W3.7021 International Student-Athlete Topics

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal MN

In this session you will learn about trends and topics that impact international student-athletes. You'll learn the comparability of these international records to the U.S. system, particularly with an athletic eligibility focus. An expert panel will explore topics at all levels of athletics.

### PRESENTERS:

**Robert Berwick**, *Stetson University*

**Jennifer Hoffman**, *University of Washington*

**Garrett Seelinger**, *National Association of Intercollegiate Athletics (NAIA) Eligibility Center*



## W3.7925 From Proposal to Delivery: Creating Your Engaging Presentation Story

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | New Orleans

Can you plan and deliver a conference session that ends with enthusiastic audience applause? Whether you are a new presenter or one looking to update your conference skills, we will introduce you to current conference trends in session formats and the tools and techniques for creating sessions that keep your audience engaged.

### PRESENTER:

**Linda Smith**, *AACRAO*



## W3.7043 Got Data? Best Practices in Extracting OCR Data for Electronic Transcripts

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | New York

Student data doesn't always come nicely wrapped as an electronic transmission. A large portion of transcripts are still received as paper or pdf. There are methodologies in place to leverage data extraction and processing in order to get to the electronic data. There will be an opportunity to get answers on how to move forward and see what the potential is to make your system more integrated.

### PRESENTER:

**Susan Reyes**, *San Diego State University*



## W3.7068 Roundtable: Small College Admissions

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Canary 3

This will be a discussion of hot topics, campus concerns, and best practices in small college admissions offices. Small colleges are defined as those with enrollments of 1 - 5,000 students.

### PRESENTERS:

**Heidi Hoskinson**, *Rogers State University*

**Rose Mwayungu**, *Eastern Virginia Medical School*



## W3.7084 The Priority Registration Premise and Evolving Student Records Systems

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal CD

This session will provide an analysis of early registration practices at the University of Arizona, and how new electronic registration systems and old registration policies are competing with one another. It will incorporate survey data about current institutional practices and highlight trends and anomalies.

### PRESENTERS:

**Beth Acree**, *University of Arizona*

**Cori Cashen**, *University of Arizona*



## W3.7157 Effective Staff Training

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Los Angeles

This session will offer ideas on how to effectively plan and execute staff training. It will also look at how external factors, including supervisor support, employee motivation, age and cognitive ability, impact employees' ability to learn, and will provide strategies to design more effective staff training.

### PRESENTER:

**Erin Mason**, *University of Connecticut*



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W3.7165 Feed the Beast: A Multi-Faceted Approach to Operational Data Requests

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal J

Does your institution have a difficult time keeping up with data requests from your faculty and administration? Are you interested in finding ways to alleviate that pressure and empowering your constituents? This session will explore a variety of methods through which the Office of the University Registrar at The University of Alabama has shared operational data with the faculty and administration in support of organizational planning, student success metrics, and retention initiatives.

### PRESENTER:

**Denny Savage**, *University of Alabama*



## W3.7208 China's Compulsory Higher Education Courses: Evaluation and Transfer

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal PQ

This session will provide insight and guidance on institutional evaluation of transfer credit from Chinese universities. We will discuss the importance of Marxist ideology on China's compulsory postsecondary education, and the ways this philosophy shapes the government's approach to higher education.

### PRESENTERS:

**Wangyun Chao**, *University of Colorado at Colorado Springs*

**Margaret Wenger**, *Educational Credential Evaluators, Inc.*



## W3.7226 Managing Vendor Relationships

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Canary 4

Working with vendors and consultants to implement new software and projects is becoming a necessity as institutions look for ways to increase efficiency and provide better service. The presenters will share tips for the strategic elements of selecting a vendor or consultant, as well as the tactical side of the managing the relationship once the contract has been signed.

### PRESENTERS:

**Lisa Emery**, *University of Michigan - Ann Arbor*

**Jeremy Traska**, *University of Wisconsin - Madison*



## W3.7253 Incorporating Environmental Context Data into Admissions and Retention

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal H

Researchers and practitioners will share results and lessons learned from piloting the College Board's Environmental Context Dashboard, which brings together contextual information regarding an applicant's neighborhood, educational opportunities, and academic performance. We will discuss how the data influenced admissions decisions, how it's currently being used in the admission process, and share plans for future research and use.

### PRESENTER:

**Michael Hurwitz**, *The College Board*



## W3.7337 Combating the 'It Costs Too Much' Conversation

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Crystal EF

As recruiters, we serve as the 'face' of the institution—even parts of the institution that we do not necessarily control. One of the biggest challenges for an admissions recruiter is navigating the financial aid conversation, particularly when a student or parent says your institution 'costs too much.'

### PRESENTER:

**Kate Amburn**, *Carson-Newman University*



## W3.7888 A Conversation on the Purdue/Kaplan Agreement

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | San Francisco

Come join our conversation with the registrars of Purdue and Kaplan Universities to discuss the recent Purdue acquisition of Kaplan University. How will this work? How will the partnership operate? Will each university maintain its own brand as distinct and separate institutions? How will students transfer from one institution to the other? Are there plans for combining and sharing programs and curriculum? Join the conversation and ask questions.

### PRESENTERS:

**Allegra Fowler**, *Kaplan University*

**Mark McConahay**, *Indiana University - Bloomington*

**Jerry Ross**, *Purdue University - Main Campus*



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W3.7994 Inclusion and Access to Higher Education for Displaced and Vulnerable Populations, Part 2

Wednesday, March 28 10:30 a.m. – 11:30 a.m. | San Antonio

Join us for our roundtable discussion on inclusion and access to higher education for displaced and vulnerable persons. This will be a continuation of Part 1.

### PRESENTERS:

**Staci Bernhard**, *Florida International University*

**Katherine Miller**, *IIE*

**Annetta Stroud**, *AACRAO International*



## W3.7491 Emerging Leader Insights (ELI)

Wednesday, March 28, 10:30 a.m. – 11:30 a.m. | Anaheim

Hear past recipients of the AACRAO Emerging Leader Award share their stories about their journeys through the realm of higher education and what inspires them to excel in their professional roles.

### PRESENTERS:

**Tim Amyx**, *Volunteer State Community College*

**Karee Head**, *University of Idaho*

**Tiffany Robinson**, *Western Kentucky University*

**Bianca Thompson-Owen**, *Rutgers Biomedical and Health Sciences*

**Kristin Waters**, *Borough of Manhattan Community College*



## W4.7763 Closing General Session If I Understood You, Would I Have this Look on my Face?

Wednesday, March 28, 11:45 a.m. – 12:45 p.m. | Cypress Ballroom 3



Acclaimed actor, director, writer, and science advocate—Alan Alda—will deliver the closing address at the 2018 Annual Meeting in Orlando. A recipient of the National Science Board's Public Service Award, Alda is a visiting professor at and founding member of Stony Brook University's Alan Alda Center for Communicating Science. His new company, Alda Communication Training (ACT), based on The Alda Method™, teaches effective

face-to-face and written communication. He will relay anecdotes from his latest publication, "If I Understood You, Would I Have This Look on My Face?" and share how applying communication tools can help us to better listen to and understand each other.

### PRESENTER:

**Alan Alda**, *Actor, Writer, Director, and Science Advocate*

We will have pre-signed books available for purchase after the General Session. Join us outside of Cypress 3.

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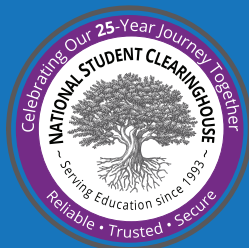


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## **“Building Stronger Postsecondary Pathways: Metrics to Help Drive Improvement in Student Completion and Transfer”**

Monday, March 26 • 10:30-11:45 am • St. Louis Room

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## Strategic Enrollment Management Endorsement Program

AACRAO's Strategic Enrollment Management Endorsement Program (SEM-EP) is designed to provide a well-defined professional development program and career advancement track for enrollment service professionals. For the individual, completion of the program is a valuable addition to a resume and a formal recognition by AACRAO regarding professional readiness to conquer current and future challenges in the field. For the institution, the program will offer a better way to evaluate the preparedness of prospective employees for SEM positions.

### How long is the program?

The SEM-EP is tied to the most recent SEM material and trends in the field. The program is designed to be completed in 12 to 18 months.

### What do I receive when I complete the program?

AACRAO will provide you with official documentation to verify your successful completion of the SEM-EP professional development curriculum. Graduates will be listed on the AACRAO SEM-EP national web registry.

### Program Eligibility

- Five years experience in the field of SEM (Registrar, Admissions, Recruitment, Financial Aid or related fields as determined by the SEM-EP program committee).
- Individual must be employed (full or part time) by an "accredited" post-secondary institution.
- Provide a one page vita or resume reflecting career experience, professional accomplishments and education.
- Hold a minimum of an earned baccalaureate degree from an accredited institution.

### Curriculum

The SEM-EP faculty are drawn from highly experienced professionals in the field of enrollment service.

#### 1. SEM 101 Online Course

A four week course to develop a baseline understanding of SEM.

#### 2. Webinars

Three pre-recorded webinars on topics focused on key components of SEM.

#### 3. Field Visits

Visits to three approved institutions of distinct types followed by a written report guided by prescribed questions. In addition, **attendance at the AACRAO Annual Meeting or AACRAO SEM Conference will fulfill one of the field visit requirements.**

#### 4. Capstone Research Experience

All SEM-EP candidates are expected to conduct a brief research capstone project during the course of the curriculum. The assignment focuses on tracking and analyzing a local population of students from the candidate's institution and concludes by reporting conversion outcomes or conducting an annotated literature research project.

[Learn more at aacrao.org/SEM-EP](http://aacrao.org/SEM-EP)

For more information on this and other professional development opportunities, visit: [aacrao.org](http://aacrao.org)



Advancing Global Higher Education

**CONGRATULATIONS**

**SEM Endorsement  
Program Graduates!**

In the last year, 9 enrollment management professionals have earned AACRAO's Strategic Enrollment Management Endorsement. These graduates have demonstrated an increased knowledge of enrollment management practices and an understanding of the core concepts of SEM, which culminated in a final capstone experience, as they earned the only SEM endorsement in the field. Please join AACRAO in saluting these colleagues!

**Susan Allan**

Associate Director, International Student Initiative  
The University of British Columbia

**Erin Alonzo**

Associate Vice President for Enrollment Management  
SUNY-Buffalo State

**Christine Atkinson**

Enrollment Manager  
Metropolitan Community College - Longview

**Faith LaShure**

Dean for Enrollment  
Waubensee Community College

**Maria L. Martinez, Ph.D.**

Associate Vice President for Enrollment Management  
San Francisco State University

**Eric Studebaker**

Chief Student Services Officer  
Columbia Gorge Community College

**Kristen Taylor**

Senior Regional Director of Enrollment Management  
Miami University

**Tyler Williams**

Director of Admissions  
Brigham Young University -Idaho

**Toni Y. Woolfork-Barnes**

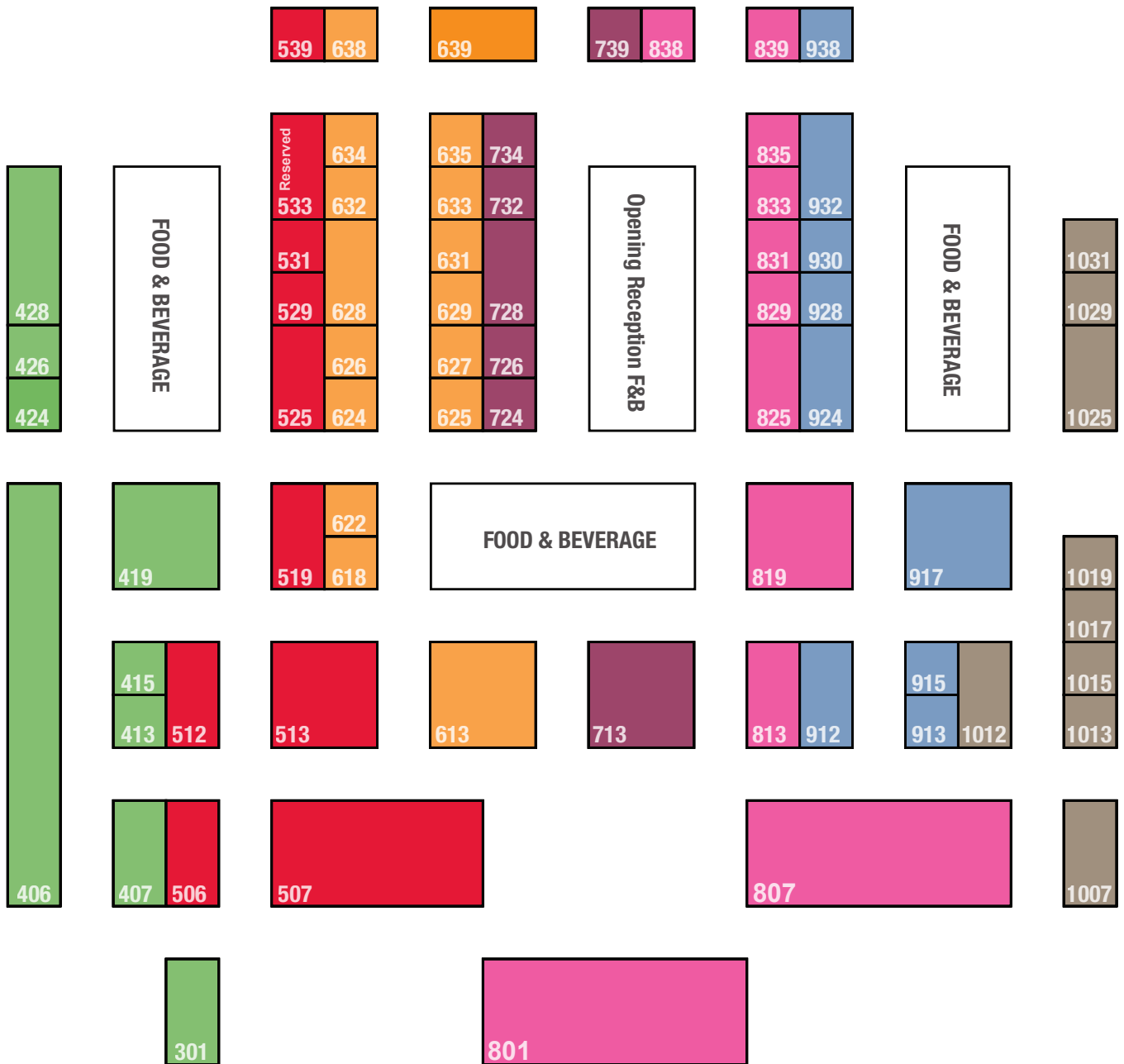
Director of Student Transitions  
Western Michigan University

SEM-EP can be started in any month of the year and is currently accepting new applications. It is a 12-18 month program that promotes industry competency and readiness, develops expertise in the field of strategic enrollment management and provides a thorough and vetted curriculum from leading enrollment professionals.

To learn more about SEM-EP, view all SEM-EP graduates, learn about their capstone projects, and to connect to their LinkedIn profiles, visit the National Registry at [aacrao.org/semep](http://aacrao.org/semep).



# EXHIBIT HALL FLOOR PLAN





# EXHIBIT LIST AND BOOTH NUMBERS

**AACRAO**  
Booth #801

**AACRAO Consulting**  
Booth #301

**Ad Astra Information Systems, LLC**  
Booth #912

**Advantage Design Group**  
Booth #934

**Army Recruiting**  
Booth #428

**Association of International  
Credential Evaluators (AICE)**  
Booth #915

**BMI Digital Reel**  
Booth #622

**Cambridge Assessment  
International Education**  
Booth #829

**Campus Management Corp.**  
Booth #724

**China Higher Education Student  
Information and Career Center  
(CHESICC)**  
Booth #629

**Cognomos**  
Booth #1015

**College Scheduler by Civitas Learning**  
Booth #613

**CollegeNET, Inc.**  
Booth #519

**CollegeSource, Inc.**  
Booth #513

**CourseLeaf from  
Leepfrog Technologies**  
Booth #819

**Credentials Solutions**  
Booth #419

**Deloitte Consulting LLP**  
Booth #635

**DIGARC**  
Booth #713

**DME Delivers**  
Booth #1031

**DocFinity**  
Booth #618

**Educational Credential Evaluators**  
Booth #835

**EducationUSA**  
Booth #1013

**EduNav**  
Booth #531

**Ellucian**  
Booth #525

**EMPOWER Student  
Information System**  
Booth #415

**EMS Software**  
Booth #632

**Feel Good, Inc.**  
Booth #1017

**Gecko Engage**  
Booth #738

**GradImages**  
Booth #539

**Headshot Studio**  
Booth #917

**Herff Jones LLC**  
Booth #628

**Higher Education Publications, Inc**  
Booth #626

**HighPoint Technology Solutions, Inc.**  
Booth #739

**Hobsons**  
Booth #625

**Hyland**  
Booth #813

**Infosilem**  
Booth #512

**Inside Higher Ed**  
Booth #413

**International Education Research  
Foundation - IERF**  
Booth #913

**Jenzabar**  
Booth #506

**Jonesville Paper Tube Corporation**  
Booth #726

**Jostens**  
Booth #924

**Kickwheel**  
Booth #638

**Kuali**  
Booth #1019

**Laserfiche**  
Booth #728

**Lifetouch Special Events**  
Booth #1012

**Micah's Printing**  
Booth #831

**Mongoose**  
Booth #631

**National Student Clearinghouse**  
Booth #807

**Oracle**  
Booth #732

**Paradigm**  
Booth #825

**Parchment**  
Booth #507

**Pearson Education/PTE Academic**  
Booth #930

**PESC**  
Booth #833

**Poster Sessions**  
Booth #406

**Qnomy**  
Booth #928

**ReUp Education**  
Booth #932

# EXHIBIT LIST AND BOOTH NUMBERS (continued)

**SCRIP-SAFE Security Products**  
Booth #529

**Sierra-Cedar, Inc.**  
Booth #627

**SmartCatalog**  
Booth #1025

**SpanTran The Evaluation Company**  
Booth #426

**Stellic Inc**  
Booth #633

**The Award Group**  
Booth #838

**The National Society of  
Collegiate Scholars (NSCS)**  
Booth #634

**Unit4**  
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**Workday, Inc**  
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**World Education Services**  
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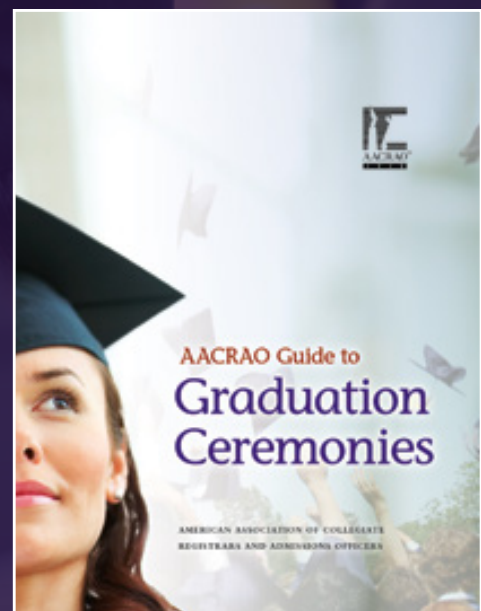
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American Association of Collegiate  
Registrars and Admissions Officers



# EXHIBITORS AND CONTACTS

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## AACRAO

**Booth 801**

Janie Barnett  
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**Email:** [corporateinfo@aacrao.org](mailto:corporateinfo@aacrao.org)  
**www.aacrao.org**

The American Association of Collegiate Registrars and Admissions Officers (AACRAO) is one of the nation's oldest and largest higher education associations. Widely regarded as the leading authority on the emerging field of enrollment management, the association is a recognized source of information on student admissions, academic records, and international education. AACRAO serves as an independent advocate for the collegiate sector on a broad range of policy issues in Washington. The Association's policy agenda is founded on the principles of academic autonomy, access and accountability.

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## AACRAO Consulting

**Booth #301**

Nicole Spero  
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## Ad Astra Information Systems, LLC

**Booth #912**

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Ad Astra Information Systems™, L.L.C., offers data-informed software solutions and consulting that help institutions better allocate resources and forecast student course demand. Partnerships with the SaaS company help campuses achieve improved resource stewardship and student outcomes. To learn more about strategic scheduling contact Sarah Collins, Chief Client Experience Officer, at [scollins@aais.com](mailto:scollins@aais.com).

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## Advantage Design Group

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## Association of International Credential Evaluators (AICE)

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AICE is a non-profit professional association for those involved in international credential evaluations. AICE's mission is to establish standards and best practices in the international credentials evaluation field, advance comparative education research, facilitate the global flow and assimilation of the international community and provide unmatched credential evaluation expertise. AICE membership provides access to information, research and experts in the comparative education field.

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## BMI Digital Reel

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## China Higher Education Student Information and Career Center (CHESICC) **Booth #629**

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CHESICC is the only MOE-authorized institution to carry out verification service for Chinese academic qualifications. With its national student record database, it officially authenticates and evaluates high school diploma, Gaokao results, college student enrollment status, graduation certificate, academic transcript, etc. As one of the executive committee members of Groningen Declaration, CHESICC promotes the idea of exchanging credentials electronically, especially in PDF, XML, or EDI format.

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## Cognomos **Booth #1015**

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## CollegeNET, Inc. **Booth #519**

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## Educational Credential Evaluators

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[www.ece.org](http://www.ece.org)

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## EduNav

**Booth #531**

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## Ellucian

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## GradImages

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## Hobsons

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## Hyland

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# EXHIBITORS AND CONTACTS

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## Micah's Printing

**Booth #831**

Micah Bertin  
1055 Westlakes Drive, Suite 300  
Berwyn, PA 19312  
**Phone:** 610-727-4068  
**Fax:** 610-727-4363  
**Email:** micah@micahprinting.com

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## Mongoose

**Booth #631**

Dave Marshall  
6506 E Quaker Street, Suite 202  
Orchard Park, NY 14127  
**Phone:** 516-9829037  
**Email:** dave@mongooseresearch.com  
[www.mongooseresearch.com](http://www.mongooseresearch.com)

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## National Student Clearinghouse

**Booth #807**

Christian Lau  
2300 Dulles Station Blvd., Suite 220  
Herndon, VA 20171  
**Phone:** 703-742-4200  
**Email:** service@studentclearinghouse.org  
[www.studentclearinghouse.org](http://www.studentclearinghouse.org)

This year, the National Student Clearinghouse is celebrating its 25th anniversary as education's trusted partner. Founded as a nonprofit by the higher education community in 1993, the Clearinghouse has become the leading provider of educational reporting, data exchange, verification, and research services with more innovations on the way. We can't wait to share our latest service updates with you, including what's new with Enrollment Reporting and our compliance resources; our line of FAST, FASTER and FASTEST Transcript Services and new NSC SecurePrint option; our new StudentTracker Premium Service and how it can transform your understanding of student pathways; our solutions supporting student mobility, including Reverse Transfer and our Myhub student portal; and much more. 25-years and counting, our journey together continues!

---

## Oracle

**Booth #732**

Kelly Dewispelaere  
500 Oracle Parkway  
Redwood Shores, CA 94065  
**Email:** kelly.dewispelaere@oracle.com  
[www.oracle.com/industries/higher-education/index.html](http://www.oracle.com/industries/higher-education/index.html)

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## Paradigm

**Booth #825**

Elizabeth Kunde  
2600 Performance Ct  
Virginia Beach, VA 23453  
**Phone:** 757-333-4823  
**Fax:** 800-842-3080  
**Email:** elizabethk@paradigm-corp.com  
[www.paradigm-corp.com](http://www.paradigm-corp.com)

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[www.parchment.com](http://www.parchment.com)

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# EXHIBITORS AND CONTACTS

## PESC

Booth #833

Jennifer Kim  
1250 Connecticut Ave NW, Suite 700  
Washington, DC 20036  
**Phone:** 202-261-6514  
**Fax:** 202-261-6517  
**Email:** Jennifer.kin@PESC.org  
**www.PESC.org**

Established in 1997 at the National Center for Higher Education, PESC is a 501(c)(3) non-profit. Using open and transparent community participation, PESC enables cost-effective connectivity between data systems to accelerate performance & service, simplify data access & research, and improve data quality along the Education lifecycle. PESC envisions global interoperability within the Education domain, supported by a trustworthy network in which data flows securely, digitally, and seamlessly from one community or system to another without compatibility barriers.

## ReUp Education

Booth #932

Ashley Devitte  
2 Shaw Alley  
San Francisco, CA 94105  
**Email:** ashley@reupeducation.com  
**www.reupeducation.com/**

ReUp is the only organization in higher education focused exclusively on solving the 30 million student stopout crisis. We partners with universities to re-enroll students with a unique approach that blends data, technology and people. Our data and technology generates a personalized plan that is tailored to support individual student's life challenges. In working with more than 60,000 stopout students, ReUp has developed a deep, data-driven understanding of this unique, fragile and often underrepresented population. In the last year, ReUp brought back nearly 3,500 students and recaptured \$15 million in tuition revenue for its university partners.

## PTE Academic

Booth #930

Shailly Jain  
221 River Street  
Hoboken, NJ 07030  
**Phone:** 903-4745972  
**pearsonpte.com**

PTE Academic is a computer-based academic English language test aimed at non-native English speakers wanting to study abroad. It tests Reading, Writing, Listening and Speaking. Thousands of prestigious institutions worldwide accept our scores. Test sessions run over 360 days a year in more than 50 countries worldwide including India, China and Saudi Arabia.

## SCRIP-SAFE Security Products

Booth #529

Kevin Hickey  
136 Commerce Blvd  
Loveland, OH 45140  
**Phone:** 800-736-7319 x116  
**Fax:** 513-697-7891  
**Email:** khickey@scrip-safe.com  
**www.scrip-safe.com**

Founded in 1989, SCRIP-SAFE Security Products, Inc. has been a leader in document security solutions for higher education for over 25 years. Serving over 2500 institutions, we're the largest supplier of transcript security paper in the country. Over 1000 colleges and universities also depend on SCRIP-SAFE for their diploma needs - whether it's through in-house printing with Diplomas on Demand or full service fulfillment with Diplomas on Demand Elite. SCRIP-SAFE – keeping your documents secure.

## Qnomy

Booth #928

Sid Mandel  
1 SE 3rd Ave, Suite 1410  
Miami, FL 33131  
**Phone:** 212-813-2300  
**Email:** sales@qnomy.com  
**www.qnomy.com**

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# EXHIBITORS AND CONTACTS

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## Sierra-Cedar, Inc.

**Booth #627**

Elizabeth Thompson  
1255 Alderman Drive  
Alpharetta, GA 30005  
**Phone:** 866-827-3786  
**Fax:** 678-385-7541  
**Email:** HigherEd@sierra-cedar.com  
**www.sierra-cedar.com**

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## SmartCatalog

**Booth #1025**

Anne Valentine  
90 Bridge Street, Suite 206  
Portland, ME 04091  
**Phone:** 207-591-7090  
**Fax:** 207-780-0129  
**Email:** anne@academiccatalog.com  
**www.academiccatalog.com**

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## SpanTran The Evaluation Company

**Booth #426**

Edin Fako  
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New York, NY 10123  
**Phone:** 646-475-2572  
**Fax:** 713-789-6022  
**Email:** efako@spantran.com  
**www.spantran.com**

SpanTran The Evaluation Company provides foreign academic credential evaluations, translations, and degree verification services. A proud member of NACES since 1996, SpanTran The Evaluation company is committed to providing personalized attention and quality credential evaluation services to colleges, universities, employers, the military, and individuals seeking higher education or employment.

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## Stellic Inc

**Booth #633**

Sabih Bin Wasfi  
3333 Coyote Hill Rd. PARC  
Palo Alto, CA 94043  
**Phone:** 408-858-7029  
**Email:** sabih@stellic.com  
**www.stellic.com**

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## The Award Group

**Booth #838**

Stuart Levine  
132 Nassau Street, 11th Floor  
New York, NY 10038  
**Phone:** 212-473-7000  
**Fax:** 212-5662600  
**Email:** iDiploma@theawardgroup.com  
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## The National Society of Collegiate Scholars (NSCS)

**Booth #634**

Steven Mandurano  
2000 M Street NW, Suite 600  
Washington, DC 20036  
**Phone:** 202-265-9000  
**Email:** mandurano@nscs.org  
**www.nscs.org**

The National Society of Collegiate Scholars (NSCS) recognizes high-achieving students on more than 300 college campuses nationwide and provides a lifetime of leadership, scholarships, service and professional development opportunities to its members. Additionally, NSCS offers more than \$1,000,000 in scholarships annually and are available to all members types 4 year, 2 year, and online.



# EXHIBITORS AND CONTACTS

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## Unit4

Nick Schiavi  
174 Clarkson Road  
St. Louis, MO 63011  
**Phone:** 603-471-1728  
**Email:** [info@unit4software.com](mailto:info@unit4software.com)  
**www.unit4.com/us**

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## Visual Schedule Builder

Alan Weeks  
1155, boul. René-Lévesque Ouest, Suite 2500  
Montreal, QC H3B 2K4  
Canada  
**Phone:** 514-813-2257  
**Email:** [alanw@vsbuilder.com](mailto:alanw@vsbuilder.com)  
**www.vsbuilder.com**

**Booth #424**

Visual Schedule Builder is built on a passion for the ultimate user experience. We have spent countless hours studying the student schedule planning and registration process at colleges and universities across North America, working with registrars, advisors, students, and orientation staff to bring order to the complexity of student scheduling.

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## Workday, Inc

Shawna McGrath  
6230 Stoneridge Mall Road  
Pleasanton, CA 94588  
**Phone:** 877-967-5329  
**Email:** [sales@workday.com](mailto:sales@workday.com)  
**www.workday.com/**

**Booth #407**

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## World Education Services

Indira Marte  
Bowling Green Station  
P.O. Box 5087  
New York, NY 10274  
**Phone:** 212-219-7330  
**Fax:** 212-739-6151  
**Email:** [support@wes.org](mailto:support@wes.org)  
**www.wes.org**

**Booth #624**

World Education Services is a non-profit organization that provides expert credential evaluation services and research-based consulting on student mobility, international enrollment management, and transnational education. With a staff representing 37 nations and speaking over 40 languages, WES works with more than 2,500 institutions in the U.S. and Canada.

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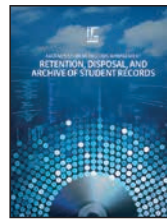
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Stellic Inc	Booth #633
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National Student Clearinghouse	Booth #807
Qnomy	Booth #928
Visual Schedule Builder	Booth #424

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PESC	Booth #833
Sierra- Cedar, Inc.	Booth #627
Unit4	Booth #734
Workday, Inc	Booth #407

## Alumni/Development Software

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## Browser-Based Document Management

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## Career Guidance

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Visual Schedule Builder	Booth #424
Curriculum Information Systems	
CourseLeaf from Leepfrog Technologies	Booth #819
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## Degree Audit Software

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## Diplomas

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## Distance Learning

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## Educational Materials

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## Electronic Admissions Applications

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China Higher Education Student Information and Career Center (CHESICC)	Booth #629
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## Electronic Data Conversion

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Ellucian	Booth #525
Gecko Engage	Booth #738
HighPoint Technology Solutions, Inc.	Booth #739
Hobsons	Booth #625
Hyland	Booth #813
Jenzabar	Booth #506
Kickwheel	Booth #638
Kuali	Booth #1019
Oracle	Booth #732
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Unit4	Booth #734
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Workday, Inc	Booth #407
World Education Services	Booth #624

## Financial Aid Services and Software

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Jenzabar	Booth #506
National Student Clearinghouse	Booth #807
Oracle	Booth #732
PESC	Booth #833

## Financial Reporting – AP, GL, Budgeting

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Unit4	Booth #734
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## Foreign Credential Evaluation

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International Education Research Foundation - IERF	Booth #913
World Education Services	Booth #624

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## Fundraising Software

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## Graduation Supplies and Services

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Jonesville Paper Tube Corporation Booth #726  
Jostens Booth #924  
Lifetouch Special Events Booth #1012  
Micah's Printing Booth #831  
Paradigm Booth #825  
SCRIP-SAFE Security Products Booth #529  
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DocFinity Booth #618  
Hyland Booth #813  
Laserfiche Booth #728

## Information Services and Software

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BMI Digital Reel Booth #622  
DocFinity Booth #618  
Higher Education Publications, Inc Booth #626  
Laserfiche Booth #728  
SmartCatalog Booth #1025

## International Credential Evaluation

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Association of International Credential Evaluators (AICE) Booth #915  
China Higher Education Student Information and Career Center (CHESICC) Booth #629  
CollegeNET, Inc. Booth #519  
Educational Credential Evaluators Booth #835  
International Education Research Foundation - IERF Booth #913  
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## Marketing / Publicity

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CourseLeaf from Leepfrog Technologies Booth #819  
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Inside Higher Ed Booth #413  
Jonesville Paper Tube Corporation Booth #726

## Online Applications

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CollegeNET, Inc. Booth #519  
DIGARC Booth #713  
Gecko Engage Booth #738  
Higher Education Publications, Inc Booth #626  
Oracle Booth #732  
Qnomy Booth #928

## Other

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CourseLeaf from Leepfrog Technologies Booth #819  
Deloitte Booth #635  
Paradigm Booth #825  
The National Society of Collegiate Scholars (NSCS) Booth #634

## Publications and Publishing Services

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Higher Education Publications, Inc Booth #626  
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## Records Management Services, Support and Software

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DocFinity Booth #618  
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# EXHIBITOR PRODUCTS AND SERVICES

## Registration Services and Software

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EMPOWER Student Information System	Booth #415
HighPoint Technology Solutions, Inc.	Booth #739
Infosilem	Booth #512
Qnomy	Booth #928
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## Scanning Software, Equipment and Services

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BMI Digital Reel	Booth #622
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Gecko Engage	Booth #738
Hyland	Booth #813

## Scheduling/Events Management Software

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Ad Astra Information Systems, LLC	Booth #912
College Scheduler by Civitas Learning, Inc.	Booth #613
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CourseLeaf from Leepfrog Technologies	Booth #819
EMS Software	Booth #632
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## Security Documents

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## Student Enrollment Status Supporting Services

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## Student Information Access/Kiosks

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## Student Recruitment

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The National Society of Collegiate Scholars (NSCS)	Booth #634
Workday, Inc	Booth #407

## Student Tracking

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Workday, Inc	Booth #407

## Surveys

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## Testing Services

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## Transcript Ordering Services

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Credentials Solutions	Booth #419
National Student Clearinghouse	Booth #807
Parchment	Booth #507

## Transfer Credit Evaluation Software

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CollegeSource, Inc.	Booth #513
SmartCatalog	Booth #1025

## Web Hosting and Development

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DIGARC	Booth #713
Sierra- Cedar, Inc.	Booth #627





105<sup>th</sup>

# AACRAO

## ANNUAL MEETING

AACRAO

MARCH 31 – APRIL 3, 2019

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