

ANNUAL MEETING PROGRAM

# 103<sup>rd</sup> ANNUAL MEETING



APRIL 2-5, 2017  
Minneapolis Convention Center  
Minneapolis, MN

 AACRAO

*Advancing Global Higher Education*

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





# Whenever education demands innovation, the Clearinghouse is there.

Change is the new normal in education. Fortunately, you have a trusted partner you can count on for innovative approaches to new demands, the **National Student Clearinghouse**. We provide solutions built on a solid foundation of time-tested service and support that helps you do more with less, as we have for nearly 25 years.

Stop by an **Innovation Station in booth #208**

and let's talk about the many ways the Clearinghouse can help you and your students.

**NATIONAL STUDENT  
CLEARINGHOUSE®**

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# WELCOME LETTER

Dear Colleague,

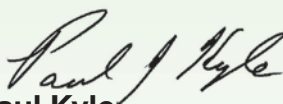
On behalf of AACRAO, *welcome to Minneapolis!* The Association remains committed to providing professional development opportunities for our members, and our 103<sup>rd</sup> Annual Meeting is the culmination of a year of diligent planning by our Annual Meeting Program Committee.

The Committee's time and dedication is reflected in the extensive programming offered at the meeting—there are over 200 sessions, roundtables, poster sessions, and workshops to choose from. In addition, NEW Emerging Leader Insight (ELI) Talks will feature leaders in the early stages of their career who will discuss why they entered the profession and what causes them to excel. Due to its success last year, we are once again hosting the AACRAO Film Festival, where you can view other institutions' videos to see how they are promoting their programs and services.

And don't miss our plenary presentations, some of which focus on today's hot-button issues such as international student mobility and the Trump administration, and how to create a positive and successful climate for transgender youth pursuing higher education. These thought-provoking sessions are certain to encourage discussion and debate.

Make the most of your Annual Meeting experience—learn, share, explore new ideas, and most importantly, enjoy yourself. We wish you a very successful and productive Annual Meeting experience. Be sure to save the date for AACRAO's 104<sup>th</sup> Annual Meeting in Orlando, Florida, March 25-28, 2018.

Sincerely,

  
**Paul Kyle**  
AACRAO President

  
**Mike Reilly**  
AACRAO Executive Director





# Thank you for helping to make the Clearinghouse Academy a success!

In the past six months, thousands of professionals at educational institutions across the country have participated in our live **Clearinghouse Academy** webinars and local events. Many, many more have used our expanded online training and user resources. We thank you for your participation and have even more exciting events and site content on the way to you.

You can join us for one of our newest events while you're here at AACRAO, "**Clearinghouse Academy Presents: What's New & What's Next,**" on **Sunday, April 2, from 1-3 pm in Marquette IV & V.** We'll share information on our newest service innovations, including a "big reveal" you don't want to miss!

Visit [clearinghouseacademy.org](http://clearinghouseacademy.org),  
your one-stop resource for all your Clearinghouse training needs.



Events calendar with our live  
webinars & other events



On-demand user resources,  
including videos, guides & more



Available 24/7.  
New content added regularly  
(check back often!)

Stop by an **Innovation Station in booth #208**  
and let's talk about the many ways the Clearinghouse can help you and your students.



NATIONAL STUDENT  
CLEARINGHOUSE®

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# ANNUAL MEETING SPONSORS

**AACRAO thanks our Annual Meeting sponsors:**

## NATIONAL STUDENT CLEARINGHOUSE<sup>®</sup>

**First-Time Attendee Orientation and Welcome  
Garrison Keillor and Danny Glover/Felix Justice Plenaries**



**Hotel Key Cards**



**Badge Holders**



**Totebags**



**Evaluations**



**Conference Photography  
Headshot Studio**



**International Educators' Reception**



**International Educators' Reception**

**Paver Family Foundation**

**International Educators' Reception**



**Student Success Track**



**Corporate Research**

NATIONAL STUDENT CLEARINGHOUSE<sup>®</sup>  
**RESEARCH CENTER**

**Corporate Research**



# ROOM LOCATIONS

All sessions and events are located at the Minneapolis Convention Center unless otherwise indicated.

1301 Second Ave S.  
612.335.6000

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

## Important Locations

### AACRAO Bookstore

Lobby B, Level One

### Exhibit Hall

Exhibit Hall B, Level One

### AACRAO/AACRAO International/ EducationUSA Booth

Exhibit Hall B, Level One

### AACRAO Consulting Booth

Exhibit Hall B, Level One

### Cyber Café

Lobby B, Level One

### Emerging Leader Insight (ELI) Talks

Mezzanine Lobby

### AACRAO Film Festival

200E, Level Two

### Minneapolis Hospitality Booth

Lobby B, Level One

### Orlando Publicity Booth

Lobby B, Level One

### Session Data Entry Room

204, Level Two

### Speaker Ready Room

201, Level Two

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 Ready Room. Please stop by at least four hours prior to your presentation to verify that your presentation is formatted properly on the presentation computers.





# YOU AREN'T SEEING YOUR WHOLE STUDENT.

**Can you truly manage the student experience  
when you are only seeing half of the student record?**

Monday, April 3 | 9:30am | Room M100B

Presenters:

**Chris Dorsten**, Registrar, Cuyahoga Community College

**Laurel Stiller**, Solution Manager, OnBase by Hyland







# 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!**

Learn More/Sign Up

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



# IMPORTANT REMINDERS

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

### AACRAO Engage Mobile App

Use your mobile device to get meeting updates, search the program, view facility maps, submit session evaluations and more! To download the app, visit: [mobile.aacrao.org/](http://mobile.aacrao.org/).

### Stay Connected with the AACRAO Community



Follow @AACRAO on Twitter to get meeting updates and share your conference experiences on Twitter or Facebook by tagging them with #aacrao17. Best tweet or post daily will receive a prize!

### 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:** aacrao17

### Minneapolis Restaurant/Information Center

Are you looking for information on what to see, where to shop, the best places to dine, and how to get around in Minneapolis? Representatives will be available from Sunday – Tuesday to provide all the information you need for an enjoyable day of sightseeing or a memorable night on the town! Visit the booth in the Lobby B Registration Area in the Convention Center.

### AACRAO Film Festival

Come view your colleagues' movie masterpieces in Room 200E and see how other campuses are promoting their programs, services, and marketing/recruitment efforts.

### Visit the AACRAO Bookstore

Visit the Bookstore in Lobby B, and peruse AACRAO's latest publications, which include how-to guides, handbooks, and cases from the field.

### Welcome Reception in the Exhibit Hall

Enjoy light hors d'oeuvres and a cash bar on Sunday evening while networking with fellow attendees and our vendors in the exhibit hall.

### Speak to an AACRAO Consultant

AACRAO Consulting offers colleges and universities high-quality, cost-effective consultation services that provide practical solutions for achieving institutional success. Stop by the AACRAO Consulting booth in the Exhibit Hall (**Booth 603**) for more information.

### AACRAO, AACRAO International and EducationUSA Partner in the Exhibit Hall

AACRAO and AACRAO International are hosting a joint booth in the Exhibit Hall (**Booth 203**) with EducationUSA advisors. Speak with staff about AACRAO's products and services, and learn about various international educational systems, student mobility, recruitment opportunities, and advising programs.



Each year, there are outstanding presentations given at local state and regional conferences that were not submitted for consideration for the AACRAO Annual Meeting. The Best of the Best Program creates an opportunity for leadership of state and regional organizations to give additional recognition and nominate the outstanding presentations to potentially be a part of the 2017 AACRAO Annual Meeting. The AACRAO Program Committee reviewed all of the nominations and chose 3 presentations for inclusion this year. They are highlighted in the program.

### Earn Credit Toward SEM-EP

AACRAO's Strategic Enrollment Management Endorsement Program (SEM-EP) provides a well-defined career advancement track for SEM professionals. Take advantage of this valuable resumé-building and career advancement opportunity. Note that attendance at the AACRAO Annual Meeting fulfills one of the optional SEM-EP requirements. AACRAO will feature a SEM-EP session on Monday at 8:00 a.m. in Room 200I. Christopher Tremblay (SEM-EP Director) and Kimberley Buster-Williams (SEM-EP Assistant Director) will be available to answer specific questions regarding the program.



# IMPORTANT REMINDERS

## Prize Drawings

Be sure to participate in the Exhibit Hall raffle. Visit our exhibitors, collect their signatures, and drop off your entry at the AACRAO booth in the Exhibit Hall. It's that easy! We are giving away prizes such as cash and gift certificates—be sure to fill out your raffle ticket!

## Visit Minneapolis and Orlando Booths

Visit the 2017 Minneapolis hospitality booth and the 2018 Orlando publicity booth. Stop by to say hello, pick up some treats, and learn about what to see and do in our Annual Meeting host cities.

## Music Provided by Band of Praise

**Band of Praise** was founded in 2007 by two trombonists whose purpose was to bring the spirit of New Orleans brass bands and the jazz funeral tradition to Minnesota. The musicians performing at the Annual Meeting are members of the American Federation of Musicians and the Twin Cities Musicians Union (Local 30-73). A 5-piece Dixieland ensemble will showcase some of the best players in town. The band will perform at the Opening Plenary and during the Honorees and International Educators' Receptions.

## New at the Annual Meeting This Year

### Headshot Studio

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 at the back of the exhibit hall, and photographers will be available to take your headshot during exhibit hall hours on Monday and Tuesday.

Sponsored by



### Emerging Leader Insight (ELI) Talks

Based loosely on TED Talks, AACRAO is introducing Emerging Leader Insight (ELI) Talks at the Annual Meeting. The participants, who are all past winners 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 Monday, from 1:15 p.m. – 2:15 p.m. in the Mezzanine Lobby, A-E Side. Join presenters Lee Furbeck, Luke Schultheis, Rodney Parks, Tiffany Robinson, and Ingrid Nuttall for an autobiographical glimpse into their professional lives.

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

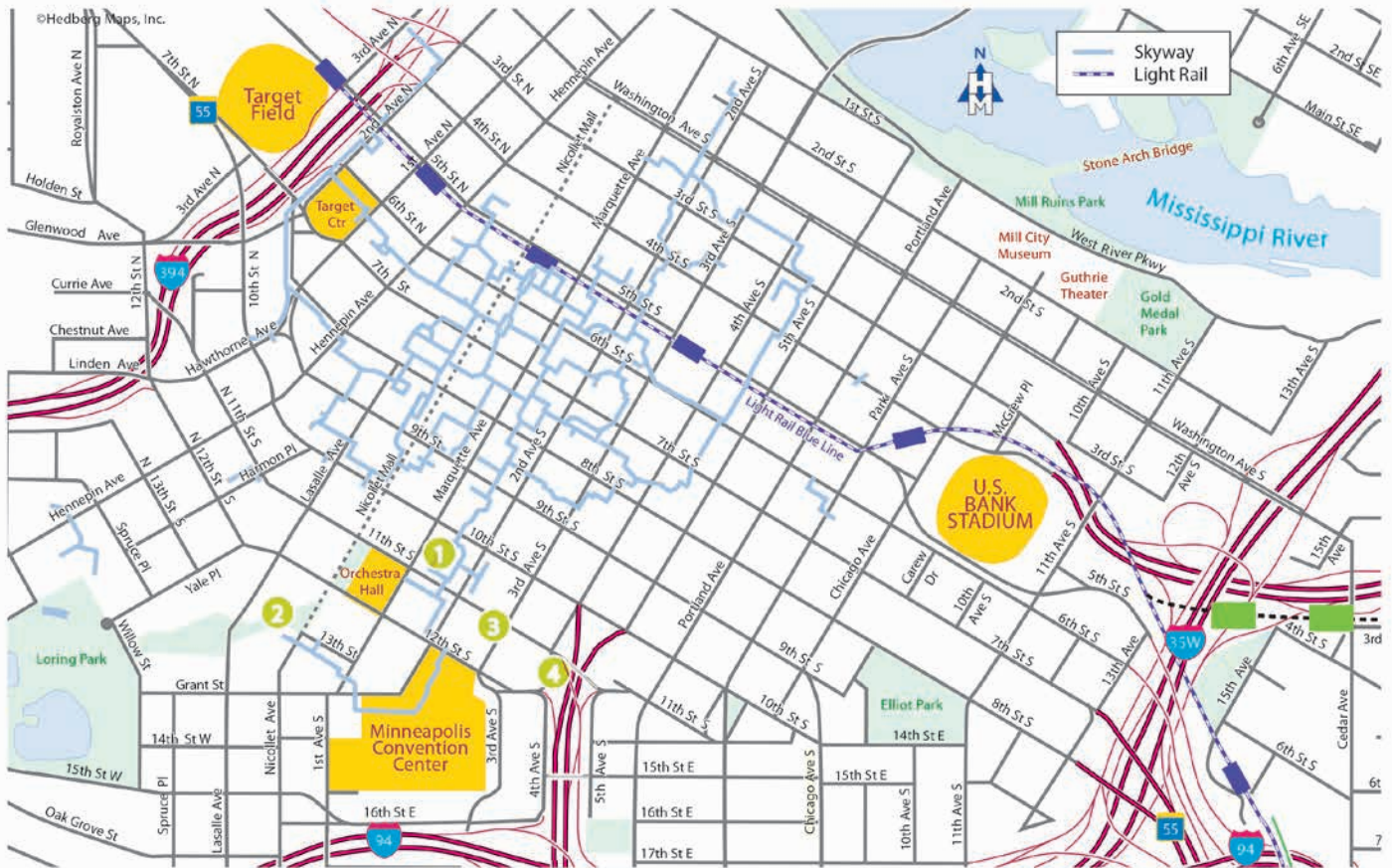
Throughout the country, **Little Free Libraries** are cropping up in yards, in front of businesses, and on random corners. These book exchange sites are intended to increase reading and literacy, and expose readers to authors they may never have read. Consider bringing a book or two to Minneapolis—AACRAO will have a Little Free Library set up at the Minneapolis Hospitality booth. The Little Free Library will travel with us from conference to conference.

### Choose a Topic to Discuss: Stop-n-Share

Stop-n-Share is a new pop-up venue for attendees who want to initiate, join, or expand spontaneous conversations on hot topics. We will provide several 30-minute time blocks on Monday and Tuesday for these informal opportunities, with designated tables in the rear of the exhibit hall reserved specifically for these pop-up conversations. If you have a topic you know you want to explore, you can sign up to host a 30-minute conversation ahead of time by contacting Program Committee member, Marianne Stickel at [mstickel@dominican.edu](mailto:mstickel@dominican.edu).



# MAP OF DOWNTOWN MINNEAPOLIS



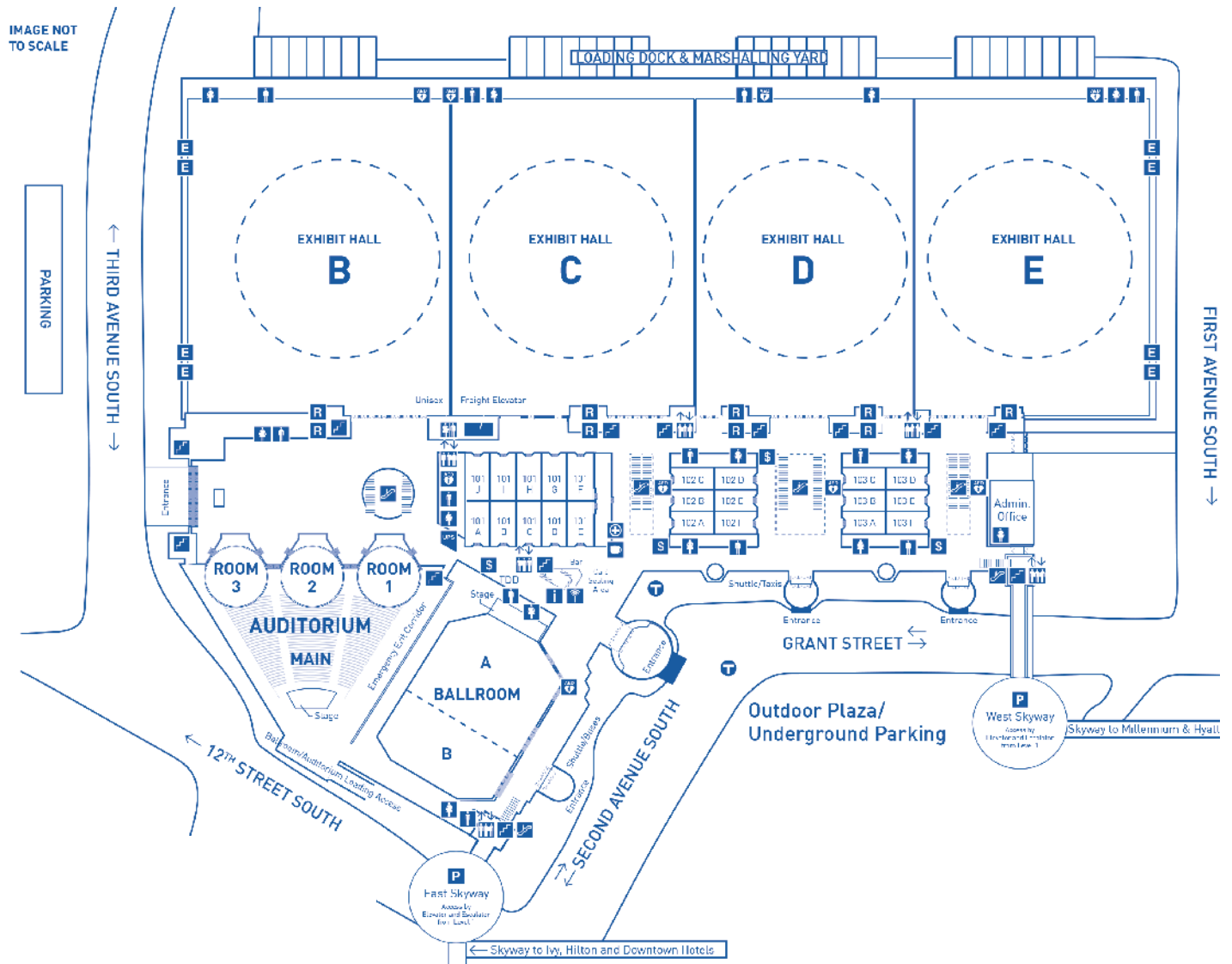
## HOTELS

- |  |   |
|--|---|
| <p><b>1</b>    <b>HILTON MINNEAPOLIS</b><br/>1001 Marquette Ave S<br/>612-376-1000</p> | <p><b>3</b>    <b>HOLIDAY INN EXPRESS &amp; SUITES</b><br/>225 South Eleventh Street<br/>612-341-3300</p> |
| <p><b>2</b>    <b>HYATT REGENCY</b><br/>1300 Nicollet Mall<br/>612-370-1234</p>        | <p><b>4</b>    <b>HILTON GARDEN INN</b><br/>1101 4th Avenue South<br/>612-339-6633</p>                    |



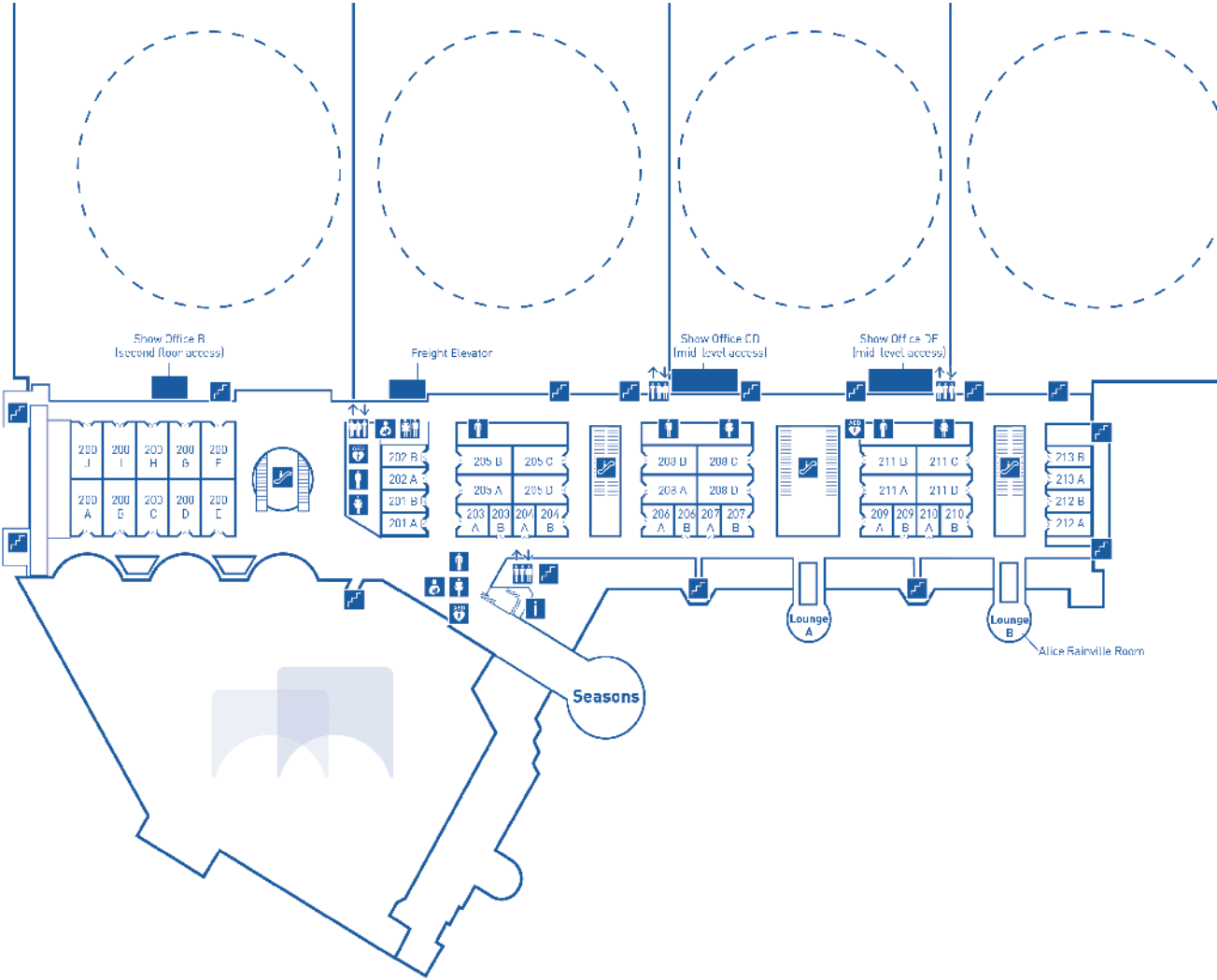
# CONVENTION CENTER FLOOR PLANS

## Level One



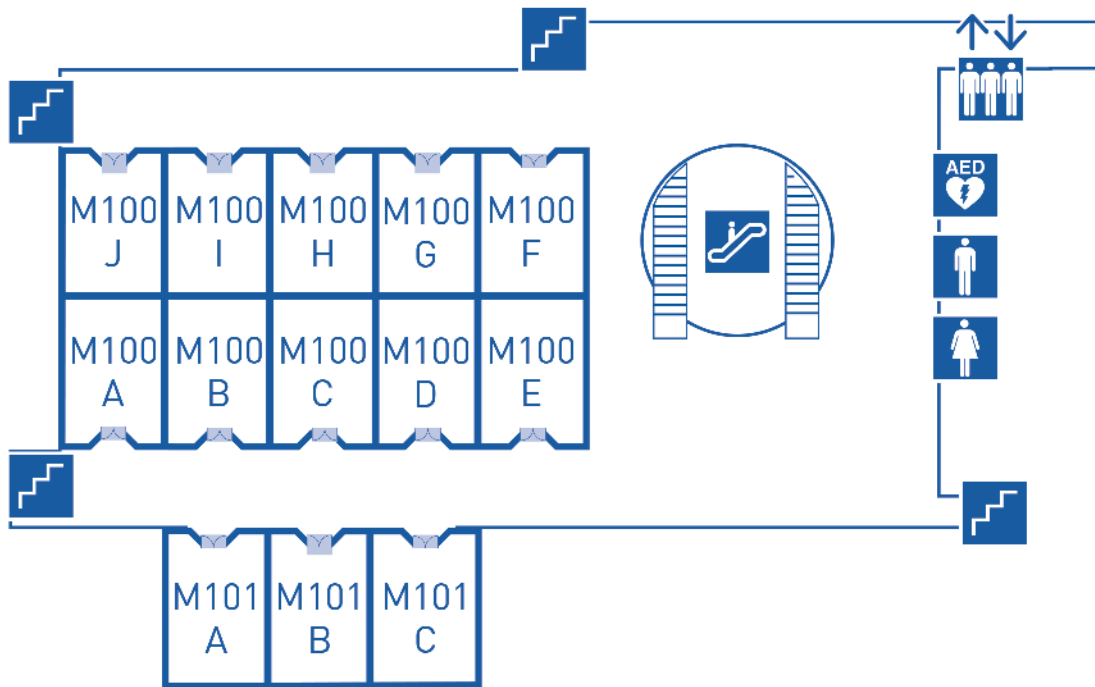
# CONVENTION CENTER FLOOR PLANS

## Level Two

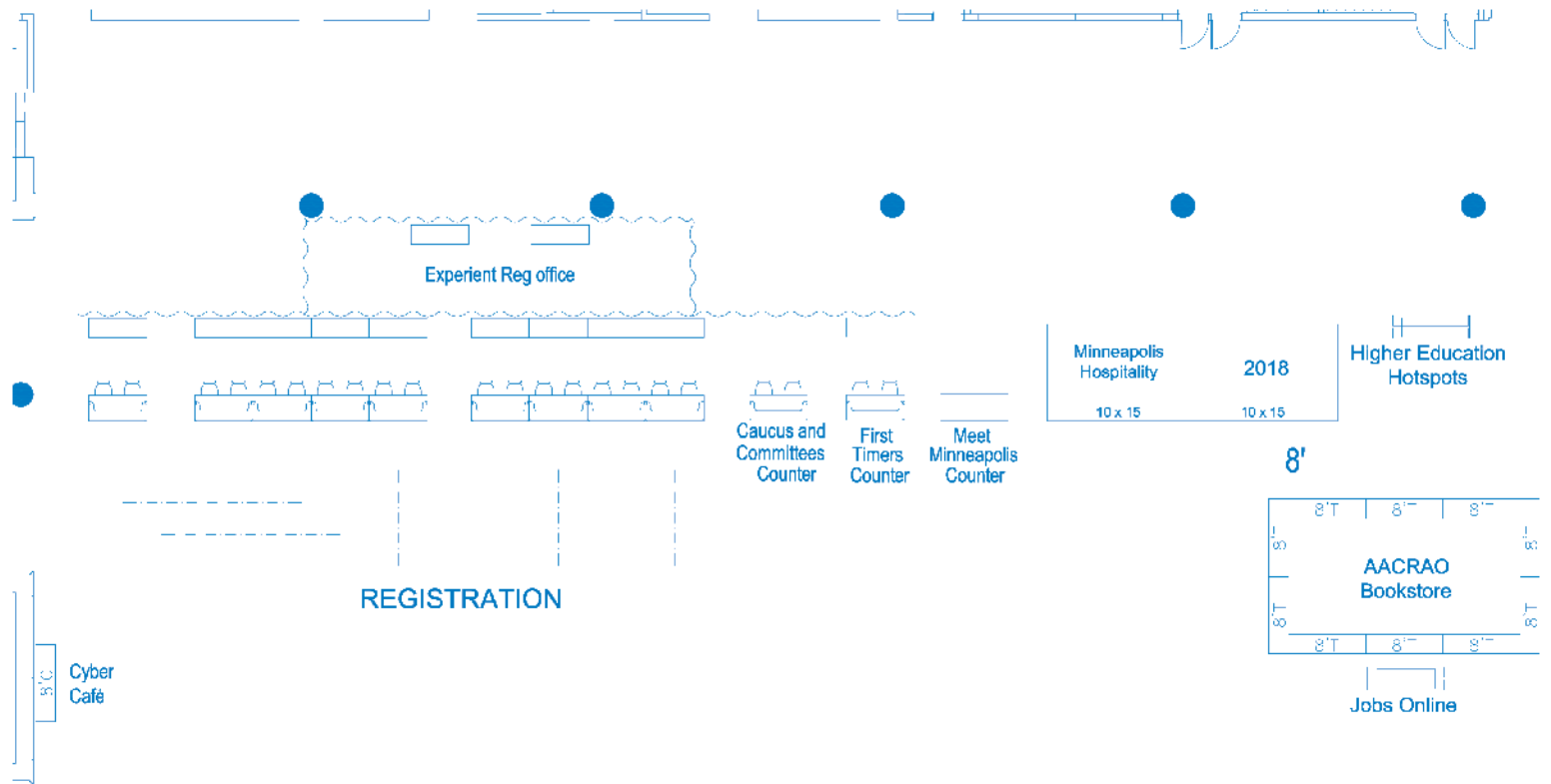


# CONVENTION CENTER FLOOR PLANS

## Mezzanine Level



# REGISTRATION AREA FLOOR PLAN





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)

# AACRAO 2016-2017 BOARD OF DIRECTORS

## **PRESIDENT**

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Dean of Student Services and Success  
Johnson County Community College

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Vice President for Enrollment Management  
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Success Collaborative (NSSC) Director  
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**Mike Reilly**

American Association of Collegiate  
Registrars and Admissions Officers

## 2017 ANNUAL MEETING COMMITTEES

### **Annual Meeting Program Committee**

#### **PROGRAM COMMITTEE CHAIR**

**Tim Amyx**

Volunteer State Community College

#### **PROGRAM COMMITTEE VICE CHAIR**

**Sarah Harris**

University of Iowa

#### **COORDINATORS**

##### **Group 1: Admissions and Enrollment Management**

**Sherry Waldon Wells**

Lamar University

##### **Group 2: International Education**

**Karee Head**

University of Idaho

##### **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**

**Tina DeNeen**

University of Alabama

##### **Group 6: Information Technology**

**Ingrid Nuttall**

University of Minnesota – Twin Cities

##### **Group 7: Workshops and Special Sessions**

**Ari Kaufman**

Berklee College of Music

### **Annual Meeting Evaluations Committee**

#### **CHAIR, EVALUATIONS**

**Marianne Stickel**

Dominican University of California

#### **VICE CHAIR, EVALUATIONS**

**Jonathan Helm**

Baylor University

### **Annual Meeting Volunteers**

#### **CO-CHAIR, VOLUNTEERS**

**Rhonda Kitch**

North Dakota State University –  
Main Campus

#### **CO-CHAIR, VOLUNTEERS**

**Kelly Browning**

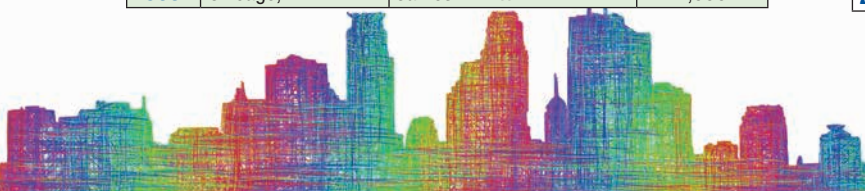
University of Wisconsin – River Falls



# 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

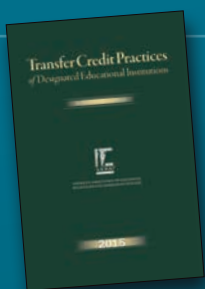
Year	City	President	Attendance
1966	Phoenix, AZ	Robert E. Mann	1,026
1967	Denver, CO	Nelson M. Parkhurst	1,315
1968	Philadelphia, PA	Alfred Thomas, Jr.	1,543
1969	Dallas, TX	Gayle C. Wilson	1,525
1970	New Orleans, LA	Harold E. Temmer	2,021
1971	St. Louis, MO	Harvey Hall	1,745
1972	Cleveland, OH	Kenneth 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



# NAVIGATING TRANSFER CREDITS

OVER  $\frac{1}{3}$  OF STUDENTS  
TRANSFER at least once before earning  
their bachelor's degree, many also crossing  
state lines in the process.\*

Be ready with the NEW *Transfer Credit Practices of Designated Educational Institutions* and *The Transfer Handbook: Promoting Student Success*, your go-to resources for comprehensive data, regulations, state-by-state transfer credit practices, and recommendations for admissions, advising, enrollment, financial aid, registrar, and retention professionals who work with transfer students.



Transfer Credit Practices  
of Designated Educational  
Institutions (TCP)

\$98 Members  
\$140 Non-Members  
Item #3017



The Transfer Handbook:  
Promoting Student Success

\$80 Members  
\$115 Non-Members  
Item #0143

To order or for more information please visit the AACRAO Bookstore at  
[www.aacrao.org/bookstore](http://www.aacrao.org/bookstore) or call (202) 263-0292.

# 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.



# 2017 AWARD WINNERS

## Honorary Membership



### Brad Myers

After serving nearly 20 years as the University Registrar, Brad Myers recently retired from Ohio State University. A member of the Registrar's Office for close to 30 years, Brad held key roles in institutional changes such as an SIS implementation, the creation of a consolidated Student Service Center, the design of a new student service

building, and the conversion to semesters. He also spent over a year as Interim Director of Student Financial Aid in 2008-2009. Prior to his time in the Registrar's Office, Brad was the chief records and registration officer for the largest college at Ohio State, and previously served as the Coordinator for University Orientation.

With AACRAO, Brad has been an instructor for the Registrar 101 workshop since its beginnings in 2001. He has also instructed for the online version of the course since 2009, and is a member of the group that more recently developed Registrar 201. He served as President-Elect/President/Past President for the Association in 2013-2016, and previously served on the Board of Directors as the Vice President for Records and Academic Services. Brad has been an author and member of the editorial board for the three most recent AACRAO FERPA Guides, and has made over 150 presentations at workshops and sessions at the state, regional and national level. He was a member of the Annual Meeting Program Committee, served 4 times on the Nominations and Elections Committee (including serving one year as Vice Chair), chaired the Dues Task Force from 2003-2006, and was a founding member of the GLBT Caucus. Brad completed all of his academic work at Ohio State: B.S. in Psychology, J.D., and work on a Ph.D. in Higher Education Administration. For his unflagging commitment to AACRAO and to the profession, we are delighted to be able to extend honorary membership to Brad.

## Honorary Membership



### Mary Neary Morley

After 40 years in higher education and over 30 years as a member of AACRAO, Mary Neary Morley retired this January. During this time Mary has lent her expertise to institutions of all sizes as well as the private sector. Mary has served as Registrar for the past 12 years at the California Institute of Technology where she introduced a number of technology

initiatives to modernize the office including online registration, transcripts, and degree audits. She designed and managed the rollout of an online Graduate Degree Progress application and implemented the National Student Clearinghouse Enrollment Reporting, including electronic transcripts and DegreeVerify. Mary began her career in higher education at Arizona State University in 1976. During her time there Mary served on the AACRAO Admissions, Evaluation, and Placement Committee; participated in the Joint AACRAO/NAFSA Arabian Gulf States Workshop, and served as the Production Support Editor for Volumes I and II of the AACRAO International Academic Credentials Handbook. Mary also served on, and later chaired, the original SPEEDE Committee and, in 1990, hosted the first SPEEDE Workshop in Arizona which eventually morphed into the AACRAO Technology Conference. She was also active as a member of the Small College Issues Committee and served twice on the Nominations & Elections Committee as Vice Chair Elect and Vice Chair.

Mary received the AACRAO Distinguished Service Award in 1996. That same year, Mary accepted Bob Morley's marriage proposal from the podium at the opening of the Annual Meeting in Reno, Nevada and took a position at California Polytechnic University in Pomona, California. Mary served as the Associate Registrar there before accepting a position at PeopleSoft where she served as the Director of Development for the Admissions, Academic Advisement, and Student Records products. Mary was also very active in PACRAO, serving as Vice President and President, and as the first PACRAO Business Partners Coordinator. Over the years Mary has also shared her expertise in the form of many, many conference presentations. Mary's staff and colleagues have always seen her as a trusted resource and mentor with an incredible work ethic and a clear vision for the future. Mary's 40 year dedication to serving the higher education community certainly merits this recognition.



# 2017 AWARD WINNERS

## Honorary Membership



### Heather Smith

Heather C. Smith started her career as an Admissions Officer at Central New England College. After 10 years at Central New England, she moved to the Community College of Rhode Island and served as the Dean of Enrollment Services for 15 years. Heather retired in 2016 after having served 11 years as Associate Vice President of Enrollment

Services at Bridgewater State University. That is more than 30 years in higher education, and more than 30 years as an AACRAO member!

Heather has long been a consummate volunteer for AACRAO. She has served on and chaired numerous AACRAO committees over the years; she served on the Nominations and Elections Committee twice (once in 1995 and again in 2011), and as Vice President of Professional Development from 1997 to 2000. In 1994 Heather Chaired the Local Arrangements Committee for the Boston Annual Meeting and in 2007, when the Annual Meeting returned to Boston, Heather served as the Co-Chair of Volunteers. Heather was President elect/ President/Past President of AACRAO from 2001-2004 where she established AACRAO's Public Policy Taskforce in addition to the Transfer Taskforce, stressing the value of transfer credit policies and articulation agreements. Heather went on to serve again as AACRAO President in an interim capacity in 2005, completing Tom Bilger's term after he unexpectedly passed away. On top of her already laudable service, Heather was also on the College & University Editorial Board from 2000 to 2016. For her years of volunteer work for the Association, Heather was awarded AACRAO's Distinguished Service Award in 2009.

Outside of AACRAO, Heather has been a member of the National Student Clearinghouse Advisory Committee and a Member and Presenter at the New England Regional College Board. She also served as President of her regional association, New England ACRAO. Heather notes that this is where she began developing her network of "go-to" people. Heather has been a mentor to many; encouraging colleagues and staff to get professionally involved and is now the "go-to" person herself for many of the colleagues she first mentored. After a lifetime of support to this Association, her students, and the profession as a whole, there are few people more deserving of Honorary Membership.

## AACRAO Centennial Award for Excellence



### Brandy Johnson

Before joining Michigan College Access Network (MCAN) as its founding Executive Director in 2010, Brandy served in the Michigan Governor's Office as College Access Coordinator. In this capacity, she coordinated the state's college access and success agenda and advised Governor Jennifer Granholm on postsecondary education policy

issues. Brandy hails from Phoenix, Arizona and attained a Bachelor of Science degree in political science with a concentration in public policy advocacy from Arizona State University. Upon graduation, she served as a Teach for America corps member and taught third grade in a low-income neighborhood in Las Vegas, Nevada. Brandy relocated to Michigan in 2007 and received a Master's degree in public policy from the Gerald R. Ford School of Public Policy at the University of Michigan. More recently, Brandy was named the 2013 Michigan Champion for Children by the Michigan Association of School Administrators and in 2014 she received the National College Access Network's Executive Leader of Excellence Award. Follow [@MCANBrandy](#) on Twitter!



# 2017 AWARD WINNERS

## Distinguished Service Award



### Jeff von Munkwitz-Smith

Jeff von Munkwitz-Smith has been actively involved with AACRAO for more than twenty years. He has served as Inter-association Representative to the CUMREC and Educause organizations and as a member of the Registration Professional Activities Committee. He served on the Annual Meeting Program Committee for the 2003-

2005 meetings, chairing the committee for the 2005 meeting. He was also the Director of the AACRAO Technology Conference from 2005-2008.

Over the years Jeff has given more than 35 presentations at AACRAO Annual Meetings, SEM Conferences, the Technology Conferences, and state and regional AACRAO conferences. He has written seven articles for College & University and has served as Editor-in-Chief for C&U since 2014.

Jeff served on the AACRAO Board of Directors from 2008-2014, first as Vice President for Information Technology, and from 2012-2014 as President-elect, President, and Past President. Since leaving the board, he has served as Parliamentarian for the 2015 and 2016 Annual Business Meetings. He chaired AACRAO's Working Group on Core Professional Competencies.

Jeff retired from his position as Assistant Vice President and University Registrar at Boston University in 2015 after a career of more than forty years in the Registrar profession, having previously worked at the University of Connecticut and the University of Minnesota. He currently is a Senior Consultant with AACRAO Consulting. He is also a faculty member for AACRAO's online Registrar 101 course. Already a lifetime honorary member of the Association, AACRAO has been anticipating the opportunity to further recognize Jeff for his generous and consistent service.

## Award for Excellence in International Education



### Steve Seaworth

Steve Seaworth has spent his entire professional career in service to the field of International Education. He has offered overwhelming service not only to AACRAO, but also to other organizations that serve the field, its professionals and its students. In support of AACRAO, he has presented at numerous conferences, served as Chair of the Study Abroad

Committee and is the current Chair of the International Recruitment and Marketing Committee. As Chair of the Study Abroad Committee he was instrumental in the creation of the joint report on study abroad School of Record issues in collaboration with the Forum on Education Abroad. Outside of AACRAO, he is a regular presenter at conferences of the Forum on Education Abroad and NAFSA. At NAFSA he has served as a Trainer Corps member, is a current member and past chair of the NAFSA Education Abroad Awards Working Group, and was past chair of Region XII. In 2005 was presented the Lily von Klemperer Award recognizing his commitment to mentoring young professionals in the field. He holds B.A. degrees in Mathematics, Economics and Computer Science from the University of Redlands and an M.A. in Finance from the University of California at Riverside. Steve is past Vice President of University Relations at the Institute for Study Abroad and is currently Manager of Specialized Abroad Programs within the Office of Global Programs and Studies at Wake Forest University as well as a Director for the Institute of Economic and Political Studies (INSTEP) in London and Cambridge, United Kingdom.





# 2017 AWARD WINNERS

## Thomas A. Bilger Award



### Mark McConahay

Mark McConahay has worked for Indiana University and the Office of the Registrar his entire career. In fact, he came to IU in 1976 as an undergraduate student and never left! He joined the office in 1982 as an Analyst/Programmer, and served as the Associate Registrar of Systems for many years before becoming the Associate Vice Provost and

Registrar. Since his career began with programming, Mark has concentrated on how technology can be used as a tool for registrars. Within that technical lens, Mark has a firm grasp on the issues facing today's registrars and demonstrates a strong understanding of the issues that higher education faces on the horizon.

Mark's history at IU includes leading the implementation of student records component within an ERP, the implementation of electronic (PDF) transcripts, electronic workflow for student drop/add, the Grade Context Record, The Automated Course Exchange Touchtone Registration, degree audit and others. The Automated Course Exchange (1995-96) and the Grade Context Record (1998-99) projects each received awards from CAUSE (Best Practice Awards, now Educause) and from CUMREC (Best Paper/Presentation Awards).

Mark has written a book chapter and several articles for AACRAO publications. He has also presented often at the AACRAO annual meeting, the AACRAO Technology Conference and at the Indiana ACRAO annual meeting. Mark has also presented and served as moderator for several AACRAO webinars. He has also done considerable work on Identity Management, MOOCs, and alternate computing platforms on behalf of AACRAO.

More recently, Mark served as the Program Director for the AACRAO Technology and Transfer conference from 2009 – 2016. During his time as Program Director, the conference experimented with new professional development offerings to include the Registrar Forum (2011-14) and dedicated tracks for new technical directions. Mark even filled in as a plenary speaker when the scheduled speaker could not attend. During his tenure, the Technology conference formed a successful partnership with the Transfer conference. In almost every talk and presentation at Tech/Transfer, Mark has tried to reference his likeness to Brad Pitt! This past year, Mark was elected to serve on the AACRAO Board of Directors as the VP for Information Technology. We look forward to his continued work with the Association.

## Thomas A. Bilger Award



### Tim Amyx

Tim Amyx is the Director of Admissions and College Registrar at Volunteer State Community College in Gallatin, TN where he has served for over 17 years. Prior to his time in Tennessee, Tim was the Assistant Director of Enrollment Services at Santa Fe College in Gainesville, FL while earning his graduate degree at the University of Florida (Go

Gators!). Tim feels his role in higher education is more than a job; it's a calling. He has a passion for the community college and the students they serve. If you spend time around Tim, you'll eventually hear him ask how we can make something better and what he can do to help. This willingness to help and improve things has led him to many opportunities in and outside of AACRAO. Tim served Tennessee ACRAO as the Vice President for Information Technology and Publications prior to serving TACRAO as President. After his cycle as president, Tim also served as Interim Vice President for Records and Registration as well as an interim stint as VP for Information Technology. He continues to volunteer as needed with TACRAO and has served on various committees over the years and has even served as the TACRAO Webmaster for over 10 years.

Tim has been a regular presenter at the AACRAO Annual Meeting, typically on topics that are related to his love of technology, social media, and public policy. Tim has both presented and hosted AACRAO webinars and has contributed to AACRAO Connect. In addition to presenting, he has served on several AACRAO committees including Nominations and Elections and three iterations of the Public Policy Committee. He is also very proud to have served on the committee that developed the current AACRAO statement on Ethics and Practice. He was one of the original developing faculty for AACRAO's REG 201 workshop and is involved in its evolution to a new updated form. Tim has served as chair of the Community College Issues Committee and was selected as the Program Coordinator for Group V, Access and Equity working with the first three Vice Presidents to hold that position on the AACRAO Board of Directors. Tim was Vice Chair of the Program Committee for the 2016 Annual Meeting in Phoenix and is the Program Chair for Minneapolis.

In his "real life", Tim is happily married to the best woman in the whole world, Kelly, who has put up with him for over 21 years. He's also the proud poppa of a one year old black lab, Decker. He loves movies, technology, and his Jeep.



# 2017 AWARD WINNERS

## Emerging Leader Award



### Wayne Banks

"I try my best to be an enthusiastic, dedicated employee that always puts the best interest of students before mine...since they are the reason why we in Higher Ed. have jobs." – Wayne Banks.

During the 22 years that Wayne has been at Southern Arkansas University Tech, including over 17 years in his current position as Registrar, he constantly looks out for the "greater good" of SAU Tech and aims to spread the news about how SAU-Tech is an exceptional place to work and to earn a degree.

Wayne finds the time to volunteer for activities, committees, and associations' leadership boards to help keep SAU Tech at the forefront. Wayne is currently the Chair of the Nominations & Elections Committee for both AACRAO and SACRAO. This is the first time that anyone has been selected to this leadership position by both associations at the same time. This is truly an accomplishment and something to be proud of for the state of Arkansas, SAU Tech, and himself. Before becoming Chair-elect, Wayne served 2 terms on the SACRAO Executive Committee including serving a two-year term as their Vice-President of Records and Registration. He has also previously served as the President of the Arkansas association, ArkACRAO.

Wayne is a very social person who enjoys spending time with friends and family whenever it is possible. In addition to his rigorous commitments to the profession, Wayne enjoys being involved in the local community, working at his church and volunteering on different projects and activities. He gives his time (among other things) to local and national charities, including the March of Dimes, and the American Red Cross.

Wayne is not a procrastinator; he tackles difficult situations/tasks head on and upfront. His work is thorough, highly detailed and reflects a strong commitment to transparency and communication. He also feels that longevity has its place; he has been married for almost 36 years, has been an active member of the same church for 20 years, and has worked at the same place, even in the same office, for 22 years. You cannot fault him for his commitment! He is an advocate for lifelong learning, and a model for the students he serves. This is well demonstrated by the fact that Wayne has completed the necessary requirements to receive 7 degrees, including 3 from SAU Tech! He is a person of integrity and well-regarded by his peers, and AACRAO looks forward to his further contributions to the profession.

## Emerging Leader Award



### Tiffany Robinson

Tiffany Robinson, University Registrar at Western Kentucky University, is a dedicated leader and will soon bring her passion, commitment and enthusiasm to the AACRAO Board of Directors as she steps into the role of Vice President for Access and Equity. Tiffany became active in the field at the state level with IACRAO. Then, with her move to Western Kentucky

University, she became active in KACRAO and SACRAO in addition to AACRAO. She currently serves as the Secretary on the Executive Board for KACRAO and serves as a member of Distinct Populations and Recognition and Awards Standing Committee for SACRAO. When she became a member of AACRAO in 2014 she jumped right into action as a member of the Professional Access and Equity committee, and remained a member up until March 2016 when she became Chair. Tiffany also serves as the Chair for the Black Caucus and has been an active presenter at AACRAO annual conferences. Tiffany's work with Access and Equity is not limited to AACRAO; she also serves on several committees at WKU that relate to Access and Equity. It is this work within her University and within AACRAO that have her poised to be a positive leader, eager to contribute to the membership and organization. We foresee her being a very valuable asset to the organization and its members for years to come.



# PAST AWARD WINNERS

## Honorary Membership

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

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

## Thomas A. Bilger Award

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

\* 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>2014</b>	Ingrid D. Nuttall*
<b>2007</b>	Lee F. Furbeck*	<b>2015</b>	Rodney L. Parks
<b>2008</b>	Luke D. Schultheis*	<b>2016</b>	Karee Head
<b>2011</b>	Nathan Fuerst*	<b>2016</b>	Catherine Mund

\* Awarded as Exemplary New Member Award



# PAST AWARD WINNERS

## Award for Excellence in International Education

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

## 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	Stan 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		

## Centennial Award for Excellence

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



# FEATURED SPEAKERS

## Opening Plenary

### Garrison Keillor

Master Storyteller, Host & Producer

Sunday, 5:45 p.m. – 6:45 p.m.

ID 6447

101, Level One

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NATIONAL STUDENT  
CLEARINGHOUSE®

### “An Evening with Garrison Keillor”

In a solo performance, the acclaimed host of “A Prairie Home Companion” shares hilarious anecdotes about growing up in the American Midwest, the people of Lake Wobegon, and “late-life fatherhood.” With a wonderful, dry sense of humor (and sometimes with music), Keillor captivates audiences using his unique blend of comedy, class, charisma, and wisdom.



One of the most prolific American storytellers of all time, **Garrison Keillor** is a writer and humorist best known as the former host of the popular live radio variety show, *A Prairie Home Companion*.

Keillor is also the host of the daily radio and online program, *The Writers Almanac*, and

the editor of several anthologies of poetry, most recently, *Good Poems: American Places*. A best-selling author, he has published more than two dozen books, including *Lake Wobegon Days*, *The Book of*

*Guys*, *Pilgrims*, *Guy Noir* and *the Straight Skinny*, and *Homegrown Democrat*. In 2006, Keillor played himself alongside a cast that included Meryl Streep, Lily Tomlin and Kevin Kline, in the critically acclaimed film adaptation of *A Prairie Home Companion*, directed by Robert Altman.

With Grammy, ACE, and George Foster Peabody awards, Keillor has also been honored with the National Humanities Medal, and election to the American Academy of Arts and Letters.

Offering insight and stories from his journey as one of America’s greatest storytellers, Keillor captivates audiences with his unique blend of comedy, charisma, and wisdom.



# FEATURED SPEAKERS

## Closing Plenary

### Danny Glover and Felix Justice

Actors

Wednesday, 11:45 a.m. – 12:45 p.m.

ID 6452

101, Level One

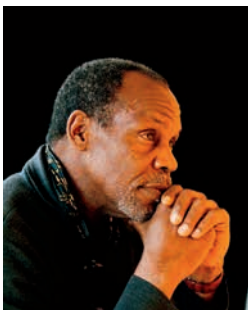
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NATIONAL STUDENT  
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### “In Conversation with Danny Glover and Felix Justice”

Friends since first meeting as struggling Bay area actors years ago, Danny Glover and Felix Justice have honed a stellar performance that stems from a long history of friendship and mutual respect, both on- and off-stage. Using examples from their lives and some of the great works of literature, both men bring to life their devotion to the education of young people and how to inspire the next generation of leaders in the world.

Photo Credit: Chris Buck



#### Danny Glover

A native of San Francisco, Glover attended San Francisco State College and trained at the Black Actors' Workshop of the American Conservatory Theatre. He first merited national attention in the New York production of Athol Fugard's "Master Harold and the Boys." He has garnered rave reviews for his roles in "The Color Purple," "Dreamgirls," "Grand Canyon," "To Sleep With Anger" and the "Lethal Weapon" series. In recognition of his lifetime dedication to public service, Glover was honored with the 2003 NAACP Chairman's Award. In 2006, he captured Director's Guild of America honors for his contributions to film and television.



#### Felix Justice

Felix Justice grew up in Florence, SC, and studied theater in both San Francisco and New York. His one-man Martin Luther King, Jr., show, "Prophecy in America," premiered in 1981 at San Francisco's Lorraine Hansberry Theatre and subsequently toured throughout the United States and Africa.



# FEATURED SPEAKERS

## Graduate & Professional Schools Luncheon

### Louis Soares

Vice President for Strategy, Research & Advancement, American Council on Education

**Monday, 11:45 a.m. – 1:15 p.m.**

**ID 6448**

**205AB, Level Two**

*(ticket at extra cost required)*

### “Evolving Higher Education Business Models: Leading with Data to Deliver Results”

Higher education leaders are under increasing pressure to expand access, and increase success, all in the context of keeping college affordable. Increasing the use of data is enabling different approaches, processes and organizational models that can help solve these multi-faceted educational attainment challenges. In this talk, the presenter will use business model and networked organization analysis to explore how institutions are evolving using technology and data and what it means for the future of higher education.



### Louis Soares

Soares joined ACE in June 2013 as vice president for policy research and strategy and head of the Council’s Center for Policy Research and Strategy. With more than 20 years of experience in postsecondary education policy and practice, Soares is responsible for further positioning ACE as a thought leader on emerging trends in higher education. While at ACE he published two landmark papers, “Post-Traditional Learners and the Transformation of Higher Education” and “Evolving Higher Education Business Models.”

In 2016, the Council expanded Soares’ responsibilities to include organizational strategy with a focus on advancement. In this role, Soares leverages decades of experience in campus-based and nonprofit organization fundraising to enhance the Council’s relationships with corporate and philanthropic partners. Soares has developed and successfully implemented projects with support from the Bill & Melinda Gates Foundation, Lumina Foundation, Russell Sage Foundation, TIAA Institute, ACT, Verizon Foundation, Fleet Bank, CVS, Bank of America, U.S. Department of Education and U.S. Department of Labor.

Prior to coming to ACE, Soares served as the director of the postsecondary education program and fellow at the Center for American Progress (CAP), a premier Washington, DC based think tank. Prior to CAP, he served as director of business/workforce development under Rhode Island Governor Donald L. Carcieri and as director of education partnerships for the Rhode Island Technology Council. Additionally, he was a small business consultant with the U.S. Peace Corps in Romania.

Soares was appointed by Secretary of Education Arne Duncan to serve on the National Board of the Fund for the Improvement of Postsecondary Education in 2011-14.





# FEATURED SPEAKERS

## Monday Plenary

**Scott Jaschik**, Editor and Co-Founder, *Inside Higher Ed*

**William R. Gil**, AACRAO

**Michelle Mott**, AACRAO

**Monday, 2:30 p.m. – 3:30 p.m.**

**ID 6449**

**101, Level One**

### “The New Reality for Higher Education”

What does this new Administration mean to the higher education community? We have already been impacted by travel bans, immigration enforcement and transgender rights. What will be next? What about the reauthorization of the Higher Education Act? Do we have some opportunities to create changes through the legislative and regulatory process? Join the AACRAO Government Relations team and Scott Jaschik, *Inside HigherEd*, for a policy update and a deep dive into the philosophy change coming from the White House and this Congress.



#### **Scott Jaschik**

Scott Jaschik is editor and one of the three founders of *Inside Higher Ed*. He leads the editorial operations of *Inside Higher Ed*, overseeing news content, opinion pieces, career advice, blogs and other features. Scott is a leading voice on higher education issues, quoted regularly in publications nationwide, and publishing articles on colleges in publications such as *The New York Times*, *The Boston Globe*, *The Washington Post*, *Salon*, and elsewhere. He has been a judge or screener for the National Magazine Awards, the Online Journalism Awards, the Folio Editorial Excellence Awards, and the Education Writers Association Awards. Scott served as a mentor in the community college fellowship program of the Hechinger Institute on Education and the Media, of Teachers College, Columbia University. He is a member of the board of the Education Writers Association. Scott grew up in Rochester, NY, and graduated from Cornell University. He lives in Washington.

# FEATURED SPEAKERS

## International Luncheon

### Matthew Andrews

University Secretary and Registrar, University of Gloucestershire

### Meredith McQuaid

Associate Vice President and Dean of International Programs, University of Minnesota Systems

### John Yopp

Associate Provost for Educational Partnerships and International Affairs, Emeritus, University of Kentucky

**Tuesday, 11:30 a.m. – 1:00 p.m.**

**ID 6450**

**205AB, Level Two**

### “The Impact of Politics on International Mobility”

The recent political changes in the U.S. and the Brexit vote in the U.K. have been widely covered across the globe. Threads of nationalism and isolationism can create a sense that international students may be unwelcome and cause them to look elsewhere to study—or just stay home.

How will higher education institutions handle these forces at home and abroad? Taking place about halfway through the first 100 days of a new US administration, this panel will discuss potential impacts on policy and practice, and recruitment, retention and enrollment considerations as institutions navigate them.



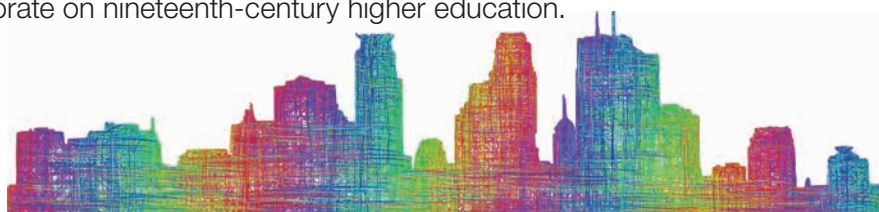
### Matthew Andrews

Dr. Matthew Andrews is Secretary and Registrar at the University of Gloucestershire, where he has worked since April 2016. Prior to that, he was Academic Registrar and Director of Academic and Student Affairs at Oxford Brookes University (2008 to 2016), and Director of the Graduate School (2005 to 2008) and Director of Undergraduate Recruitment (2003 to 2005) at Durham University.

Matthew has served on numerous national groups in the UK, including as Chair of the Association of University Administrators (AUA), a partner organisation of AACRAO, from 2012 to 2014. He was a member of the Executive Committee of the Academic Registrars' Council (ARC), and chaired the ARC Admissions Practitioners' Group from 2010 to 2012. Matthew also served on the Supporting Professionalism in Admissions (SPA) Steering Group.

Matthew is a member of the Editorial Advisory Board of the AUA Journal *Perspectives: Policy and Practice in Higher Education*, as well as AACRAO's *SEM Quarterly*, and the *Journal of Higher Education Policy and Management* run jointly by the Association for Tertiary Education Management (ATEM) and the LH Martin Institute for Tertiary Education Leadership and Management at the University of Melbourne.

Matthew graduated from Durham University with a B.A. in Philosophy and Theology and an M.A. in Seventeenth Century Philosophy. He also graduated from Northumbria University with an M.Sc. in Social Research and from Oxford University with a doctorate on nineteenth-century higher education.



# FEATURED SPEAKERS



## **Meredith McQuaid**

Meredith McQuaid is the Associate Vice President and Dean of International Programs for the University of Minnesota system. In this role, she promotes the global dimensions of teaching, research, and engagement across all colleges and campuses of the University. She works with the President, Vice Presidents, Chancellors, Deans, faculty, and staff to create global opportunities; expand international and interdisciplinary components of teaching, research, and public engagement activities; recruit and support international students, faculty, and staff; and facilitate development of critical interdisciplinary and international partnerships important to the University's strategic plan.

Previously, she served as Associate Dean of Administration and International Programs (1995-2005) and Director of International and Graduate Programs (1994-2006) at the University of Minnesota Law School. In her 14 years at the Law School, Dean McQuaid led a number of domestic and international initiatives.

She currently serves as past president of NAFSA: Association of International Educators, the largest nonprofit professional association dedicated to international education. She has served on the University of Minnesota China Center Advisory Council, Campus Club Board of Directors, and on several selection committees for prestigious international fellowships, including the USIA Edmund Muskie Scholars Program.

In 2006, she was awarded the University of Minnesota's Award for Global Engagement, given to faculty and staff members in recognition of outstanding contributions to global education and international programs in their field, discipline, or the University.



## **John Yopp**

John H. Yopp is immediate past Associate Provost for Educational Partnerships and International Affairs at the University of Kentucky. He is currently Director of Strategic Partnerships, Tuning USA, for the Institute for Evidence-Based Change (Lumina Foundation funded). He is also past Vice President for Graduate and Professional Education at ETS, past Associate Vice Chancellor at Southern Illinois University and Dean of the Graduate School, where he was also Professor of Biology. He also chaired the Research Committee of the AACRAO Task Force on International Admission and Credential Evaluation.

He currently serves on the Board of Directors, and Board of Trustees of the Council on International Educational Exchange, and the Goldwater Foundation for Scholarships and Excellence in Education (President Obama appointment in the U.S. Senate), respectively.

His awards include: Outstanding International Educator, awarded by AACRAO (2009); Andrew Heiskell Award for Innovation in International Education, awarded by IIE (2012) to the US-Germany Fulbright Commission and the University of Kentucky for the Discover Germany-Discover USA Minority Exchange Program created through his partnership with the US –German Fulbright Director; and the Transatlantic Leadership Award, awarded by the EAIE (2012).



# FEATURED SPEAKERS

## Tuesday Plenary

### Nicole Maines & Wayne Maines

Student & Parent Activists

Tuesday, 2:30 p.m. – 3:30 p.m.

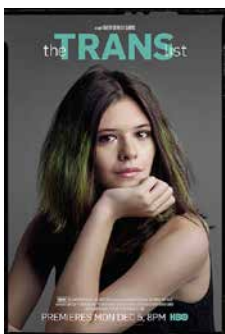
ID 6451

101, Level One

### “One Father’s Journey Raising a Transgender Child”

Pulitzer Prize-winning Author Amy Ellis Nutt brought Wayne’s family’s story to life on a national scale, with the best-selling book, *Becoming Nicole: The Transformation of an American Family*. In a kind and honest manner this book reveals Wayne’s struggles and lessons learned as he tried to help keep his family whole. Revealing his biggest failures to the world has not been easy, but Wayne hopes that doing so will help others stop bullying, harassment, and discrimination for all children that are perceived as being different.

Having the opportunity to watch his identical twins move through each developmental stage of life has provided Wayne Maines with many life lessons. Understanding and accepting his son as his daughter has been the most powerful and rewarding life lesson to date. The journey was often painful and stressful, occasionally quite comical, but very insightful. Everything from marriage, school, doctors, dealing with family, and the typical issues of adolescence all became potential roadblocks to positive development. Wayne will share some of the pitfalls and successes that occurred during their family’s journey, and provide insight on creating a positive and successful climate for transgender youth.



### Nicole Maines

Nicole Maines is seventeen years old. Nicole has become a strong woman with a clear and loud voice for safety and equality. She has been recognized nationally for fighting to make sure transgender students have the same rights as their classmates. In January of 2014, Maine’s Supreme Court ruled that Nicole’s rights had been violated under the state’s Human Rights Act, marking a historic and landmark victory for transgender rights in the U.S. It is the first time a state’s highest court has ruled that it is unlawful to deny transgender students access to the bathroom of the gender with which they identify.

For her hard work and commitment, Nicole was named one of *Glamour Magazine’s* 50 inspiring women of the year and was chosen to represent the state of Maine in the series “Hometown Heroes,” titled “50 Phenomenal Women of the Year Who Are Making a Difference.” She also was named one of the 14 Most Fearless Teens of 2014 for standing up against injustice.



# FEATURED SPEAKERS



## **Wayne Maines**

Dr. Wayne M. Maines is first and foremost the proud father of identical twins, one boy (Jonas Maines) and one girl (Nicole Maines). Wayne and his wife Kelly have worked extremely hard to raise their children in an environment that was not ready for a new generation of transgender children.

His family's story is featured in *Becoming Nicole: The Transformation of an American Family*, which is a *New York Times* Notable Book, was named one of the 10 Best Books of the Year by *People* magazine, one of the Best Books of the Year by *Men's Journal*, is a Stonewall/Israel Fishman Non-Fiction Award Honor book, and a 2015 Discover Great

New Writers Award Finalist/Non-Fiction.

Wayne has been a safety professional and nationally known emergency management expert for over twenty years. Now he has turned his attention to introduce the world to transgender children and transgender rights and to “provide a safe environment for transgender children to grow, to learn, to be safe and to become productive members of our society.”





In the last year, 7 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!

**Darcy Briggs**

*Registrar/Director of Enrollment Services  
Arapahoe Community College*

**Tysa M. Egleton**

*Director for Student One Stop and  
Associate Registrar  
Youngstown State University*

**Andrea J. Lehmacher**

*Managing Director of Marketing Strategy  
Elgin Community College*

**Jennifer McClure**

*Managing Director of Enrollment Services  
Elgin Community College*

**Steven J. McDowell**

*Director of Financial Aid Services  
Connecticut State Colleges & Universities*

**Michael McManus**

*Director of Advising & Retention  
Arapahoe Community College*

**Timothy Rees**

*Director of Undergraduate Resident Admissions  
Liberty 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).



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**103<sup>rd</sup>**  
**ANNUAL  
MEETING**

**AACRAO**

**Film Festival**

**APRIL 2-5, 2017**  
Minneapolis Convention Center  
Minneapolis, MN

**Join us for the 2nd Annual AACRAO Film Festival  
in Room 200E, Level Two**

**Check out the variety of institutional videos and see how other  
campuses use this form of media to reach faculty, staff, students  
and the broader community.**

**Sunday, April 2**

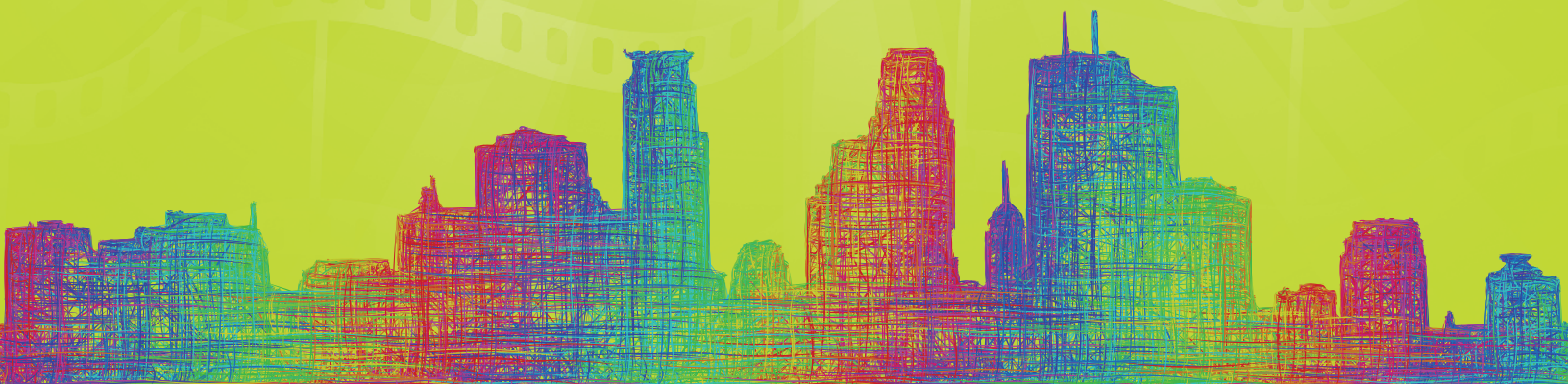
**11:30 a.m. – 5:00 p.m.**

**Monday, April 3**

**8:00 a.m. – 9:15 a.m.  
10:45 a.m. – 2:15 p.m.**

**Tuesday, April 4**

**8:00 a.m. – 9:15 a.m.  
11:30 a.m. – 1:00 p.m.**





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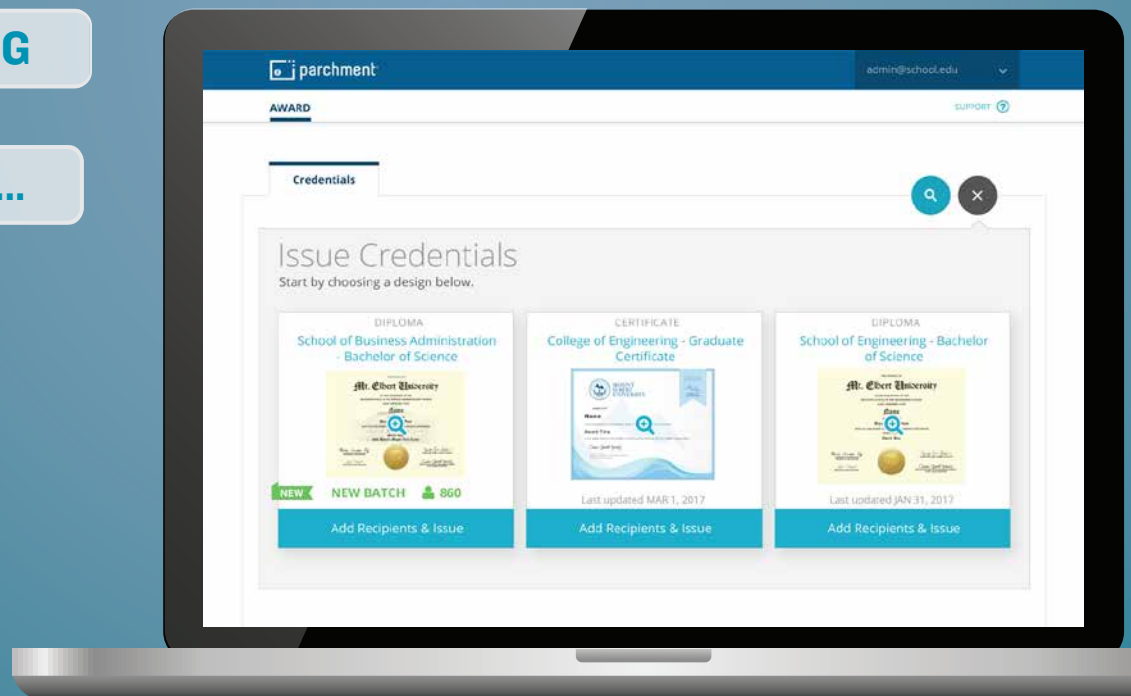
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9:30 - 10:30 AM  
SESSION: 6492



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# MEETING AT A GLANCE

## SATURDAY, APRIL 1, 2017

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

8:30 a.m. – 6:00 p.m.

Cristo Rey Jesuit High School  
2924 4th Avenue S., Minneapolis  
Contact: Robert Bromfield at  
[rbromfield@usfca.edu](mailto:rbromfield@usfca.edu) or  
(415) 422-2786

### Registrar 101 and FERPA Pre-meeting Workshop (Part 1 of 2)

*(ticket at extra cost required)*

9:30 a.m. – 5:30 p.m.

M100DE, Mezzanine Level

## SUNDAY, APRIL 2, 2017

### Registration

7:00 a.m. – 7:30 p.m.

Lobby B, Level One

### Cyber Café

7:00 a.m. – 7:30 p.m.

Lobby B, Level One

### Exhibit Hall Open

6:45 p.m. – 8:00 p.m.

Exhibit Hall B, Level One

### AACRAO Bookstore

8:00 a.m. – 5:30 p.m.

Lobby B, Level One

### Speaker Ready Room

12:00 p.m. – 5:00 p.m.

201, Level Two

### IPEDS Pre-Meeting Workshop

*(ticket at extra cost required)*

7:30 a.m. – 3:30 p.m.

M101A, Mezzanine Level

### Pre-meeting Workshops

*(ticket at extra cost 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 and Regional Officers Workshop

8:30 a.m. – 11:30 a.m.

M100AB, Mezzanine Level

### National Network of Law School Officers Board of Directors Meeting

8:30 a.m. – 3:00 p.m.

Marquette I, Second Floor,  
Hilton Minneapolis

### Registrar 101 and FERPA Pre-meeting Workshop (Part 2)

*(ticket at extra cost required)*

8:30 a.m. – 3:30 p.m.

M100DE, Mezzanine Level

### AACRAO SPEEDE Committee Business Meeting

9:00 a.m. – 5:00 p.m.

Marquette II, Second Floor,  
Hilton Minneapolis

### Program Committee Meeting

*(2016-2017, 2017-2018)*

9:30 a.m. – 11:00 a.m.

206AB, Level Two

### Luncheon for Professional Activities Committees Chairs

*(2016-2017, 2017-2018)*

*By invitation*

11:15 a.m. – 12:30 p.m.

205AB, Level Two

### AACRAO Film Festival

11:30 a.m. – 5:00 p.m.

200E, Level Two

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

*(2017-2018)*

12:30 p.m. – 2:30 p.m.

200D, Level Two

### National Student Clearinghouse Academy

1:00 p.m. – 3:00 p.m.

Marquette IV/V, Second Floor,  
Hilton Minneapolis

### Joint Caucus Welcome

2:45 p.m. – 3:45 p.m.

205AB, Level Two

### First-Time Attendees' Orientation & Welcome

3:15 p.m. – 4:45 p.m.

Salons EFG, Third Floor, Hilton Minneapolis

*Sponsored by National Student Clearinghouse*

### NNLSO Welcome Reception

3:30 p.m. – 4:30 p.m.

Marquette III, Second Floor,  
Hilton Minneapolis

### Nominations & Elections Committee Meeting

*(2016-2017, 2017-2018)*

3:45 p.m. – 4:45 p.m.

206AB, Level Two

### (\$4) Annual Meeting Opening

5:00 p.m. – 6:45 p.m.

101, Level One

- Welcome and Awards Presentation  
5:00 p.m. – 5:45 p.m.
- Opening Plenary  
5:45 p.m. – 6:45 p.m.

*Presenter:*

Garrison Keillor, Master Storyteller,  
Host & Producer

*Sponsored by National Student Clearinghouse*

### Welcome Reception

*(cash bar and hors d'oeuvres)*

6:45 p.m. – 8:00 p.m.

Exhibit Hall B, Level One



# MEETING AT A GLANCE (continued)

## MONDAY, APRIL 3, 2017

### Registration

7:30 a.m. – 5:30 p.m.  
Lobby B, Level One

### Cyber Café Open

7:30 a.m. – 5:30 p.m.  
Lobby B, Level One

### Exhibit Hall Open

9:00 a.m. – 4:30 p.m.  
Exhibit Hall B, Level One  
*Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.*

### AACRAO Bookstore

8:00 a.m. – 5:30 p.m.  
Lobby B, Level One

### Speaker Ready Room

7:30 a.m. – 5:30 p.m.  
201, Level Two

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
206AB, Level Two

### AACRAO Past Presidents' Breakfast

*By invitation*  
8:00 a.m. – 9:30 a.m.  
Duluth, Third Floor,  
Hilton Minneapolis

### (M1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

### AACRAO Film Festival

8:00 a.m. – 9:15 a.m.  
200E, Level Two

### National Network of Law School Officers (NNLSO) Breakfast and Business Meeting

8:00 a.m. – 9:30 a.m.  
205AB, Level Two

For information and registration, contact:  
Colleen Timmons at [ctimmons@tulane.edu](mailto:ctimmons@tulane.edu) or  
(504) 862-8835

### Corporate Showcase

- Refreshment Break in Exhibit Hall  
9:15 a.m. – 10:30 a.m.
- (M2) Corporate Presentations  
9:30 a.m. – 10:30 a.m.

### (M3) Educational Sessions & Roundtable Discussions

10:45 a.m. – 11:45 a.m.

### AACRAO Film Festival

10:45 a.m. – 2:15 p.m.  
200E, Level Two

### (ML) Graduate & Professional Schools Luncheon

*(ticket at extra cost required)*

11:45 a.m. – 1:15 p.m.  
205AB, Level Two

*Presenter:* Louis Soares, American Council on Education

### (ML) Nominations & Elections 2017-2018 Committee Luncheon

*By invitation*  
11:45 a.m. – 1:15 p.m.  
206AB, Level Two

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

11:45 a.m. – 1:15 p.m.  
205C, Level Two  
Contact: Jeanie Bell at  
[Jeanie.bell@colorado.edu](mailto:Jeanie.bell@colorado.edu)  
or (303) 735-2437

### (M4) Educational Sessions & Roundtable Discussions

1:15 p.m. – 2:15 p.m.

### (M4) Emerging Leader Insight (ELI) Talks

1:15 p.m. – 2:15 p.m.  
Mezzanine Lobby, A-E Side

### (M4) Latino/Latina Caucus

1:15 p.m. – 2:15 p.m.  
205C, Level Two

### (M5) Plenary Presentation

2:30 p.m. – 3:30 p.m.  
101, Level One

*Presenters:*

Scott Jaschik, Inside Higher Ed  
William R. Gil, AACRAO  
Michelle Mott, AACRAO

### Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m.  
Exhibit Hall B, Level One

### (M6) Educational Sessions & Roundtable Discussions

4:00 p.m. – 5:00 p.m.

### (M6) ACAOPU Meeting

4:00 p.m. – 5:00 p.m.  
206AB, Level Two

### (M6) LGBTQA Caucus

4:00 p.m. – 5:00 p.m.  
205AB, Level Two

### (M7) AACRAO Town Meeting

5:15 p.m. – 6:15 p.m.  
101, Level One

### Board of Directors Reception for Honorees

*By invitation*  
6:15 p.m. – 7:30 p.m.  
Duluth, Third Floor, Hilton Minneapolis



# MEETING AT A GLANCE (continued)

**TUESDAY, APRIL 4, 2017**

## INTERNATIONAL DAY

### Registration

7:45 a.m. – 4:30 p.m.  
Lobby B, Level One

### Cyber Café Open

7:45 a.m. – 4:30 p.m.  
Lobby B, Level One

### Exhibit Hall Open

9:00 a.m. – 3:00 p.m.  
Exhibit Hall B, Level One

*Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.*

### AACRAO Bookstore

8:30 a.m. – 5:15 p.m.  
Lobby B, Level One

### Speaker Ready Room

7:30 a.m. – 5:30 p.m.  
201, Level Two

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
206AB, Level Two

### (T1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

### AACRAO Film Festival

8:00 a.m. – 9:15 a.m.  
200E, Level Two

### Refreshment Break in Exhibit Hall

9:15 a.m. – 10:00 a.m.  
Exhibit Hall B, Level One

### (T2) AACRAO Business Meeting

10:00 a.m. – 11:30 a.m.  
101, Level One

### (TL) International Luncheon

*Ticket required*

11:30 a.m. – 1:00 p.m.  
205AB, Level Two

*Presenters:*

**Matthew Andrews**, University of Gloucestershire

**Meredith McQuaid**, University of Minnesota System

**John Yopp**, University of Kentucky (Emeritus)

### (TL) Annual Meeting Planners Luncheon

*By invitation*

11:30 a.m. – 1:00 p.m.  
**Marquette V, Second Floor,**  
**Hilton Minneapolis**

### AACRAO Film Festival

11:30 a.m. – 1:00 p.m.  
200E, Level Two

### (T3) Educational Sessions & Roundtable Discussions

1:00 p.m. – 2:00 p.m.

### (T3) Poster Sessions

1:00 p.m. – 2:00 p.m.  
Escalator Lobby, Level Two

### (T3) Asian and Pacific Islander Caucus

1:00 p.m. – 2:00 p.m.  
206AB, Level Two

### Refreshment Break in Exhibit Hall

2:00 p.m. – 2:30 p.m.  
Exhibit Hall B, Level Two

### NAIA Registrars Association Annual Business Meeting and Discussion

2:00 p.m. – 3:30 p.m.  
205AB, Level Two

### (T4) Plenary Presentation

2:30 p.m. – 3:30 p.m.  
101, Level One

*Presenters:* **Nicole Maines**, Student & Activist  
**Wayne Maines**, Parent & Activist

*Moderator:* **Monique Snowden**, Fielding Graduate University

### (T5) Educational Sessions & Roundtable Discussions

3:45 p.m. – 4:45 p.m.

### (T5) Poster Sessions

3:45 p.m. – 4:45 p.m.  
Escalator Lobby, Level Two

### (T5) Black Caucus

3:45 p.m. – 4:45 p.m.  
205AB, Level Two

### (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.  
206AB, Level Two

### International Educators Reception

*(ticket at extra cost required)*

6:30 p.m. – 7:30 p.m.  
Duluth, Third Floor, Hilton Minneapolis

*Sponsored by AACRAO International, Paver Family Foundation, ETS TOEFL*

### State and Regional Receptions

See page 91 for a list of reception locations.

### National Network of Law Schools (NNLSO) Networking and Social Event

7:00 p.m. – 9:00 p.m.

For information and registration, contact:

Colleen Timmons at [ctimmons@tulane.edu](mailto:ctimmons@tulane.edu)  
or (504) 862-8835



# MEETING AT A GLANCE (continued)

## WEDNESDAY, APRIL 5, 2017

### Registration

7:45 a.m. – 12:30 p.m.  
Lobby B, Level One

### Cyber Café Open

7:45 p.m. – 12:30 p.m.  
Lobby B, Level One

### AACRAO Bookstore

8:30 a.m. – 12:00 p.m.  
Lobby B, Level One

### Speaker Ready Room

7:30 a.m. – 10:30 a.m.  
201, Level Two

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
206AB, Level Two

### (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.

### (W4) Closing Plenary

11:45 a.m. – 12:45 p.m.  
101, Level One

#### Presenters:

Danny Glover, Actor

Felix Justice, Actor

*Sponsored by National Student Clearinghouse*

### Program Committee Meeting

(2017-2018)

1:30 p.m. – 3:30 p.m.  
205D, Level Two

### Board of Directors Meeting

1:30 p.m. – 3:30 p.m.  
205C, Level Two



Tied Arch Bridge



# KEY TO COMPETENCIES AND 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



SEM Assessment



Reporting and Institutional Research



Transfer and Articulation



Developing Speeches and Presentations



Developing Enrollment Mix



Data Systems Management



Assessing Prior International Education



Evaluating Emerging Technologies



SEM Leadership



Knowledge of Student Records Management Law, Policy, and Governance



International Recruitment and Marketing



Market Analysis



Staffing Leadership



Record-Keeping and Data Stewardship



Reporting Progress Toward Enrollment Goals



Enrollment Technology



Academic Policy and Curriculum Delivery



Strategic Staffing and Operations



Operations and Business Process Management



Utilizing Social Media



Graduation, Commencement and Academic Events



# SATURDAY AND SUNDAY EVENTS AND WORKSHOPS

## Saturday, April 1, 2017 Workshops

### SATURDAY EVENTS

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

8:30 a.m. – 6:00 p.m.

Cristo Rey Jesuit High School  
2924 4th Avenue S., Minneapolis  
Contact: Robert Bromfield at  
[rlbromfield@usfca.edu](mailto:rlbromfield@usfca.edu) or  
(415) 422-2786

#### Registrar 101 and FERPA Pre-meeting Workshop (Part 1 of 2)

*(ticket at extra cost required)*

9:30 a.m. – 5:30 p.m.

M100DE, Mezzanine Level

## Sunday, April 2, 2017 Events and Workshops

### SUNDAY EVENTS

#### Registration

7:00 a.m. – 7:30 p.m.

Lobby B, Level One

#### Cyber Café

7:00 a.m. – 7:30 p.m.

Lobby B, Level One

#### Exhibit Hall Open

6:45 p.m. – 8:00 p.m.

Exhibit Hall B, Level One

#### AACRAO Bookstore

8:00 a.m. – 5:30 p.m.

Lobby B, Level One

#### Speaker Ready Room

12:00 p.m. – 5:00 p.m.

201, Level Two

#### IPEDS Pre-Meeting Workshop

*(ticket at extra cost required)*

7:30 a.m. – 3:30 p.m.

M101A, Mezzanine Level

#### Pre-meeting Workshops

*(ticket at extra cost 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 and Regional Officers Workshop

8:30 a.m. – 11:30 a.m.

M100AB, Mezzanine Level

#### National Network of Law School Officers Board of Directors Meeting

8:30 a.m. – 3:00 p.m.

Marquette I, Second Floor, Hilton Minneapolis

#### Registrar 101 and FERPA Pre-meeting Workshop (Part 2)

*(ticket at extra cost required)*

8:30 a.m. – 3:30 p.m.

M100DE, Mezzanine Level

#### AACRAO SPEEDE Committee

#### Business Meeting

9:00 a.m. – 5:00 p.m.

Marquette II, Second Floor, Hilton Minneapolis



# SATURDAY AND SUNDAY EVENTS AND WORKSHOPS (continued)

## Program Committee Meeting

(2016-2017, 2017-2018)

9:30 a.m. – 11:00 a.m.

206AB, Level Two

## Luncheon for Professional Activities Committees Chairs

(2016-2017, 2017-2018)

By invitation

11:15 a.m. – 12:30 p.m.

205AB, Level Two

## AACRAO Film Festival

11:30 a.m. – 5:00 p.m.

200E, Level Two

## Meeting for Chairs & Members of Professional Activities Committees

(2017-2018)

12:30 p.m. – 2:30 p.m.

200D, Level Two

## National Student Clearinghouse Academy

1:00 p.m. – 3:00 p.m.

Marquette IV/V, Second Floor, Hilton Minneapolis

## Joint Caucus Welcome

2:45 p.m. – 3:45 p.m.

205AB, Level Two

## First-Time Attendees' Orientation & Welcome

3:15 p.m. – 4:45 p.m.

Salons EFG, Third Floor, Hilton Minneapolis

*Sponsored by National Student Clearinghouse*

## NNLSO Welcome Reception

3:30 p.m. – 4:30 p.m.

Marquette III, Second Floor, Hilton Minneapolis

## Nominations & Elections Committee Meeting

(2016-2017, 2017-2018)

3:45 p.m. – 4:45 p.m.

206AB, Level Two

## (S4) Annual Meeting Opening

101, Level One

5:00 p.m. – 6:45 p.m.

- Welcome and Awards Presentation  
5:00 p.m. – 5:45 p.m.
- Opening Plenary  
5:45 p.m. – 6:45 p.m.

*Presenter:*

**Garrison Keillor**, Master Storyteller, Host & Producer

*Sponsored by National Student Clearinghouse*

## Welcome Reception

*(cash bar and hors d'oeuvres)*

6:45 p.m. – 8:00 p.m.

Exhibit Hall B, Level One

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

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

SATURDAY, APRIL 1, 9:30 A.M. – 5:30 P.M. AND  
SUNDAY, APRIL 2, 8:30 A.M. – 3:30 P.M.

### Sa1.5656 Registrar 101 and FERPA (Parts 1 & 2)

Saturday, April 1, 9:30 a.m. – 5:30 p.m. | M100DE, Mezzanine Level

FEE: \$460



Spend two days diving into the work of the registrar's office and get answers to many of the "what" and "how" questions that new registrars face. A significant portion of the workshop focuses on understanding and applying FERPA. Attendees will gain a better understanding of the role of the registrar, where to find information and answers, and return to work with a solid network of colleagues.

#### PRESENTERS:

**Stephanie Henning**, Central College

**Sheila Jarrell**, Yavapai College

**LeRoy Rooker**, AACRAO

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

**Daniel Weber**, Northeastern Illinois University

## (S2) Morning Half-Day Workshops

SUNDAY, APRIL 2, 8:30 A.M. – 11:30 A.M.

### S2.5912 Implementing Electronic Student Records from eTranscript to ePortfolio

Sunday, April 2, 8:30 a.m. – 11:30 a.m. | M100G, Mezzanine Level

FEE: \$150



This workshop is designed as a bootcamp to help institutions develop a practical roadmap to implement electronic student records, including electronic transcript, enhanced eTranscript, eDiploma, eCertificate, and ePortfolio. The workshop consists of modules on specific topics including ecosystem, definitions, partnering, specing, and vendors.

#### PRESENTER:

**Stephen Arod Shirreffs**, Stanford University





# SATURDAY AND SUNDAY EVENTS AND WORKSHOPS (continued)

## S2.5675 The Core Concepts of SEM

Sunday, April 2, 8:30 a.m. – 11:30 a.m. | M100F, Mezzanine Level

FEE: \$175



This introductory workshop provides an overview of the concepts and strategies of strategic enrollment management. Participants will expand their understanding of SEM and take away action plans for achieving enrollment goals upon their return to campus.

### PRESENTERS:

**Tom Green**, AACRAO Consulting  
**Michele Sandlin**, AACRAO Consulting

## S2.5676 State and Regional Officers Workshop

Sunday, April 2, 8:30 a.m. – 11:30 a.m. | M100AB, Mezzanine Level

FEE: None



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 California

## S2.6002 NAIA Eligibility Workshop: Updates and Training

Sunday, April 2, 8:30 a.m. – 11:30 a.m. | M100I, Mezzanine Level

FEE: None, for NAIA Member Institutions



Join the NAIA Registrar Association Executive Board and representatives from the NAIA Eligibility Center for an eligibility roundtable and an update on requirements and legislation. ECP/Play NAIA software tools and tips will be presented. Return to your institution equipped for the upcoming eligibility season.

### PRESENTERS:

**Jessica Cason**, National Association of Intercollegiate Athletics (NAIA) Eligibility Center  
**Dennis Hicks**, Indiana University - East

## S2.6075 Planning for a New Student Information System

Sunday, April 2, 8:30 a.m. – 11:30 a.m. | M100H, Mezzanine Level

FEE: \$150



Attendees will be provided with information regarding what to consider when selecting an SIS and how to plan for the development, implementation, adoption, communication and operation of a new system. The workshop presenters have experience dealing with all aspects of SIS adoption.

### PRESENTERS:

**Mark McConahay**, Indiana University  
**Shelby Stanfield**, University of Texas at Austin  
**Susan Van Voorhis**, University of Minnesota - Twin Cities

## S2.5523 Mentor Mapping: Develop the Skills and Network to Enhance and Advance Your Career

Sunday, April 2, 8:30 a.m. – 11:30 a.m. | M100C, Mezzanine Level

FEE: \$210



Mentoring is a reciprocated relationship between mentors and mentees. This interactive workshop will inform and empower attendees by guiding them through the development of a personalized mentoring map.

### PRESENTER:

**Monique Snowden**, Fielding Graduate University

## (S3) Afternoon Half-Day Workshops

SUNDAY, APRIL 2, 12:30 P.M. – 3:30 P.M.

## S3.6001 FERPA 2.0: Taking Your FERPA Knowledge to the Next Level

Sunday, April 2, 12:30 p.m. – 3:30 p.m. | M100AB, Mezzanine Level

FEE: \$215



Understand and master secondary-level FERPA issues such as data requests, institutional review boards, legal requests, and retention rules. Learn how to train others from your institution to carry forth the same issues the Office of the Registrar deals with regularly.

### PRESENTERS:

**Allyson Dean**, Oregon State University  
**Tina Falkner**, University of Minnesota - Twin Cities  
**Rebecca Mathern**, Oregon State University

# SUNDAY EVENTS AND WORKSHOPS

## **S3.6059** Why Can't We All Just Get Along? Navigating the Politics of Higher Education

Sunday, April 2, 12:30 p.m. – 3:30 p.m. | M100G, Mezzanine Level

**FEE: \$160**



This workshop will present: a clear definition of what we mean by “politics” and how defining it will help in engaging it; the five most important skills for navigating organizational politics; leadership approaches to resolving competing agendas; and how to make potential conflicts into potential teachable opportunities.

### **PRESENTERS:**

**Alan Tuchtenhagen**, Augsburg College  
**Susan Van Voorhis**, University of Minnesota - Twin Cities

## **S3.6440** Project Management Essentials

Sunday, April 2, 12:30 p.m. – 3:30 p.m. | M100C, Mezzanine Level

**FEE: \$150**



Learn how to apply a non-technical, step-by-step project management framework to successfully define, plan, execute, and manage any project. Participants will identify a potential project from their institution in order to gain hands-on experience with planning.

### **PRESENTER:**

**Jeff Rand**, General Dynamics Mission Systems

## **S3.6076** Holistic Admissions: A Multifaceted View

Sunday, April 2, 12:30 p.m. – 3:30 p.m. | M100I, Mezzanine Level

**FEE: \$175**



This workshop will review the implications of the Fisher v. University of Texas decision. In addition, the presenters will review implementation of non-cognitive assessments to admit and retain successful students.

### **PRESENTERS:**

**Ross Markle**, ETS  
**Michele Sandlin**, AACRAO Consulting  
**Terri Taylor**, Education Counsel  
**Nancy Walsh**, University of Illinois at Urbana-Champaign

## **S3.6077** On the Cutting EDGE (Electronic Database for Global Education)

Sunday, April 2, 12:30 p.m. – 3:30 p.m. | M100H, Mezzanine Level

**FEE: None**



This is an overview of recent updates within EDGE 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.

### **PRESENTERS:**

**Drew Carlisle**, AACRAO  
**Melanie Gottlieb**, AACRAO

## **S3.5808** Business Process Re-Engineering

Sunday, April 2, 12:30 p.m. – 3:30 p.m. | M100F, Mezzanine Level

**FEE: \$145**



Increase your effectiveness in daily projects by leveraging the basic principles of business process re-engineering. Topics that will be explored include “agile” software development, project management, and reducing unnecessary complexity. Learn how to be more effective by actually doing less.

### **PRESENTERS:**

**Jerald Bracken**, Brigham Young University  
**Jeff Elliott**, University of Missouri - Columbia



# SUNDAY EVENTS AND WORKSHOPS

## (S3) National Student Clearinghouse Academy

SUNDAY, APRIL 2, 1:00 P.M. – 3:00 P.M.

### S3.6603 Clearinghouse Academy Presents: What's New & What's Next

Sunday, April 2, 1:00 p.m. – 3:00 p.m. | Marquette IV/V, Hilton Minneapolis, Second Floor

**FEE:** None

Be one of the first to learn about the new and innovative services your National Student Clearinghouse is pleased to announce publicly for the first time, including a reveal that you don't want to miss! This is also an excellent opportunity for you to engage with our staff and subject matter experts on issues critical to the success of your institution and students. Plus you will have a front-row seat for the latest information on our existing services and how they can help you.

#### PRESENTERS:

**Roberta Hyland**, National Student Clearinghouse  
**Sean McTighe**, National Student Clearinghouse  
**Ron Phillips**, National Student Clearinghouse

### S3.6433 Joint Caucus Reception

Sunday, April 2, 2:45 p.m. – 3:45 p.m. | 205AB, Level Two

Please join us at this welcome for caucus participants.

### S3.6571 First-Time Attendees' Orientation & Welcome

Sunday, April 2, 3:15 p.m. – 4:45 p.m. | Salons EFG, Hilton, Third Floor

Don't miss the AACRAO First-Time Attendees' Orientation and Welcome. 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.

Sponsored by **NATIONAL STUDENT CLEARINGHOUSE**

## Annual Meeting Opening

SUNDAY, APRIL 2, 5:00 P.M. – 6:45 P.M.

### Welcome and Awards Presentation

Sunday, April 2, 5:00 p.m. – 5:45 p.m. | 101, Level One

Join us to honor the current class of AACRAO Award winners. Music provided by **Band of Praise**, which was founded in 2007 by two trombonists whose purpose was to bring the spirit of New Orleans brass bands and the jazz funeral tradition to Minnesota. The musicians performing at the Annual Meeting are members of the American Federation of Musicians and the Twin Cities Musicians Union (Local 30-73). A 5-piece Dixieland ensemble will showcase some of the best players in town. The band will perform at the Annual Meeting Opening and during the Honorees and International Educators' Receptions.

### S4.6447 Opening Plenary: An Evening with Garrison Keillor

Sunday, April 2, 5:45 p.m. – 6:45 p.m. | 101, Level One



In a solo performance perfect for theatrical venues and university programs, the acclaimed host of *A Prairie Home Companion* shares hilarious anecdotes about growing up in the American Midwest, the people of Lake Wobegon, and "late-life fatherhood." With a wonderful, dry sense of humor (and sometimes with music), Keillor captivates audiences using his unique blend of comedy, class, charisma, and wisdom.

#### PRESENTER:

**Garrison Keillor**, Master Storyteller, Host & Producer

Sponsored by **NATIONAL STUDENT CLEARINGHOUSE**

### Welcome Reception

(cash bar and hors d'oeuvres)

Sunday, April 2, 6:45 p.m. – 8:00 p.m. | Exhibit Hall B, Level One

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 (#203). Get your questions answered, find out about AACRAO's upcoming meetings and online courses, and learn about the products and services we provide.



# Get the answers you need from the **EXPERT** in student outcomes

The **National Student Clearinghouse** offers services and research reports that draw on our unmatched student-level information resources, covering over 98 percent of public and private postsecondary enrollment. You can access our nationwide coverage of enrollment and degree records via our StudentTracker® service, helping you meet growing reporting demands. The upcoming launch of StudentTracker 2.0 will put even more tools and capabilities at your disposal. Learn more at <https://studentclearinghouse.info/studenttracker>.

The Clearinghouse's unique role as higher education's trusted partner enables us to provide you with the most accurate picture of actual student behavior. As a result, our free national reports offer the truest and timeliest look at trends in college enrollment, completion, and student pathways. You can read all of our reports at <https://nscresearchcenter.org>.

Don't miss our sessions:

*"Your Transfer Student Toolkit: NEW StudentTracker for Colleges & Universities!"*

**Monday, April 3 — 9:30 am-10:30 am, Room M100DE**

*"College Completion's Upward Trajectory: Latest Findings from the National Student Clearinghouse Research Center"*

**Monday, April 3 — 10:45 am-11:45 am, Room 200I**

**Visit booth #208** to find out how the Clearinghouse can help you with your student research and reporting and learn about the **upcoming launch of StudentTracker 2.0!**

NATIONAL STUDENT CLEARINGHOUSE®  
**RESEARCH CENTER™**

# MONDAY EVENTS AND SESSIONS

## Monday, April 3, 2017 Events and Sessions

### Registration

7:30 a.m. – 5:30 p.m.  
Lobby B, Level One

### Cyber Café Open

7:30 a.m. – 5:30 p.m.  
Lobby B, Level One

### Exhibit Hall Open

9:00 a.m. – 4:30 p.m.  
Exhibit Hall B, Level One  
*Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.*

### AACRAO Bookstore

8:30 a.m. – 5:30 p.m.  
Lobby B, Level One

### Speaker Ready Room

7:30 a.m. – 5:30 p.m.  
201, Level Two

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
206AB, Level Two

### AACRAO Past Presidents' Breakfast

*By invitation*  
8:00 a.m. – 9:30 a.m.  
Duluth, Third Floor, Hilton Minneapolis

### (M1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

### AACRAO Film Festival

8:00 a.m. – 9:15 a.m.  
200E, Level Two

### National Network of Law School Officers (NNLSO) Breakfast and Business Meeting

8:00 a.m. – 9:30 a.m.  
205AB, Level Two  
For information and registration, contact: Colleen Timmons at [ctimmons@tulane.edu](mailto:ctimmons@tulane.edu) or (504) 862-8835

### Corporate Showcase

- Refreshment Break in Exhibit Hall  
9:15 a.m. – 10:30 a.m.
- (M2) Corporate Presentations  
9:30 a.m. – 10:30 a.m.

### (M3) Educational Sessions & Roundtable Discussions

10:45 a.m. – 11:45 a.m.

### AACRAO Film Festival

10:45 a.m. – 2:15 p.m.  
200E, Level Two

### (ML) Graduate & Professional Schools Luncheons

*(ticket at extra cost required)*  
11:45 a.m. – 1:15 p.m.  
205AB, Level Two  
*Presenter:* Louis Soares, American Council on Education

### (ML) Nominations & Elections 2017-2018 Committee Luncheon

*By invitation*  
11:45 a.m. – 1:15 p.m.  
206AB, Level Two

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

11:45 a.m. – 1:15 p.m.  
205C, Level Two  
Contact: Jeanie Bell at [Jeanie.bell@colorado.edu](mailto:Jeanie.bell@colorado.edu) or (303) 735-2437

### (M4) Educational Sessions & Roundtable Discussions

1:15 p.m. – 2:15 p.m.

### (M4) Emerging Leader Insight (ELI) Talks

1:15 p.m. – 2:15 p.m.  
Mezzanine Lobby, A-E Side

### (M4) Latino/Latina Caucus

1:15 p.m. – 2:15 p.m.  
205C, Level Two

### (M5) Plenary Presentation

2:30 p.m. – 3:30 p.m.  
101, Level One  
*Presenters:* Scott Jaschik, Inside Higher Ed  
William R. Gil, AACRAO  
Michelle Mott, AACRAO

### Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m.  
Exhibit Hall B, Level One

### (M6) Educational Sessions & Roundtable Discussions

4:00 p.m. – 5:00 p.m.

### (M6) ACAOPU Meeting

4:00 p.m. – 5:00 p.m.  
206AB, Level Two

### (M6) LGBTQA Caucus

4:00 p.m. – 5:00 p.m.  
205AB, Level Two

### (M7) AACRAO Town Meeting

5:15 p.m. – 6:15 p.m.  
101, Level One

### Board of Directors Reception for Honorees

*By invitation*  
6:15 p.m. – 7:30 p.m.  
Duluth, Third Floor, Hilton Minneapolis

# MONDAY EVENTS AND SESSIONS (continued)

## (M1) Sessions and Roundtables

MONDAY, APRIL 3, 8:00 A.M. – 9:15 A.M.

### M1.5653 Implementing a Comprehensive University Behavioral History Review Committee Across Different Populations

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100G, Mezzanine Level



ACADEMIC POLICY

The University of Connecticut implemented a comprehensive behavioral review committee that addresses the needs of very different populations (undergraduate, graduate, and non-degree). Learn how the University evaluated the need for a behavioral history review policy, how procedures were established and implemented, and how we continue to work to refine the process.

#### PRESENTERS:

**Erin Mason**, University of Connecticut  
**Lawrence Walsh**, University of Connecticut

### M1.5680 FERPA Update and Q&A

Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200CD, Level Two



COMPLIANCE

FERPA, the primary federal law that protects student privacy, has seen increased discussion over the last two years. LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education, will discuss the journey into the unknown in the wake of a new administration and Congress. A portion of the session will be devoted to answering your FERPA questions.

#### PRESENTER:

**LeRoy Rooker**, AACRAO

### M1.5682 Why Student Learning Outcomes and Quality Assessment are Important to Postsecondary Administrative Functions

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100H, Mezzanine Level



COLLABORATION



LEAD LEARN

Student learning outcomes (SLOs) can be a relatively foreign concept for postsecondary administrative offices, but a growing number of admissions and records professionals appear to be finding value in focusing their services around student learning as opposed to strictly student satisfaction. This presentation will build on existing research on co-curricular assessment and its benefits in admissions and records offices, and will explore best practices throughout the industry.

#### PRESENTERS:

**Audra McQuarie**, University of Phoenix  
**Joe Tate**, University of Phoenix

### M1.5744 Engaging Ethical Considerations of Exceptions to Policy

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100DE, Mezzanine Level



INTEGRITY

This session will introduce time-tested approaches to ethical reasoning and describe a clear process for making exceptions to policy that stand up to scrutiny. Presenters will use case studies to help participants engage with the ethical considerations associated with making exceptions to policy and strengthen their ability to make good decisions. Presenters will also discuss the formal exception-related processes in place on their own campuses.

#### PRESENTERS:

**Margo Landy**, University of the Pacific  
**Michael Santarosa**, Westminster College

### M1.5801 Got Data? Best Practices in Extracting OCR Data for Electronic Transcripts

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100I, Mezzanine Level



SYSTEMS MGMT



STAFFING

Student data doesn't always come nicely wrapped as an electronic transmission. A large portion of transcripts still are received as paper or PDF. Come learn about the methodologies in place to leverage data extraction and processing in order to get to the electronic data.

#### PRESENTERS:

**Roger Lurie**, Arizona State University  
**Susan Reyes**, San Diego State University



# MONDAY EVENTS AND SESSIONS (continued)

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## M1.5810 Roundtable: Scheduling Policies, Systems, and Support

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Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200F, Level Two

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ACADEMIC POLICY

Most campuses encounter some of the same issues regarding space policies, scheduling systems, and supporting the academic community. Join the conversation with fellow schedulers.

### FACILITATORS:

**Joy Cavaliero**, Carnegie Mellon University  
**Tyler Henson**, Middle Tennessee State University

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## M1.5829 Building Great(er) Relationships with Community Colleges

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Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100J, Mezzanine Level

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COLLABORATION



LEAD SEM

Northern Illinois University and Oakland University have developed initiatives to build dynamic and strategic relationships with community colleges in Illinois and Michigan to ensure a smooth student transfer to both universities. We will discuss the comprehensive reports developed, what we discovered when we reviewed our websites, and examples of what we recommended and changed to existing internal policies.

### PRESENTERS:

**Jerry Montag**, Northern Illinois University  
**Steven Shablin**, Oakland University

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## M1.5836 AACRAO Caucuses: Kick Off Meeting

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Monday, April 3, 8:00 a.m. – 9:15 a.m. | M101A, Mezzanine Level

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DIVERSITY

The role of the AACRAO Caucuses is to promote diversity, cultural awareness, and inclusion. Come learn more about the mission and purpose of the AACRAO caucuses.

### FACILITATOR:

**Tiffany Robinson**, Western Kentucky University

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## M1.5866 Totally Student Centered: Building a Service Model for the 21st Century Student

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Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200AB, Level Two

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LEAD SEM

What does it mean for an institution to be “totally student centered?” From application to graduation, students need a seamless and collaborative experience that supports their success. Students don’t care about silos or departmental lines or when something is above your pay grade. Learn how one institution transformed its student experience to meet the needs of the 21st century student, both online and on ground.

### PRESENTERS:

**Jamie Brownlee**, Brandman University  
**Sean Nemeth**, Brandman University  
**Don Scott**, Brandman University

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## M1.5869 Mental Health: What Does it Look Like When it Shows up in Your Office?

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Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200J, Level Two

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LEAD SEM

Participate in the conversations around a study of international student perspectives at the University of Minnesota Duluth and documented evidence of undergraduate and graduate students withdrawing from school due to stress, anxiety, depression and other areas of mental health concerns.

### PRESENTERS:

**Carla Boyd**, University of Minnesota - Duluth  
**Kate Meisner**, University of Minnesota - Duluth

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# MONDAY EVENTS AND SESSIONS (continued)

Student Success Track Session Sponsored by



**SEAtS Software**  
The Student Success Platform

## M1.5924 Roundtable: Current and Emerging Issues in Student Access and Equity

Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200G, Level Two



Join your peers for a roundtable discussion of current and emerging trends and topics related to student access and equity at our institutions. Our focus will be on barriers faced by minority students accessing postsecondary institutions and what our schools are doing to improve access, success and completion. The discussion will include Early FAFSA, college readiness, social capital, and support.

### FACILITATORS:

**Ethel Falaise**, Harvard University - Faculty of Arts and Sciences  
**Cindy Lambert**, Benedictine University  
**Cassandra Moore**, Anne Arundel Community College  
**Liza Smith**, Georgetown University

## M1.5963 Intra and Inter-institutional Shared Services in Admissions and Enrollments: Tips and Traps

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100A, Mezzanine Level



The University System of New Hampshire provides shared services across institutions, while The University of Melbourne has developed a shared service approach within a single institution. These two approaches will be explored.

### PRESENTERS:

**Neil Robinson**, The University of Melbourne, Australia  
**Amy Schwartz**, University System of New Hampshire

## M1.5968 Armchair International Recruitment Part 1: The Big Picture

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100B, Mezzanine Level



With worldwide connectivity using digital tools, costly international travel may not be required for a successful international enrollment management recruitment plan. The first part of this 2-part session will help you understand global trends related to international student recruitment, U.S. trends, geographic areas for potential growth, and steps toward a successful recruitment plan. Discussion and questions will be encouraged.

**Part 2 takes place on Tuesday at 3:45 p.m.**

### PRESENTER:

**Zepur Solakian**, Center for Global Advancement of Community Colleges

## M1.5972 What is the Future of the ERP?

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100C, Mezzanine Level



Join a panel of technology leaders for a discussion on the future of Enterprise Resource Planning (ERP) strategy in higher education. Topics will include the postmodern ERP, cloud-based solutions, de-modification, and maintaining flexibility and agility in a rapidly changing technology landscape.

### PRESENTERS:

**Kemal Badur**, University of Minnesota  
**Scott Krajewski**, Augsburg College and Luther Seminary  
**Ingrid Nuttall**, University of Minnesota - Twin Cities  
**Ramon Padilla**, Minnesota State

## M1.6009 Understanding Internationalization from the Campus Perspective

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M101B, Mezzanine Level



Internationalization has become a hot topic for campuses that want to internationalize their institutions in an effort to compete in a global economy. As student services professionals and international educators, we can only fulfill our campus's internationalization mission if we truly understand what it means and cross collaborate to meet this audacious campus goal.

### PRESENTER:

**Jacquelyn Elliott**, Marion Military Institute





# MONDAY EVENTS AND SESSIONS (continued)

## **M1.6072** Credentials Fraud and Diploma Mills: A Global and Growing Problem

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M101C, Mezzanine Level



Help protect your institution against the growing problem of credentials fraud and diploma mills. In this session, we will discuss important concepts, suggested methodology and resources, along with real-world samples and case studies to provide an understanding of the credentials fraud issue and a basic road map of what to do about it.

### **PRESENTERS:**

**Yuriko Bassett**, Azusa Pacific University  
**Jasmin Saidi-Kuehnert**, Association of International Credentials Evaluators, Inc.

## **M1.6443** Building a One Stop Contact Center: Planning Part II

Monday, April 3, 8:00 a.m. – 9:15 a.m. | 205D, Level Two

At SEM 2016, SLC presented on trending customer demands for phone support plus a One Stop Contact Center overview. Part II focuses on software and systems that smartly stretch resources to meet customer demands while improving the efficiency and effectiveness of every contact with students! Outstanding phone staffing plans provided!

### **PRESENTERS:**

**Julie Harrington**, NICE Uptivity  
**Susan Leigh**, California State University Long Beach

## **M1.6545** SEM Endorsement Program (SEM-EP): Learn About AACRAO's Enrollment Management Credential

Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200I, Level Two



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. In this session, presenters will share information regarding program admission, learning outcomes, educational components, and benefits. Recent national research on enrollment management credentialing programs will also be highlighted. Learn how you can benefit from this credential.

### **PRESENTERS:**

**Kimberley Buster-Williams**, Assistant Director, SEM-EP  
**Christopher Tremblay**, Director, SEM-EP

## **M1.6608** Progress Update: Student Identity Workgroup

Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200H, Level Two



As part of AACRAO's initiative on facilitating an ongoing conversation on Gender Identity and Expression, the Student Identity Work Group was formed to spend this year developing best practices and guidelines for working with transgender students on records, enrollment, and student success issues. This will be an opportunity to engage with committee members to hear about the progress and to provide input into the recommendations.

### **PRESENTERS:**

**Jackie Carter**, Washington University in St. Louis  
**Jack Miner**, The Ohio State University

## **M1.6725** Roundtable: Graduate & Professional Schools

Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100F, Mezzanine Level

This session will share some industry-wide best practices for graduate & professional schools across the nation. Come hear what your colleagues are doing and share some best practices of your own!

### **FACILITATORS:**

**Michael Murray**, The Ohio State University College of Dentistry  
**Elizabeth Bouhmadouche**, Boston University

## **M1.6028** NNLSO Business Meeting and Breakfast

Monday, April 3, 8:00 a.m. – 9:30 a.m. | 205AB, Level Two

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

### **FACILITATOR:**

**Judith Calvert**, Yale University Law School

## **Corporate Showcase**

**Monday, April 3, 9:15 a.m. – 10:30 a.m.**

The Corporate Showcase offers dedicated time to the exhibit hall and corporate presentations. The refreshment break in the exhibit hall begins at 9:15. Grab a quick bite and be sure to attend one of the informative corporate presentations scheduled exclusively during Corporate Showcase hours, which are from 9:30-10:30. 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.

## **Refreshment Break in Exhibit Hall**

**Monday, April 3, 9:15 a.m. – 10:30 a.m. | Exhibit Hall B, Level One**

# MONDAY EVENTS AND SESSIONS (continued)

## (M2) Corporate Presentations

MONDAY, APRIL 3, 9:30 A.M. – 10:30 AM

### M2.6442 Can You Truly Manage the Student Experience When You are Only Seeing Half of the Student Record?

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100B, Mezzanine Level

Watch one employee serve one student. How many systems, files and phone calls does it take before all the information he needs is at his fingertips? Your SIS and CRM manage student data. But what about the information that supports it? Without both of these pieces are you really seeing your whole student? *The answer is no.* Come learn a better way and hear examples from Cuyahoga Community College to bring change to student service.

#### PRESENTERS:

**Chris Dorsten**, Cuyahoga Community College  
**Laurel Stiller**, OnBase by Hyland

### M2.6479 Anticipating the Needs of the Registrar of the Future

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100C, Mezzanine Level

Registrars and admission officers are leaders in the institutional adoption and diffusion of innovation. Hobsons actively collaborates with enrollment, admissions and advising innovators as they work to improve student success. This interactive session provides AACRAO participants with an opportunity to meet and discuss success strategies and future platform directions, so students and their families can make better decisions about educational experiences that will change lives for the better.

#### PRESENTER:

**Ellen Wagner**, Hobsons

### M2.6481 Catalog and Curriculum Management: A New Day Has Arrived

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100F, Mezzanine Level

Join a panel of your peers to learn how they build, organize and publish interactive course and program information in real time, while maintaining a comprehensive audit trail of every curricular decision. Your colleagues will discuss their experiences and answer questions about how they increased efficiency, accountability, and collaboration utilizing Acalog and Curriculog.

#### PRESENTERS:

**Brad Barron**, Furman University  
**Liz Clerkin**, Oberlin College  
**Gina Monaghan**, DIGARC  
**Josh Reinhold**, University of California, Merced  
**Jennifer Thorpe**, Columbia College

### M2.6482 A Commencement Roundtable

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100G, Mezzanine Level

Join a group of commencement coordinators who have mastered how to stage a beautiful and efficient ceremony for graduates and their families. We will have a panel discussion on commencement topics, such as working with volunteers, the timing on the ceremony, and how to have an efficient and entertaining processional. Please bring your questions for an interactive discussion on the latest trends in the industry.

#### PRESENTERS:

**Lesla Beals**, Purdue University  
**Kristin Benson**, Portland Community College  
**Mark Hommerding**, Lifetouch Special Events  
**Jackie Schluchter**, North Dakota State University  
**Jerri Weston**, Montana State University

### M2.6483 Leverage Data Quality to Improve Institutional Efficiency

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100H, Mezzanine Level

Learn how institutions have improved staff productivity and eliminated unnecessary costs associated with inaccurate address data, while becoming more effective in their enrollment efforts and enforcing institutional compliance standards through an address verification solution.

#### PRESENTER:

**Eric Paillet**, Runner Enterprise Data Quality

### M2.6484 Enhance Student Scheduling: Why Finding the Perfect Schedule is a Necessity, Not a Luxury

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100I, Mezzanine Level

With work, sports, family, a commute and 5 courses, students are juggling many responsibilities and creating a schedule can be extremely challenging. Discover how College Scheduler has helped over 200 institutions replace this frustrating process by automatically generating optimal schedules that maximize credits while improving persistence and on-time degree completion.

#### PRESENTER:

**Robert Strazzarino**, College Scheduler by Civitas Learning

### M2.6485 Your Transfer Student Toolkit: NEW StudentTracker for Colleges & Universities!

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100DE, Mezzanine Level

You don't want to miss this first look at our NEW StudentTracker for Colleges & Universities Premium Services, offering you a streamlined view of your student data, including transfer students and completions. You'll learn about its time-saving transfer student tracking tools and how you can efficiently and accurately complete your required IPEDs reporting. Plus you'll get a preview of StudentTracker's exciting upcoming enhancements, including Analysis Ready File, Report Rerun Capabilities (saves you time by rerunning files instantly!), Institution-Level Signature and Snapshot reports, and Data Visualization.

#### PRESENTER:

**Joe Green**, National Student Clearinghouse



# MONDAY EVENTS AND SESSIONS (continued)

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## **M2.6489** Build a Successful Schedule of Classes Every Term

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100A, Mezzanine Level

Discover how CourseLeaf Section Scheduler (CLSS) redefines scheduling by replacing antiquated processes with a feature-rich interface that gives schedulers complete transparency across all departments. Effectively manage primetime, classroom space, and achieve more accurate forecasting. Plan, update, and validate schedules in compliance with institution policy and procedures for an error-free schedule every term. Easily publish back to your SIS, room scheduling software, and to web and print formats. The end result is a profound increase in departmental efficiency.

**PRESENTER:**

**Patrick Boateng**, CourseLeaf from Leapfrog Technologies

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## **M2.6492** Issue Digital Diplomas and Send All of Your Credentials With the Comprehensive Digital Credential Platform

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100J, Mezzanine Level

As part of the comprehensive digital credentials platform that lets you send and receive official academic records, Parchment Award offers a simple process to securely issue digital diplomas or certificates and track how your graduates are sharing them socially on Facebook or LinkedIn. Digital diplomas are being explored to replace the international apostille process, reduce the number of replacement diplomas requested, increase the institutional awareness through social media, and provide a simple portable credential that can be used anywhere. Join this session to hear how the successes from our earliest adopters and how you can get going too.

**PRESENTERS:**

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

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## **M2.6519** Empower Staff. Enhance Productivity

Monday, April 3, 9:30 a.m. – 10:30 a.m. | 200I, Level Two

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 faster, easier, more efficient and secure. See how you can achieve better control of your office operations and be prepared for the digital revolution in student records.

**PRESENTERS:**

**Mindy Starcher**, Credentials Solutions  
**Natalie Spooner**, Credentials Solutions

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## **M2.6522** Guided Pathways to Success: Empower Students Through to Completion and Beyond

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M101A, Mezzanine Level

Students and families are expecting institutions to provide the tools and support services to ensure students secure the necessary skills and competencies to prepare them for a successful life. Learn how Brigham Young University – Idaho has successfully rolled out a system to empower their 44,800 students throughout their journey. With their desired career as the goal, students stay on track for success in the areas of college readiness, career strategy, tutoring, advising, academic planning, course selection, job discovery, and internships. Hear how BYU-I has undertaken this guided pathways journey, and learn about the outcomes and results.

**PRESENTERS:**

**Amy LaBaugh**, Brigham Young University – Idaho  
**Eileen Smith**, Jenzabar

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## **M2.6534** Getting it Done: Presenting a Single System for Catalog, Curriculum, Syllabi and Transfer Credit Evaluation

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M101B, Mezzanine Level

Are you launching multiple systems to manage catalogs, curriculum changes and syllabi? Do your transfer credit evaluations run on paper? SmartCatalog IQ centralizes these processes in a powerful and easy-to-use solution that integrates with SIS and LMS systems. By marrying SmartCatalog's proven technology with DegreeData's national database of course descriptions, you'll even be able to manage the transfer credit evaluation through the same toolset.

**PRESENTER:**

**Anne Valentine**, SmartCatalog

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## **M2.6578** The Workday Student Experience

Monday, April 3, 9:30 a.m. – 10:30 a.m. | M101C, Mezzanine Level

It's no secret that early and active engagement with students directly impacts retention and completion rates. But how can you be sure you're meeting your students' expectations throughout their entire academic journey? Does your current system of record support a modern, mobile, and intuitive user experience that keeps your students on track for success? Come hear how higher education institutions can meet those challenges head-on with Workday Student, a cloud-based system with an entirely new take on student engagement. You'll see it in action as we walk through the student journey through their eyes, from recruitment and admissions to academic advising, course selection, registration, and more.

**PRESENTERS:**

**Adriana Farella**, Workday  
**Evan Baum**, Workday

# MONDAY EVENTS AND SESSIONS (continued)

Student Success Track Session Sponsored by



**SEAtS Software**

The Student Success Platform

## **M2.6618** SEAtS the Student Success Platform: The Importance of Student Attendance Tracking

Monday, April 3, 9:30 a.m. – 10:30 a.m. | 200H, Level Two

SEAtS is on a mission to build the world's most effective student success software that makes it possible for each and every student on (or off) campus to achieve their full potential. During this session, we will discuss how our student success cloud solution tracks real-time class and online attendance while analyzing academic engagement and performance for individual students. We will demonstrate how our case management solution prompts critical early interventions and road-maps adviser reporting and follow ups with under-performing students. The purpose of our session is to show you how our software solution can widely benefit your students and campus.

### **PRESENTER:**

**Jim Tully**, SEAtS Software

## **M2.6688** Pronunciations & Pronouns: Creating a More Inclusive Campus

Monday, April 3, 9:30 a.m. – 10:30 a.m. | 200J, Level Two

To address growing concerns in today's campus climate around cultural and gender inclusion, Stanford partnered with NameCoach to make audio name pronunciation, pronoun, and other core identity-related information readily available throughout campus systems. Learn how Stanford, and other institutions focused on building community, inclusion, and welcoming diverse populations, are using the new cloud solution to help faculty in their classrooms, name readers at commencement, counselors and student services officers, and many more in the academic community.

### **PRESENTERS:**

**Praveen Shanbhag**, NameCoach

**Thomas C. Black**, Stanford University

## (M3) Sessions and Roundtables

MONDAY, APRIL 3, 10:45 A.M. – 11:45 A.M.

## **M3.5363** Using Data Analysis and Leveraging Technology to Further Academic Progress and Graduation Rates

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200AB, Level Two



The University of Utah is using data analysis to establish new programs and initiatives to promote student persistence and graduation. In addition, different technology strategies are being utilized to enhance communication and improve service to students. Learn how the Registrar's Office has been instrumental in supporting and furthering these initiatives.

### **PRESENTER:**

**Emily Johnson**, University of Utah

## **M3.5467** A Tainted Identity: Mentoring Relationships to Overcome Social Stigmas on a Small Campus

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 205D, Level Two



What happens when a student contracts an STD and is ostracized by her student community? Retention suffers as she seeks to transfer to protect her identity and start over. How can administrators become mentors to help students overcome stigma and turn personal narratives into campus advocacy? Hear first-hand an Elon student's story of struggle and triumph and how the institution is a better place as a result. Be prepared to laugh, cry and cheer in a session unlike anything you've heard before.

### **PRESENTER:**

**Zoe Sachs**, Elon University



# MONDAY EVENTS AND SESSIONS (continued)

## M3.5515 Najim Scholars: A Case Study on University-Community College Partnerships for Strategic Enrollment of Diverse Undergraduates

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100C, Mezzanine Level



The University of Texas Health Science Center at San Antonio's Schools of Health Professions and Nursing recently formed a collaborative and innovative partnership to assist low-income students from San Antonio public schools that predominantly serve historically under-enrolled populations. Through a generous donation, students receive financial assistance to make a four-year \$10,000 degree a reality.

### PRESENTERS:

**David Byrd**, The University of Texas Health Science - San Antonio  
**David Henzi**, The University of Texas Health Science - San Antonio

## M3.5526 An Inclusive Campus for All: The Montana State Response to LGBTQA Demands

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100B, Mezzanine Level



Montana State's administration was sent a list of demands from our LGBTQA students requesting what sound like easy changes (creation of a staff position to support LGBT students, preferred name on class rosters, gender neutral restrooms, and LGBT-friendly housing). Come hear how we worked as a campus and a state to create an inclusive, tolerant, and safe campus environment.

### PRESENTER:

**Kandi Gresswell**, Montana State University - Bozeman

## M3.5703 Wayback Machine - AACRAO Research 2016

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100DE, Mezzanine Level



We'll use the Wayback Machine for an hour to reveal and discuss AACRAO research insights gained in 2016. This session is designed to provide attendees with a quick visual summation of the ten 60-Second Surveys and other research projects completed during the year, to field discussion, and solicit input for future AACRAO research.

### PRESENTER:

**Wendy Kilgore**, AACRAO

## M3.5754 Transnational Education: Implications for Credential Evaluators

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100G, Mezzanine Level



Transnational education is now a permanent fixture of the global educational landscape. Many students are now pursuing foreign-awarded degrees at local institutions in their home or neighboring countries through an array of collaborative arrangements. This takes a look at the scale of the transnational education market and then explore some of the issues that arise for credential evaluators when handling documents from these programs.

### PRESENTERS:

**Jennifer Minke**, Texas A&M University - Kingsville  
**Michael Porter**, World Education Services  
**Kevin Rolwing**, World Education Services

## M3.5791 Managing Capacity with Data-Informed Collaboration

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100A, Mezzanine Level



Texas State University has experienced a 40% growth in enrollment over the past 10 years. Space is at a premium on campus, and capacity is an active conversation among leadership. This session will highlight how the Registrar's Office brought data to the forefront to guide decision-making when it matters most: the schedule development and resource allocation stage.

### PRESENTERS:

**Sarah Collins**, Ad Astra Information Systems, LLC  
**Martha Fraire-Cuellar**, Texas State University

## M3.5800 Electronic Transcript Exchange: EDI, XML, PDF: Contrast and Compare

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100H, Mezzanine Level



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  
**Roger Lurie**, Arizona State University

# MONDAY EVENTS AND SESSIONS (continued)

## M3.5819 The New York and California Bar Exam: Changing Requirements and Procedures

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M101C, Mezzanine Level



COMPLIANCE

Some state bar examiners are changing requirements for admission to the bar. The Executive Director of the New York State Board of Law Examiners will discuss requirements for the New York bar exam, including the implementation of the Uniform Bar Exam and the new New York Law Exam. The Senior Director of Admissions for The State Bar of California will also be available to discuss the possibility of new experiential learning requirements for the California bar.

### PRESENTERS:

**John McAlary**, New York State Board of Law Examiners  
**Gayle Murphy**, The State Bar of California

## M3.5822 Registrar 911! Leveraging Student Data for Effective and Efficient Emergency Response

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200J, Level Two



REPORTING

If school officials need to contact students in an emergency, is the needed information available and accurate? If instruction in some or all buildings may be disrupted (e.g., weather, protest), can you quickly get details for affected classes, students, and instructors—even if querying experts are unavailable? Learn lessons from two University of Wisconsin-Madison projects: 1) local/emergency contact information and 2) emergency-response data tools built with Tableau software.

### PRESENTERS:

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

## M3.5928 Lessons Learned: 50 Years in the Registrar's Profession

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100I, Mezzanine Level



DATA STEWARDSHIP

Join a panel of four registrars with a combined total of over 50 years in the profession as they share perspectives related to changes in the role of the registrar, preparation for the field, and career pathways beyond. Whether you are already a registrar or just getting started in the profession, bring your experiences and questions to share at this informal session so we can all learn.

### PRESENTERS:

**Patrick McLaughlin**, Indiana University - Purdue University Fort Wayne  
**Laurie Herbrand**, University of California - Merced  
**Jerry Ross**, Purdue University - Main Campus  
**Jason Maher**, Grinnell College

## M3.5949 Roundtable: Enrollment Reporting Best Practices

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200F, Level Two



COMPLIANCE

Those institutions that utilize the National Student Clearinghouse as their third party server for enrollment reporting should attend this informative session where we will discuss best practices for keeping your institution compliant.

### FACILITATORS:

**Ismari Altamirano**, Loma Linda University  
**Theresa Groff**, Arapahoe Community College

## M3.5961 Best Decision I Ever Made—Mid-Career Job Changes: Risks and Rewards

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100F, Mezzanine Level



LEADERSHIP

Meet three professionals who made significant career moves after successful and lengthy tenures at previous institutions. Hear about the inherent challenges and how they coped with the changes. If you have been thinking about making a big move, attending this session will give you the inspiration, motivation, and information you need to be successful.

### PRESENTERS:

**Heidi Hoskinson**, Rogers State University  
**Brian Scholten**, New College of Florida  
**Simone Woung**, Marymount University

## M3.5966 Financial Literacy and Debt Management: Helping our Students Help Themselves

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200CD, Level Two

Financial literacy is a real issue for our current students. Many borrow more than they need and have no sense of the implications of repaying their loans. Additionally, many students are challenged by making standard degree progress. This session will discuss both issues and propose ideas to change both behaviors.

### PRESENTERS:

**Tina Falkner**, University of Minnesota - Twin Cities  
**Niki Pechinski**, University of Minnesota - Duluth



# MONDAY EVENTS AND SESSIONS (continued)

## M3.5987 Academic Policy: More Than an Afterthought

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100J, Mezzanine Level



ACADEMIC POLICY

Learn areas about areas where improving academic policy can help drive change at your institution and enhance compliance efforts. Learn how the University of Minnesota created a structure and process for regularly reviewing, revising, and updating educational policies.

### PRESENTER:

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

## M3.5991 Roundtable: Veteran Services

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200G, Level Two



DIVERSITY

Join this roundtable to discuss how best to serve our students who are veterans.

### FACILITATORS:

**David Johnson**, University of Iowa

**Dennis Arps**, University of Iowa

## M3.6000 Keeping Up With Growing Enrollments of International Students

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M101A, Mezzanine Level



ENROLLMENT MGT



DIVERSITY

Learn about the benefits and challenges of growing international enrollments. Gain insight on the review of institutional policies on admissions criteria, English proficiency, and transcripts evaluation, as well as the impacts on the annual schedule, student support model, and creating a culture of inclusiveness.

### PRESENTER:

**Colleen Wilson**, Colorado Technical University

## M3.6036 Study Abroad 101 for Registrars

Monday, April 3, 10:45 a.m. – 11:45 a.m. | M101B, Mezzanine Level



CREDENTIAL EVAL



ACADEMIC POLICY

New professionals, as well experienced professionals who are new to study abroad, are invited to attend this introductory session. The presenter will provide basic training on issues ranging from types of study abroad programs, trends in participation, and campus internationalization efforts to issues directly affecting students' transcripts, such as international credit and grade conversions.

### PRESENTER:

**Opal Leeman Bartzis**, Butler University

## M3.6480 Certified Electronic Diplomas: The Most Advanced Credential Now Include the Only Solution for the Apostille

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200H, Level Two



ACADEMIC POLICY

Learn about the CeDiploma®, a true digital, secure and verifiable version of the diploma. Discover how the CeDiploma® is taking on the Apostille and is being accepted by governments worldwide. Together with our NEW multi-level authentication (*TrueID™*) the CeDiploma® delivers what ALL governments need: absolute confidence of the credential AND the credential holder's authenticity and legitimacy. Learn how the CeDiploma® is changing the credential landscape!

### PRESENTERS:

**Thomas Black**, Stanford University

**Christopher Jackson**, Paradigm Corporation

### Research Session Sponsored by

NATIONAL STUDENT CLEARINGHOUSE  
RESEARCH CENTER

## M3.6487 College Completion's Upward Trajectory: Latest Findings from the National Student Clearinghouse Research Center

Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200I, Level Two

The latest report on college completions from the National Student Clearinghouse Research Center had good news for the nation: after declines for two consecutive years, the national six-year completion rate for the 2010 cohort rebounded to 54.8 percent, an increase of 1.9 percentage points from the 2009 cohort. Find out how the completion rates have changed for specific student populations, including traditional-age students and adult learners, full-time and part-time students, and what it means for your institution.

### PRESENTER:

**Afet Dundar**, National Student Clearinghouse

# MONDAY EVENTS AND SESSIONS (continued)

## **ML.6448** Graduate & Professional Schools Luncheon Evolving Higher Education Business Models: Leading with Data to Deliver Results

*Ticket Required*

Monday, April 3, 11:45 a.m. – 1:15 p.m. | 205AB, Level Two



Higher education leaders are under increasing pressure to expand access, and increase success, all in the context of keeping college affordable. Increasing the use of data is enabling different approaches, processes and organizational models that can help solve these multi-faceted educational attainment challenges. In this talk, the presenter will use business model and networked organization analysis to explore how institutions are

evolving using technology and data and what it means for the future of higher education.

### **PRESENTER:**

**Louis Soares**, Vice President for Strategy, Research & Advancement, American Council on Education

## **(M4)** Emerging Leader Insight (ELI) Talks

Monday, April 3, 1:15 pm – 2:15 pm | Mezzanine Lobby, A-E Side

Based loosely on TED Talks, AACRAO is introducing Emerging Leader Insight (ELI) Talks at the Annual Meeting. The participants, who are all past winners 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. Join presenters Lee Furbeck, Luke Schultheis, Rodney Parks, Tiffany Robinson, and Ingrid Nuttall for an autobiographical glimpse into their professional lives.

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

MONDAY, APRIL 3, 1:15 P.M. – 2:15 PM

*Student Success Track Session Sponsored by*



## **M4.5372** Using Data to Develop Advising Interventions for Student Success

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100B, Mezzanine Level



Predictive modeling is being used to identify students who are not persisting to graduation. By targeting student groups most at risk, we have developed advising interventions and tracking systems. Through these efforts, we are encouraged by the initial results; we are retaining students into the following year at almost double the rate than from previous cohorts.

### **PRESENTER:**

**Beth Ann Merritt Miller**, California Polytechnic State University

## **M4.5672** Navigating the Electronic Diploma Landscape

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100F, Mezzanine Level



Over the last several years, the diploma landscape has been evolving as registrars are introduced to the electronic diploma. Many universities now offer electronic diplomas to their graduates by leveraging a variety of third-party vendor solutions to create, digitally sign, and store this document. The presenters will share how they have implemented electronic diplomas at their schools and the partnerships they have with different electronic diploma vendors.

### **PRESENTERS:**

**Reid Kallman**, University of Colorado Boulder

**Michael Rendon**, Texas A&M University - Corpus Christi

**Richelle Warr**, University of Utah





# MONDAY EVENTS AND SESSIONS (continued)

## M4.5686 You're the New Registrar, Now What?

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100G, Mezzanine Level



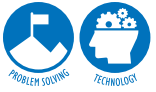
You're finally the registrar, so what does that mean? What are some of the pitfalls to plan for and what are some great moments to look forward to? How can you build the relationships you'll need to ensure you're successful? I'll share my own experiences as a brand new registrar and what I've learned on the path to becoming the best registrar ever!

### PRESENTER:

**Jennifer Briggs**, University of Evansville

## M4.5694 Keeping Your Sanity While Implementing & Maintaining Multiple SIS Add-ons

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100C, Mezzanine Level



The Colorado School of Mines Registrar's Office has at least ten different software systems that enable the medium-sized institution to service internal and external customers with a small staff of eight. In the past few years we have upgraded or implemented at least a half dozen systems to improve service, but not without a few twists and turns. We will share our story of what we have learned over the years and how we keep our sanity as we continue to upgrade and implement new processes.

### PRESENTERS:

**Dahl Grayckowski**, Colorado School of Mines  
**Corey Wahl**, Colorado School of Mines

## M4.5812 A Comprehensive Guide to A-Level and GCSE Changes in the UK and Globally

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100H, Mezzanine Level



Since 2013 there have been significant changes to the UK curriculum—including Advanced Level examinations and GCSEs. With the implementation phasing in by subject, universities will begin seeing a vast array of old and new qualifications that make up an international student's application. Learn how to make informed decisions on international applicants regarding their suitability for, and placement in, undergraduate degree programs.

### PRESENTERS:

**Laurent Lemaitre**, Pearson  
**Emily Tse**, International Education Research Foundation, Inc.

## M4.5824 ADA Compliance: Making Sure Your Services Are Accessible to Everyone

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100I, Mezzanine Level



Higher education relies on information and communication technology (ICT) more than ever. While exciting, it can be inadvertently discriminatory when implemented without regard to users with disabilities. CU Boulder recently underwent a Department of Justice investigation based on possible ADA non-compliance. We will share what we learned about barriers faced by users with disabilities, how to overcome them, and how to offer better ICT accessibility for registration systems, portals, LMS, etc.

### PRESENTERS:

**Dustin Moody**, University of Colorado Boulder  
**Paul O'Brian**, University of Colorado Boulder

## M4.5837 Gender Diversity and Inclusion: Aligning the Student Information System With the NYU Social Consciousness

Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200J, Level Two



Prompted by student and administrator concerns about how legal sex versus gender (identity) is recorded in the Student Information System, NYU brought their SIS experience in line with the NYU social consciousness and values of diversity and inclusion with several modifications, including adding a Gender Identity self-service field. This session will walk the audience through how NYU modified their SIS, covering challenges, insights and successes.

### PRESENTER:

**Holly Halmo**, New York University

## M4.5855 API? CRM? XML? WTF? A Technical Primer for Non-Technical People

Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200H, Level Two



The work of the registrar increasingly involves the application of technology to administrative tasks, which would be fine if technology would stop changing all of the time. This session will provide an overview of current technological trends in layperson's terms in an effort to demystify and unshroud the acronyms and terminology. The goal is to be more comfortable communicating with your technical team and why that's important for the success of your office's initiatives.

### PRESENTER:

**Doug McKenna**, American University

# MONDAY EVENTS AND SESSIONS (continued)

## M4.5870 Roundtable: Transfer Best Practices

Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200F, Level Two



This session will share some industry-wide best practices in transfer collected from admissions and registrar's offices across the nation. Come hear what your colleagues are doing and share some best practices of your own!

### FACILITATOR:

**Seth Kamen**, Montgomery College

## M4.5886 Student Employee Program: No Assembly Required

Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200AB, Level Two



Would you like a Student Employee Program handed to you in a pretty box? With help from the Student Supervisor, UW-Madison's Office of the Registrar created a position description, training materials, staff review templates, a handbook, and task list. All of these items can be handed down, allowing the new supervisor to put effort and resources towards growing the program.

### PRESENTER:

**Keri Allard**, University of Wisconsin - Madison

## M4.5903 Diversity Programs: No White Men Need Apply?

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100A, Mezzanine Level



The roles of gender, religion, race, ethnicity, sexual orientation, and familial status can be hot topics on our campuses. It is important for those in Enrollment Management to step outside of our comfort zones and work to promote diversity. This includes supporting those we do not relate to, understand or whose ideologies we don't agree with.

### PRESENTER:

**Scott Reed Cooper**, University of California - Santa Cruz

## M4.5934 Dare to Share: Overcoming Inertia in Your College System

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M101C, Mezzanine Level



Looking to cut costs and increase service satisfaction? It can be done! In an era of budget constraints, state intervention and increasing competition, new ways of organizing, working, and innovating are desperately needed. Following a multi-year analysis of shared service initiatives, our findings will be presented.

### PRESENTERS:

**Paul Duldig**, University of Melbourne

**Natalie MacDonald**, La Trobe University

**Peter Marshall**, Monash University

## M4.5939 Early FAFSA and the College Application Challenge: Collaboration to Ensure Access

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100DE, Mezzanine Level



The Maryland Higher Education Commission selected high schools to pilot a program to ensure that all seniors submitted college applications, while the Maryland Department of Education promoted Early FAFSA. These initiatives occurred in the same month. This high school-college partnership targeted seniors and subgroups, including FARM, minority and students with disabilities. Learn about all of the moving parts that came together to make these interconnected initiatives work.

### PRESENTER:

**Cassandra Moore**, Anne Arundel Community College

## M4.5955 Two Offices, One Goal: The Importance of the Admissions Office and the Registrar's Office in Yielding Transfer Students

Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100J, Mezzanine Level



This session will detail the differing needs of the transfer student from the perspective of the Admissions Office and Registrar's Office. Both the office and the staff play a significant role in assisting transfer students and this session will review best practices, discuss the key qualities needed from the professionals in each position, and provide perspective from someone who has been in both roles.

### PRESENTER:

**Katie Schwienteck**, York College of PA



# MONDAY EVENTS AND SESSIONS (continued)

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## M4.5958 Roundtable: Small College Admissions

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200G, Level Two

Bring your questions, answers, or frustrations to share with peers.

### FACILITATOR:

Rose Mwayungu, Eastern Virginia Medical School

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## M4.6037 Providing Institutional Support to Undocumented Students for On- and Off-Campus Study

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200CD, Level Two



Deferred Action for Childhood Arrivals (DACA) college students have unique needs and challenges. As campus officials prepare to respond to possibly changing state and federal policies, it is important to consider the ways these students who want to study abroad can be supported. This session aims to provide a collaborative venue for idea sharing on this timely issue.

### PRESENTERS:

Nicole Desjardins Gowdy, Pomona College  
Miriam Feldblum, Pomona College

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## M4.6080 Latino/Latina Caucus

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | 205C, Level Two

New and current members are welcome to attend the Latino/Latina Caucus annual planning meeting.

### FACILITATOR:

Cindy Lambert, Benedictine University

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## M4.6493 Manage Diplomas, Verifications, Transcripts and All Learner Records with a Comprehensive Digital Credentials Platform

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | 205D, Level Two

Today's students live digitally. They want to send their official records anywhere worldwide with the click of a button. They expect to showcase their accomplishments on social media. Parchment's comprehensive digital credentials platform lets you do all that and more! Issue digital diplomas, send credentials securely, print and mail (including tracking!) the same day, and receive records into a unified inbox for streamlined processing and evaluation. With the power of a single platform, academic credentials are fast, secure, and finally able to be put to work.

### PRESENTER:

Matthew Pittinsky, Parchment

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## M4.6508 Dual Enrollment in the Context of SEM

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | M101A, Mezzanine Level



AACRAO recently completed a brief mixed method analysis of the current landscape of dual enrollment offerings and postsecondary institutions. More specifically, the purpose of our research was to understand who offers what and why, and if or how dual enrollment is woven into the strategic enrollment management initiatives of the institution. This session will present the results, compare and contrast the K-12 and higher education perspective on the topic, suggest implications for practice, and invite discussion on the topic.

### PRESENTERS:

Wendy Kilgore, AACRAO  
Ellen Wagner, Hobsons

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## M4.6524 A Panel of Promising Practices for Serving Student Servicemembers and Veterans

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | M101B, Mezzanine Level



Panelists will discuss their successful methods for easing the transition of servicemembers and veterans to their campus as well as retention strategies. Please join us and consider how you might apply these or similar approaches.

### PRESENTERS:

Michael Carrell, The Ohio State University  
Kimberly Nicholson, Indiana Wesleyan University  
Cynthia Rathunde, City Colleges of Chicago  
Joellen Evernham Shendy, University of Maryland - University College

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## M4.6539 Mind Your Own Busyness: How Self-Imposed Busy Affects Us at Work and at Play

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Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200I, Level Two

Being busy has become a sickness with which we're infecting ourselves in 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. The trend is an epidemic of self-imposed busy wherein we're aware of the stress we're causing ourselves, but can't break the pattern. Is being too busy actually counterproductive? Come join us to find out—and to find the anecdote.

### PRESENTER:

Helena Minerva, Fashion Institute of Technology

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# MONDAY EVENTS AND SESSIONS (continued)

## M5.6449 Monday Plenary Presentation The New Reality for Higher Education

Monday, April 3, 2:30 p.m. – 3:30 p.m. | 101, Level One



What does this new Administration mean to the higher education community? We have already been impacted by travel bans, immigration enforcement and transgender rights. What will be next? What about the reauthorization of the Higher Education Act? Do we have some opportunities to create changes through the legislative and regulatory process? Join the AACRAO Government Relations team and Scott Jaschik, *Inside HigherEd*, for a policy update and a deep dive into the philosophy change coming from the White House and this Congress.

### PRESENTERS:

**Scott Jaschik**, *Inside Higher Ed*  
**William R. Gil**, AACRAO  
**Michelle Mott**, AACRAO

## Refreshment Break in Exhibit Hall

Monday, 3:30 p.m. – 4:00 p.m. | Exhibit Hall B, Level One

## (M6) Sessions and Roundtables

MONDAY, APRIL 3, 4:00 P.M. – 5:00 PM

## M6.5456 Customizing Recruitment: Creating Individualized Departmental Recruitment Plans

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 205D, Level Two



Admissions offices often develop a one-size-fits-all recruitment strategy that includes a combination of college fairs, high school visits, name purchases and communication plans. Learn how North Dakota State College of Science has begun to identify the unique needs and challenges academic departments face in relation to student recruitment. This session will cover getting faculty buy-in, the planning process, challenges, and other lessons learned along the way.

### PRESENTER:

**Justin Grams**, North Dakota State College of Science

## M6.5461 Roundtable: The IR and Registrar Data Dance

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M101B, Mezzanine Level



Join this roundtable discussion about the various ways registrars interact with institutional research, and the challenges and opportunities presented by an expanding democratization of enterprise data.

### FACILITATOR:

**Doug McKenna**, American University

## M6.5465 Transgender and Gender Nonconforming: Overcoming the Challenges of Adding Pronouns to the Student System

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100B, Mezzanine Level



Transgender and nonconforming students often face interpersonal and institutional discrimination that is invisible and sometimes unacknowledged. The current state of our student systems are not designed in a way to support students in this category. During the Fall 2015 term, Elon University added pronouns to multiple system screens including class rolls, grade rolls, advisor screens, etc. Join us in a conversation of the programmatic challenges, necessary training, and student reaction to this campus wide-initiative.

### PRESENTERS:

**Rodney Parks**, Elon University  
**Robin Straka**, Elon University

## M6.5519 Changing Times: Graduating Students (when you are ready even if they are not)

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100F, Mezzanine Level



Florida State University has taken a close look at all graduation processes and made changes to actively focus on students with sufficient hours (or high hours) and no degree. Who are these students? Why do they not have a degree? Not only did we ask those questions, but we are trying to do something about it. This has raised a number of philosophical and pragmatic questions that we are still trying to answer.

### PRESENTER:

**Kimberly Barber**, Florida State University



# MONDAY EVENTS AND SESSIONS (continued)

## M6.5704 A Day in the Life of a Transfer Transcript

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100G, Mezzanine Level



In the olden days, before the internet and EDI and document imaging workflows, handling transcripts for transfer students was a tedious, repetitive and time-consuming process, often fraught with human error and inconsistency. This session will explore both the old and the new ways of managing transfer of credit, with an emphasis on using today's technologies to speed the process and ensure equitable and accurate transfer credit award for all students.

### PRESENTER:

**Susan Eveland**, University of Oregon

## M6.5771 Journey to Leadership for Women in Higher Education

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100H, Mezzanine Level



In the age of so much dialogue about equality, there are still forces that hold women back in terms of career advancement. This session will explore the path to leadership through the stories of several women in senior-level positions in higher education. By understanding the experiences of others, how they navigated detours and roadblocks, we can understand our own possibilities. Results of a research study will be presented along with an opportunity for audience discussion.

### PRESENTER:

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

## M6.5785 Evolving Technology Outpacing Business Practice

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100DE, Mezzanine Level



Changes in information technology and the fluidity of data in mobile-friendly system solutions are common. Often financial and human capital is overlooked and under resourced, so business practices and policies that govern that data fall behind, becoming difficult to apply and enforce. This session will explore government and industry standards for data stewardship, highlight examples where the technology and business practice intersection became problematic, and how the gap was bridged.

### PRESENTERS:

**Megan Jerabek**, West Chester University of Pennsylvania  
**Joseph Santivasci**, West Chester University of Pennsylvania  
**Emily Shandley**, Yale University

## M6.5813 FERPA: The “Stuff” You Can’t Make Up

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200AB, Level Two



If you are responsible for applying and interpreting FERPA, at least once in your career you've said "Wow, that's a new one!" Those are the times it's good to have exercised your FERPA muscle and talked through the nuances of FERPA application. This session will walk through FERPA case studies that you won't find in the *FERPA Guide*. Audience participate is part of the format.

### PRESENTERS:

**Tina Falkner**, University of Minnesota - Twin Cities  
**Rhonda Kitch**, North Dakota State University - Main Campus  
**Rebecca Mathern**, Oregon State University

## M6.5820 Best Practices: Statistics & Reporting

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100C, Mezzanine Level



Many of us face mandates to collect, collate, analyze, and report statistical data while dealing with antiquated systems. Institutions struggle with rising costs to retain and produce data. Choosing from diverse approaches means taking into account not only the institution's current needs, but also trying to predict future requirements. This session is meant to share ideas and develop best practices for statistics and reporting.

### PRESENTERS:

**Pontus Niklasson**, University of Washington - Seattle Campus  
**Kenneth Pokrouski**, Fordham University School of Law

## M6.5882 Finding the Easy Button for Large Scale Needs

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200CD, Level Two



The Office of the Registrar collaborated with the College of Letters and Science to implement a new policy aimed to decrease time to degree: mandatory major declaration. Hundreds of students were mandated to declare a major or receive an enrollment hold. The Office of the Registrar developed a batch load to place a hold on accounts. After meeting with an advisor to declare, the hold was immediately removed. We have seen a significant decrease in students without majors.

### PRESENTER:

**Keri Allard**, University of Wisconsin - Madison

# MONDAY EVENTS AND SESSIONS (continued)

Student Success Track Session Sponsored by



**SEAtS Software**  
The Student Success Platform

## M6.5900 Two Organizations with One Common Goal: Student Success

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100I, Mezzanine Level



The need for enrollment management and the continued integration of admission, financial aid, student records, and registrar's offices is critical for campuses to grow, sustain, and manage overall enrollment. It is essential for these professions to work together throughout the student life cycle. Hear how a joint conference between Wisconsin ACRAO (WACRAO) and Wisconsin Student Financial Aid Administrators (WASFAA) was coordinated and the outcome of the combined conference.

### PRESENTERS:

**Triena Bodart**, Moraine Park Technical College  
**Scott Owczarek**, University of Wisconsin - Madison

## M6.5965 Articulation Agreements 101

Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100A, Mezzanine Level



This session will focus on the basics of articulating program to program, dual admissions and overall articulation agreements. Learn how to get started, how to make them work, who needs to be at the table for the conversations and everything in between. Audience participation is encouraged!

### PRESENTER:

**Katie Schwienteck**, York College of PA

## M6.5997 Roundtable: Proprietary Schools

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200F, Level Two

This is a roundtable discussion for for-profit institutions.

### FACILITATOR:

**Pete Scanlan**, Walden University

## M6.6008 Roundtable: International Education

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200G, Level Two

Jacquelyn Elliott, current AACRAO Vice President for International Education, will serve as chair and presenter in this interactive session about international education.

### FACILITATOR:

**Jacquelyn Elliott**, Marion Military Institute

## M6.6082 LGBTQA Caucus

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 205AB, Level Two

New and current members are welcome to attend the LGBTQA Caucus annual planning meeting.

### FACILITATOR:

**Joseph Salomone**, Drexel University

## M6.6470 Ensuring Trust: Spoof-Proof Records in an Age of Digital Credentials

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200H, Level Two



As software continues to eat the world, every kind of record—including learner transcripts, degrees, and other credentials—is being digitized. While this affords significant efficiencies, it also presents dangers; above all, the difficulty of verifying credential authenticity. The blockchain is the first technological structure that allows for indefinite storage of tamper-proof records. This session explains how institutions can leverage the blockchain to protect their credentials.

### PRESENTER:

**Natalie Smolenski**, Learning Machine



## M6.6540 Bridge Building: Connecting with Adult Learners and Gen Z

Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200I, Level Two



Am I supposed to text adult learners? Do I Facebook a Gen Z prospect? Should I use Snapchat? Are you still trying to use one communication plan for different demographics? Come check us out for ideas on how to target distinct groups in the admissions funnel!

### PRESENTERS:

**Arnold Arredondo**, Baptist College of Health Sciences  
**Christopher Cotton**, Baptist College of Health Sciences



# MONDAY EVENTS AND SESSIONS (continued)

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## M6.6505 Credit Transfer and the Transcript in CBE and PLA Programs

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Monday, April 3, 4:00 p.m. – 5:00 p.m. | M101A, Mezzanine Level

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There has been a recent explosion in higher education in the use of Competency Based Education (CBE) models and Prior Learning Assessment (PLA), but how it appears on a student's transcript continues to be inconsistent. The inconsistency has a detrimental impact on credit transferability for students that use these assessment models effectively, even where transfer agreements already exist. Registrars from several institutions will discuss this topic.

### PRESENTERS:

**Beth Doyle**, Council for Adult and Experiential Learning  
**Joellen Evernham Shendy**, University of Maryland - University College  
**Janet Sabri**, Herzing University  
**Shelby Stanfield**, The University of Texas at Austin

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## M6.6672 Engage Students AND Cut Catalog Production Time in Half

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Monday, April 3, 4:00 p.m. – 5:00 p.m. | 200J, Level Two

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Learn how schools of all sizes have used their academic catalogs to turbocharge student engagement while slashing production time in half. There is a better way. We'll show you how 500 institutions efficiently manage their catalog with record speed, turning it into a powerful marketing tool to attract, retain and interact with students using the 21st-century tools they demand.

### PRESENTER:

**Wes Miller**, DIGARC

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## M6.6599 ACAOPU Meeting

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Monday, April 3, 4:00 p.m. – 5:00 p.m. | 206AB, Level Two

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Attend the meeting of the Association of Chief Admissions Officers of Public Universities.

### FACILITATOR:

**Matt Lopez**, Arizona State University

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## M7.6437 AACRAO Town Hall Meeting

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Monday, April 3, 5:15 p.m. – 6:15 p.m. | Room 101, Level One

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This is an opportunity to discuss the status of the association, the proposed budget, any proposed bylaw change and other association priorities.

### PRESENTERS:

**Jim Bouse**, University of Oregon  
**Jack Miner**, The Ohio State University  
**Michael Reilly**, AACRAO

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## Board of Directors Reception for Honorees

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*By invitation*

6:15 p.m. – 7:30 p.m. | Duluth, Third Floor, Hilton Minneapolis

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### *Musical Entertainment at the Honorees Reception*

**Band of Praise** was founded in 2007 by two trombonists whose purpose was to bring the spirit of New Orleans brass bands and the jazz funeral tradition to Minnesota. The musicians performing at the Annual Meeting are members of the American Federation of Musicians and the Twin Cities Musicians Union (Local 30-73). A 5-piece Dixieland ensemble will showcase some of the best players in town.



# CLEAN ADDRESSES

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# TUESDAY EVENTS AND SESSIONS

## Tuesday, April 4, 2017 Events and Sessions

### INTERNATIONAL DAY

#### Registration

7:45 a.m. – 4:30 p.m.  
Lobby B, Level One

#### Cyber Café Open

7:45 a.m. – 4:30 p.m.  
Lobby B, Level One

#### Exhibit Hall Open

9:00 a.m. – 3:00 p.m.  
Exhibit Hall B, Level One

*Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.*

#### AACRAO Bookstore

8:30 a.m. – 5:15 p.m.  
Lobby B, Level One

#### Speaker Ready Room

7:30 a.m. – 5:30 p.m.  
201, Level Two

#### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
206AB, Level Two

#### (T1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

#### AACRAO Film Festival

8:00 a.m. – 9:15 a.m.  
200E, Level Two

#### Refreshment Break in Exhibit Hall

9:15 a.m. – 10:00 a.m.  
Exhibit Hall B, Level One

#### (T2) AACRAO Business Meeting

10:00 a.m. – 11:30 a.m.  
101, Level One

#### (TL) International Luncheon

*Ticket required*

11:30 a.m. – 1:00 p.m.  
205AB, Level Two

*Presenters:* **Matthew Andrews**, University of Gloucestershire  
**Meredith McQuaid**, University of Minnesota System  
**John Yopp**, University of Kentucky (Emeritus)

#### (TL) Annual Meeting Planners Luncheon

*By invitation*

11:30 a.m. – 1:00 p.m.  
Marquette V, Second Floor,  
Hilton Minneapolis

#### AACRAO Film Festival

11:30 a.m. – 1:00 p.m.  
200E, Level Two

#### (T3) Educational Sessions & Roundtable Discussions

1:00 p.m. – 2:00 p.m.

#### (T3) Poster Sessions

1:00 p.m. – 2:00 p.m.  
Escalator Lobby, Level Two

#### (T3) Asian and Pacific Islander Caucus

1:00 p.m. – 2:00 p.m.  
206AB, Level Two

#### Refreshment Break in Exhibit Hall

2:00 p.m. – 2:30 p.m.  
Exhibit Hall B, Level Two

#### NAIA Registrars Association Annual Business Meeting and Discussion

2:00 p.m. – 3:30 p.m.  
205AB, Level Two

#### (T4) Plenary Presentation

2:30 p.m. – 3:30 p.m.  
101, Level One

*Presenters:* **Nicole Maines**, Student & Activist  
**Wayne Maines**, Parent & Activist

*Moderator:* **Monique Snowden**, Fielding Graduate University

#### (T5) Educational Sessions & Roundtable Discussions

3:45 p.m. – 4:45 p.m.

#### (T5) Poster Sessions

3:45 p.m. – 4:45 p.m.  
Escalator Lobby, Level Two

#### (T5) Black Caucus

3:45 p.m. – 4:45 p.m.  
205AB, Level Two

#### (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.  
206AB, Level Two

#### International Educators Reception

6:30 p.m. – 7:30 p.m.

Duluth, Third Floor, Hilton Minneapolis

*(ticket at extra cost required)*

*Sponsored by AACRAO International, Paver Family Foundation, ETS TOEFL*

#### State and Regional Receptions

See page 91 for a list of receptions.

#### National Network of Law Schools (NNLSO) Networking and Social Event

7:00 p.m. – 9:00 p.m.

For information and registration, contact: Colleen Timmons at [ctimmons@tulane.edu](mailto:ctimmons@tulane.edu) or (504) 862-8835

# TUESDAY EVENTS AND SESSIONS (continued)

## (T1) Educational Sessions and Roundtables

TUESDAY, APRIL 4, 8:00 A.M. – 9:15 A.M.

### T1.5374 Scheduling Round Robin

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100J, Mezzanine Level



ACADEMIC POLICY

This is not a roundtable, but what we call a “Round Robin,” which is an interactive session. Participants will be divided into four groups. Four topics will be presented: (1) Does curriculum factor in your scheduling processes? (2) What information do you provide to departments? (3) How do you predict what is offered? (4) Special room requirements.

#### FACILITATORS:

**Len Archer**, Adventist University of Health Sciences

**Carol Harrison**, College of Southern Maryland

**Diedre Weilminster**, Frederick Community College

### T1.5431 IPEDS Data: Changes and Updates to Federal Postsecondary Data Collection

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200AB, Level Two



DATA

The National Center for Education Statistics (NCES) will share detailed and pertinent information about the approved data collection changes to the 2016-17 and 2017-18 Integrated Postsecondary Education Data System (IPEDS). In addition, IPEDS data tools and R&D activities will be presented.

#### PRESENTER:

**James Isaac**, RTI International

### T1.5446 Roundtable: Enrollment Management Registrars

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200G, Level Two



LEADERSHIP



LEAD SEM

Registrars who serve their institutions in the Enrollment Management division have unique opportunities, and sometimes, unique challenges. This roundtable discussion will encourage participants to share their successes and innovations in the areas of interdepartmental communication and collaboration, data leadership, and management.

#### FACILITATOR:

**Cody Schmitz**, Franciscan University of Steubenville

### T1.5470 Beating Students Over the Head with the “Diversity Club”

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M101A, Mezzanine Level



DIVERSITY

Do you have a Diversity and Inclusion initiative on your campus? Do you offer students myriad opportunities to engage with others of differing identities, perhaps to better equip them to operate in a global society? Is your campus culture absolutely infused with opportunities to embrace difference? Have any of your students openly criticized these efforts, lamenting your unwieldy use of the “diversity club?”

#### PRESENTER:

**Jesse Parrish**, Elon University

### T1.5512 A Glimpse Into the World of Admission Processing

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100C, Mezzanine Level



STAFFING

Attend this session for details regarding the Admission Processing Office at Governors State University and a discussion on current trends and challenges as they pertain to admission processing offices across many campuses.

#### PRESENTER:

**Tiffani Robertson**, Governors State University

### T1.5688 When Students Don't Fit Into the Reporting Box: Gender Identity and Downstream Considerations

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100F, Mezzanine Level



DIVERSITY



COMPLIANCE

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 name. Campus responses to the other needs of changing student demographics will also be discussed.

#### PRESENTERS:

**Polly Griffin**, Princeton University

**Brenda Selman**, University of Missouri - Columbia

**Daniel Weber**, Northeastern Illinois University

**Kristi Wold-McCormick**, University of Colorado Boulder

**Juanita Womack**, Philadelphia University



# TUESDAY EVENTS AND SESSIONS (continued)

## T1.5699 Competency-Based Education: A Primer

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200J, Level Two



ACADEMIC POLICY

In the past several years the number of schools pursuing and developing CBE programs has dramatically increased. What is competency-based education? What models are currently being used to deliver it, what do we know about its success rate, and what are the reasons it is gaining tracking and popularity? Learn about the impacts of CBE on admissions and registrar areas, and hear from those who have implemented CBE programs.

### PRESENTERS:

**Lesla Beals**, Purdue University - Main Campus  
**Joellen Evernham Shendy**, University of Maryland - University College

## T1.5717 Registrars and IT: Beginning, Middle, and Latter Career Perspectives

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200F, Level Two



Join our panel of registrars who will share and discuss various points of view on our role as technology integrators—how to prepare, adjust and learn new tricks with ever-evolving information technology, what's new, what's leading edge, what's old, and how to expand your knowledge.

### PRESENTERS:

**Adrian Cornelius**, University of Maryland - College Park  
**Patricia Mathay**, University of Pittsburgh - Main Campus  
**Kara Saunders**, University at Buffalo

## T1.5748 New to International Admissions? Tips for Growth in the Field

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100A, Mezzanine Level



This session provides tips and secrets on how to develop the skills you need to review and admit international students, as well as how to become an expert in this exciting field. The team of presenters will share insights on how to get started as well as the types of activities that exist for professional development. Opportunities include presenting at conferences, publishing, committee work and travel!

### PRESENTERS:

**LesLee Clauson Eicher**, AACRAO International  
**Jennifer Minke**, Texas A&M University - Kingsville  
**Emily Tse**, International Education Research Foundation, Inc.

## T1.5782 Come Sail Away: Semester at Sea Joins Colorado State University

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 205D, Level Two



ACADEMIC POLICY

We will discuss the academic partnership and project plans between the Institute for Shipboard Education and Colorado State University—this forms the Semester at Sea experience. As a floating learning community, academic rigor was central to planning. Learn details on system integration, alignment of academic and student life policies, and the experience sailing in Fall 2016.

### PRESENTER:

**D. Tobiassen Baitinger**, Colorado State University

## T1.5830 What's in a Name: A Discussion of Current and Ongoing LGBTQA Acronyms, Definitions, Concepts and Guides

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100B, Mezzanine Level



Within the LGBT community and within higher education, there are several pertinent issues, acronyms, concepts and guides that help to better define and understand the LGBT community.

The presenters will review all current concepts and trends and answer questions related to these categories.

### PRESENTERS:

**Joseph Salomone**, Drexel University  
**Carl Stange**, Winona State University

## T1.5862 Making Curriculum Migration Happen

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100G, Mezzanine Level



ACADEMIC POLICY

When implementing a new curriculum, migrating current students to the new curriculum rather than “teaching out” the old curriculum can be a win-win for students and the institution.

### PRESENTERS:

**Hope Martin**, Chamberlain College of Nursing  
**Megan Stroud**, Chamberlain College of Nursing

# TUESDAY EVENTS AND SESSIONS (continued)

## T1.5923 Transparency in Higher Education

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100I, Mezzanine Level

This session is designed to show other schools how Grand Canyon University provides transparency to prospective students interested in attending GCU. GCU has a dedicated team driven to providing an unofficial evaluation of a student's transcript to show how many transfers will come in by program.

### PRESENTERS:

**Scott Busch**, Grand Canyon University  
**Matthew Gardner**, Grand Canyon University  
**Shelley Gardner**, Grand Canyon University

## T1.5943 Admissions and Financial Aid: Essential Partnership for Enrollment Success

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100H, Mezzanine Level



For students and parents, admissions and financial aid information are two sides of the same coin. Organizational structure, job responsibilities or other administrative boundaries do not matter; clear, concise, accurate, and timely information does. The University of San Diego has worked on strengthening the relationship between the two offices through cross-training, collaboration, and shared responsibility.

### PRESENTERS:

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

## T1.5970 Implementing a Vision: The Trials of Achieving the CRM Dream

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100DE, Mezzanine Level



This panel session will begin with a short introduction of the current state of technology and CRM system implementations at three institutions: Columbia, Stanford, and the University of Minnesota. Each institution is in a different phase of planning, implementation, and analysis. Participants will engage in a discussion surrounding the opportunities, pitfalls, and successes experienced at each institution as we strive to provide students with improved services.

### PRESENTERS:

**Monica Avitsur**, Columbia University in the City of New York  
**Lori Gager**, Stanford University  
**Jennifer Love**, Columbia University in the City of New York  
**Carlos Medrano**, Columbia University  
**Carrie Otto**, University of Minnesota - Twin Cities

## T1.5994 Roundtable: Degree Progress Data Analytics

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M101B, Mezzanine Level



This session will be a facilitated roundtable discussion of data usage in analysis of degree progress and completion at several institutions.

### FACILITATORS:

**Julie Fell**, University of Iowa  
**RaNelle Ingalls**, North Dakota State University  
**Sue Van Voorhis**, University of Minnesota

## T1.6043 An Update on the Educational System of the Islamic Republic of Iran

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M101C, Mezzanine Level



This session will provide an overview of the educational system of the Islamic Republic of Iran. The session will include useful websites of recognized institutions as well as a discussion of the key academic credentials session attendees may experience. In addition, we will analyze some key challenges Iranian students face when going to study abroad and investigate possible solutions for minimizing the difficulties.

### PRESENTERS:

**William Bellin**, Educational Credential Evaluators, Inc.  
**Robert Watkins**, The University of Texas at Austin

## T1.6490 CourseLeaf CAT/CIM Re-invent Catalog and Curriculum Management

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200H, Level Two

CourseLeaf Catalog (CAT) transforms your catalog from flat, basic text fields to a responsive, student-engaging environment. Curriculum (CIM) streamlines the curriculum proposal process through automated, form-driven workflow. Faculty and Curriculum Administrators can now track edits and status, identify affected departments, and publish curriculum committee agendas. The end result is an integrated catalog and curriculum process from proposal all the way through publishing to students. SIS integration ensures all your data stays accurate and in sync.

### PRESENTER:

**Greg Soare**, CourseLeaf from Leepfrog Technologies



# TUESDAY EVENTS AND SESSIONS (continued)

## **T1.6503** We Are All Criminals: A Look at the Impact of Criminal Records

Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200CD, Level Two



COMPLIANCE

One in four people in the US has a criminal record; four in four have a criminal history. This session will offer a compelling tool for discussing crime, privilege and punishment, and considerations for admissions and registrar professionals.

### **PRESENTER:**

**Emily Baxter**, We Are All Criminals

## **Refreshment Break in Exhibit Hall**

Tuesday, 9:15 a.m. – 10:00 a.m. | Exhibit Hall B, Level One

## **T2.6435** AACRAO Business Meeting

Tuesday, April 4, 10:00 a.m. – 11:30 a.m. | 101, Level One

The AACRAO Business Meeting includes annual reports on the status of the association from the Executive Director and the Board of Directors, any membership voting on the proposed budget and bylaw changes, and the installation of new board members.

### **PRESENTERS:**

**Jim Bouse**, University of Oregon

**Jack Miner**, The Ohio State University

**Michael Reilly**, AACRAO

## **TL.6450** International Luncheon The Impact of Politics on International Mobility *Ticket Required*

Tuesday, April 4, 11:30 a.m. – 1:00 p.m. | 205AB, Level Two



The recent political changes in the U.S. and the Brexit vote in the U.K. have been widely covered across the globe. Threads of nationalism and isolationism can create a sense that international students may be unwelcome and cause them to look elsewhere to study—or just stay home. How will higher education handle these forces at home and abroad? Taking place about halfway through the first 100 days of the new US administration, this panel will discuss potential impacts.

### **PRESENTERS:**

**Matthew Andrews**, University of Gloucestershire

**Meredith McQuaid**, University of Minnesota System

**John Yopp**, University of Kentucky (Emeritus)



## **(T3) Educational Sessions and Roundtables**

**TUESDAY, APRIL 4, 1:00 P.M. – 2:00 P.M.**

## **T3.5375** Registrar Round Robin

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200F, Level Two

This is not really a roundtable, but instead what we call a “Round Robin,” which is more of an interactive session. Participants will be divided into four groups. Four topics will be presented: Transcripts, Diplomas and Outsourcing; Best Practices in the Registrar’s Office; Dealing with Difficult Students; and Group’s Choice.

### **FACILITATORS:**

**Len Archer**, Adventist University of Health Services

**Carol Harrison**, College of Southern Maryland

**Deirdre Weilminster**, Frederick Community College

# TUESDAY EVENTS AND SESSIONS (continued)

## T3.5462 Great Scott! Transcript Model Extensions Hit 88 MPH!

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 205D, Level Two



When it comes to expanding the academic record, institutions now have myriad options, including electronic certificates, badges, stackable micro-credentials, and co-curricular. Although the models developed by the Lumina Grant project will not fit every institution, they are nonetheless an essential first step, laying a foundation for further exploration. Join us for a discussion about the progress so far, next steps in the Lumina project, and a showcase of Elon's Visual EXP (Visual Elon eXperiential Profile) that will be launched this May.

### PRESENTER:

**Rodney Parks**, Elon University

## T3.5681 FERPA: The Basics

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200AB, Level Two



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

*Student Success Track Session Sponsored by*



## T3.5719 Coalition for Access, Affordability & Success

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200J, Level Two



Our nation has been in the midst of an important public policy dialogue about whether college is affordable and whether it has value. Can students—especially low- and moderate-income students—be successful and graduate without going deeply into debt? This coalition helps to answer that question with a resounding YES.

### PRESENTER:

**John Nondorf**, University of Chicago

## T3.5733 Administering a Successful Department Review

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200CD, Level Two



The Registrar's Office at Missouri State University administered a department review this past year, including the utilization of AACRAO's Registrar's Self-Assessment guide, an internal review team, and an external review team composed of registrars from three other universities. This session describes successes and lessons learned from the perspective of the department head under review and the reviewers.

### PRESENTERS:

**Jay Haugen**, Saint Louis University

**Robert Hornberger**, Missouri State University

**Brad Myers**, The Ohio State University

**Douglas Swink**, University of Missouri - Kansas City

## T3.5750 International Admission Counseling: Competencies for Success

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100A, Mezzanine Level



This session is designed as a working session for all levels of international enrollment professionals. We will break into small groups to help inform the future AACRAO international core competencies. What competencies drive success in the field and should be considered in the hiring process, for example? Come prepared to discuss your views on what it takes to be successful in your job and help shape the conversation.

### PRESENTER:

**Jacquelyn Elliott**, Marion Military Institute



# TUESDAY EVENTS AND SESSIONS (continued)

## T3.5772 **Creating and Leveraging a Financial Aid Audit**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100B, Mezzanine Level



Come find out how the University of West Florida created and is leveraging a financial aid audit to proactively warn students against taking courses for which they will not receive financial aid, and only award aid for courses that are required for degree completion. We will also look at a report that allows advisors to request overrides, and the automations that allow the proactive communications with students.

### PRESENTER:

**Julie Glasco**, University of West Florida

## T3.5794 **Lessons Learned from Canada and Methodologies to Proven Success with PESC XML Transcript Exchange**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100C, Mezzanine Level



Come hear how several Canadian Postsecondary institutions and Application Centres who have put into practice the use of PESC Standards and how this allows them to be successful in improved data exchanges.

### PRESENTER:

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

## T3.5856 **The Obstacle is the (Registrar's) Way**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100F, Mezzanine Level



Ryan Holiday's book *The Obstacle is the Way* has become a bestseller due to the applicability of his reflections on the Stoic philosophy. These principles are equally relevant for registrars who encounter challenges in the course of their work. We will explore approaches to turning challenges into opportunities through a refined perception, right action, and a resilient will. In Marcus Aurelius' words, "The impediment to action advances action. What stands in the way becomes the way."

### PRESENTER:

**Doug McKenna**, American University

## T3.5860 **Enhancing the Enrollment Experience: An Exercise in Usability**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100G, Mezzanine Level



Take an inside look at the efforts of the University of Wisconsin-Madison's Office of the Registrar to develop an enhanced suite of enrollment tools and to facilitate collaboration across a decentralized academic landscape. Learn how we actively engaged campus partners and students to design a system focused on usability in order to streamline the complex enrollment process.

### PRESENTER:

**Aaron Apel**, University of Wisconsin - Madison

## T3.5890 **Bangladesh & Sri Lanka: An Exciting Look at their Education Systems & Academic Credentials**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100H, Mezzanine Level



This informative session will focus on the education systems and academic credentials of Bangladesh and Sri Lanka. Presenters will include two credential evaluators with extensive experience reviewing South Asian credentials. Participants will learn the basics of each country's education system, how the British education system has influenced these two countries, documentation formats, how the documentation is used for admissions purposes, and helpful resources for document verification.

### PRESENTERS:

**Julia Funaki**, AACRAO International

**Amy Ullrich**, Educational Credential Evaluators, Inc.

## T3.5911 **Discovering Unknown Unknowns Through Design Thinking**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100I, Mezzanine Level



In an effort to reimagine experience and services, the University of Wisconsin Higher Education Location Program (UW HELP) offers a design thinking approach to realign program offerings to better serve the target audience. The challenge of the project was to discover a more personalized learning experience necessary to reshape the relationship between UW and students throughout their lifelong journey of learning. The session will discuss the process that was used and what was learned.

### PRESENTERS:

**Andrea Deau**, University of Wisconsin - Extension

**Mary Vilmo**, University of Wisconsin - Extension

# TUESDAY EVENTS AND SESSIONS (continued)

## **T3.5956** From Big to Small and Small to Big: Make Your Move a Good Fit

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100J, Mezzanine Level



There really is a difference between working in a big university registrar's office versus a small college registrar's office. Some differences include the reporting lines, job responsibilities, staffing, and budgets. This session offers tips from several who have been there, done it, and believe that you can do it too!

### **PRESENTERS:**

**Susan Hines**, The College of Idaho  
**Heidi Hoskinson**, Rogers State University

## **T3.5979** Leading Through the Unexpected

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M101A, Mezzanine Level



Join this discussion of strategies for leading teams when life gets in the way of what you had planned for your office. Topics covered will include a variety of life events, including pregnancies, illnesses, weddings, caring for parents, and deaths (both of staff and their loved ones).

### **PRESENTERS:**

**Leesa Beck**, University of California - Santa Barbara  
**Amber Cellotti**, University of Minnesota  
**Ingrid Nuttall**, University of Minnesota - Twin Cities

## **T3.6011** Partnering with EducationUSA for your International Student Recruitment Needs

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100DE, Mezzanine Level



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:**

**Ella Clement-Lilly**, EducationUSA  
**Sofia de la Garza**, EducationUSA  
**Affrille Degoma**, EducationUSA  
**Justyna Kozyra-Bober**, EducationUSA  
**Maya Sundararajan**, EducationUSA  
**Ana Villavicencio**, EducationUSA

## **T3.6041** Effective Communication in the Workplace

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M101B, Mezzanine Level



Communicating successfully within and between departments can be a challenge for some institutions. The presenter will discuss techniques and practices that can help make communication more effective and efficient.

### **PRESENTER:**

**Kess Knight**, AACRAO

## **T3.6081** Asian and Pacific Islander Caucus

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 206AB, Level Two

The Asian Pacific Islander Caucus is a forum in which members discuss issues faced by students and professionals in higher education who identify as Asian Pacific Islanders.

### **PRESENTER:**

**Cassandra Moore**, Anne Arundel Community College

## **T3.6486** Improving Student Success and Academic Transparency through the Clearinghouse's Reverse Transfer and Student Portal

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200I, Level Two

The National Student Clearinghouse's landmark Reverse Transfer service is a national solution that enable millions of eligible students to receive associate degrees. With Reverse Transfer, you can cross public, private, and state lines to help more of your students succeed. Find out what Reverse Transfer is, why it's important, how it works, and how you can participate. The Clearinghouse also believes all students should be able to access their academic records. With the launch of our new student portal, MyHub, they can! MyHub provides students with full transparency into their academic records as they progress across their individual learning continuum. Come see the exciting new student portal we're launching.

### **PRESENTERS:**

**Roberta Hyland**, National Student Clearinghouse  
**Michelle Blackwell**, National Student Clearinghouse

## **T3.6506** Transfer Tools to Maximize Your Recruiting Efforts

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200H, Level Two

Is your institution doing everything it can to attract prospective transfer students? Join CollegeSource to learn about TES<sup>®</sup>, a database with over 100,000 catalogs and 84 million course descriptions to aid in evaluating transfer credit, and Transferology<sup>™</sup>, which helps students manage transfer exploration and provides staff with qualified transfer leads.

### **PRESENTER:**

**John Panzica**, CollegeSource





# TUESDAY EVENTS AND SESSIONS (continued)

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## **T3.6525** **Big Changes Among High School Graduates Through the 2030s**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M101C, Mezzanine Level

The Western Interstate Commission for Higher Education (WICHE) has produced its 9th edition of *Knocking at the College Door*, which provides updated high school graduate projections through 2032. WICHE's co-author of the report will highlight the projected trends—limited growth in the overall number of high school graduates between now and 2025, with strong production from the South and West mitigated by declines in the Midwest and Northeast. After that, most states are projected to experience youth population declines that will lead to fewer graduates in the early 2030s. Virtually all net new high school graduates will be non-White, and White graduates will decrease to barely half of the total. The panelists will discuss how they use these data to promote best practices in this period of change.

### **PRESENTERS:**

**Peace Bransberger**, WICHE

**Darcy Briggs**, Arapahoe Community College

**Lee Furbeck**, Cleveland State University

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### **Poster Session**

## **T3.5395** **Creating Learning Communities Collaboratively**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

Learning communities have been used for many years in various forms and are cited in research as valuable retention programs. At MTSU, a struggling learning community program was revitalized in 2015 in a collaborative effort between Academic Affairs, the Office of Student Success, and the Scheduling Center. Surveys collected at the end of the semester indicated positive results overall and increased retention. This poster presentation will detail the steps taken to turn the program around.

### **PRESENTER:**

**Tyler Henson**, Middle Tennessee State University

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### **Poster Session**

## **T3.5596** **AACRAO Research: A Year in Review**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

Visual representation of the key findings of the 2016 and early 2017 AACRAO research initiatives.

### **PRESENTER:**

**Wendy Kilgore**, AACRAO

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### **Poster Session**

## **T3.5788** **What Is SPEEDE? And What Can SPEEDE Do for Me?**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

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

### **PRESENTER:**

**Jerald Bracken**, Brigham Young University

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### **Poster Session**

## **T3.6590** **Becoming an LGBTQ-Friendly Campus: The Journey for University of Wisconsin-Superior**

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

The University of Wisconsin-Superior celebrates diversity of all kinds. In 2015, a small team set out to determine what we are and what we should be doing for the recruitment and retention of LGBTQ students, staff, faculty and administration. Since last fall, UWS has embraced system-wide changes and added policies to protect and empower students of all genders. Discover what LGBTQ individuals look for and where UWS finds itself on the road to becoming an LGBTQ-Friendly campus.

### **PRESENTER:**

**Debra Cheslock**, University of Wisconsin-Superior

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### **Poster Session**

## **T3.6643** **Emergency Plan for the Office of the University Registrar**

Tuesday, April 4, 1:00 PM – 2:00 PM | 2nd Floor Escalator Lobby, Level Two

After participation in a staff retreat that featured a campus police officer who addressed how to respond to an active shooter, our office decided to create an emergency preparedness plan to provide and maintain safe and healthful working conditions and follow practices that will safeguard faculty, staff, students, and visitors at the University of Tennessee, Knoxville.

### **PRESENTERS:**

**Kathy Abbott**, University of Tennessee - Knoxville

**Peggy Love**, University of Tennessee - Knoxville



# TUESDAY EVENTS AND SESSIONS (continued)

## Poster Session

### T3.6670 Implementation of our Inclusive Student Records Project

Tuesday, April 4, 1:00 PM – 2:00 PM | 2nd Floor Escalator Lobby, Level Two

In March 2016, fourteen University of Iowa campus partners came together to hear a proposal from a College of Education doctoral student and their advisor, for revising our student portal as well as our student records system to be more inclusive and affirming. This session will describe the data elements updated.

#### PRESENTER:

**Sarah Harris**, University of Iowa

## Poster Session

### T3.6671 Study Abroad = Students + Faculty + Global Education Staff +—Wait for It—the Registrar!

Tuesday, April 4, 1:00 PM – 2:00 PM | 2nd Floor Escalator Lobby, Level Two

What happens when a strategic goal of 100% undergraduate student access to global education meets a hands-on graduation audit process? Staff from the University Registrar's Office at Elon University share experiences, challenges, and tips for helping students smoothly incorporate a semester abroad into their academic plan.

#### PRESENTER:

**Robin Straka**, Elon University

## Refreshment Break in Exhibit Hall

Tuesday, 2:00 p.m. – 2:30 p.m. | Exhibit Hall B, Level Two

### T4.5747 NAIA Registrars Association Annual Business Meeting

Tuesday, April 4, 2:00 p.m. – 3:30 p.m. | 205AB, Level Two

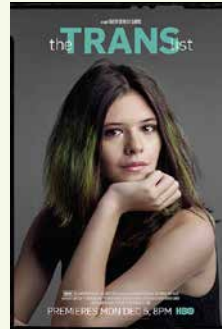
All NAIA registrars, conference registrars, assistant registrars, or anyone working in the registrar's office at an NAIA school is invited to participate in the Annual Business Meeting. The NAIA Registrar is the official voting delegate from the school.

#### PRESENTER:

**Jessica Cason**, National Association of Intercollegiate Athletics (NAIA) Eligibility Center

### T4.6451 Tuesday Plenary Presentation One Father's Journey Raising a Transgender Child

Tuesday, April 4, 2:30 p.m. – 3:30 p.m. | 101, Level One



Recently featured in the HBO documentary, *The Trans List*, Nicole Maines shares her journey as a transgender woman, and how her family continues to work to support the transgender community. She and her father, Wayne Maines, will examine some of the pitfalls and successes that occurred during their family's journey, including her college search and enrollment process, in order to provide insight on creating a positive and inclusive climate for transgender youth pursuing higher education.



#### PRESENTERS:

**Wayne Maines**, Parent & Activist  
**Nicole Maines**, Student & Activist

#### MODERATOR:

**Monique Snowden**, Fielding Graduate University



# TUESDAY EVENTS AND SESSIONS (continued)

## (T5) Educational Sessions and Roundtables

TUESDAY, APRIL 4, 3:45 P.M. – 4:45 PM

### T5.6531 The Student Voice: Serving Transgender and Gender Non-Conforming Students

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200AB, Level Two



As we craft policies and procedures that are supportive of student needs, it is vital to hear directly from those populations impacted. This facilitated panel of students will explore the experiences of transgender and gender non-conforming on campus—what has worked, what has not, and advice on how to create a safer and more supporting environment on your campus.

#### PRESENTERS:

**Nicole Maines**, Student & Activist  
**James Schwartz (he/him)**  
**Finn Schneider (they/them)**  
**Melinda Lee (they/them)**

#### MODERATOR:

**Jack Miner**, The Ohio State University

### T5.5185 Roundtable: Registrars for Medium and Large Institutions

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200F, Level Two

Discussion of hot topics, campus concerns and best practices.

#### FACILITATORS:

**Kelley Brundage**, University of West Florida  
**Sarah Harris**, University of Iowa

### T5.5362 The Interstate Passport: The Outcomes-based Model for Transfer

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200I, Level Two



The Interstate Passport offers a comprehensive, multi-state solution to transfer by developing a streamlined transfer process for students from participating institutions. The Passport provides a framework for block transfer of lower-division general education courses based on student learning outcomes rather than on course-to-course transfer, resulting in unnecessary repetition of coursework, reduced student costs and accelerated pathway to degree progress.

#### PRESENTERS:

**Kari Brown-Herbst**, Laramie County Community College  
**Stacy Maestas**, Laramie County Community College

### T5.5472 Mining Co-Curricular Data to Impact Retention of Minority Students

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200CD, Level Two



Elon University is the only university in the nation recognized for excellence in all eight categories of high-impact learning practices: First-Year Experience, Internships, Learning Communities, Senior Capstone, Service Learning, Study Abroad, Undergraduate Research/Creative Projects, and Writing in the Disciplines. To produce its hallmark co-curricular transcript, Elon collects data on these practices continuously. Until now, however, its use was limited to credentialing alone. Join us for a discussion of how this data can be used to gain insight on student subpopulations and increase their engagement. We will consider the average undergraduate experience at Elon, compare it to several case studies, and present data-mining techniques that can be used at your institution to impact retention.

#### PRESENTERS:

**Rodney Parks**, Elon University  
**Jesse Parrish**, Elon University

### T5.5546 Do I Matter? Retaining Online Students Through Integrated Services

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100DE, Mezzanine Level



Online enrollments have exploded while retention rates for online students fizzle. Providing services for online students is much more complex than traditional one-stop services. Come hear about a mixed methods study linking integrated services to feelings of “mattering” for students in online programs, and learn about the resulting impact on their decisions to persist.

#### PRESENTER:

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

### T5.5678 Update on New Approaches to Veterans Certification and Related Issues

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100J, Mezzanine Level

This session is an update on the national, grassroots project to streamline the veterans compliance and reporting process. The project's goal is to alleviate the burden of much of the complexity related to veteran student certification, reporting and tracking. Representatives from institutions as well as the National Student Clearinghouse who are involved with the effort will review the processes, phases and provide an update on progress.

#### PRESENTERS:

**Marc Barker**, Colorado State University  
**Scott Owczarek**, University of Wisconsin - Madison  
**Brenda Selman**, University of Missouri - Columbia  
**Shelby Stanfield**, The University of Texas at Austin  
**Ricardo Torres**, National Student Clearinghouse

# TUESDAY EVENTS AND SESSIONS (continued)

## **T5.5687** **Alphabet Soup of Accreditation: What is Accreditation and How Does it Work?**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 205D, Level Two



COMPLIANCE

This session will take a look at the alphabet soup of accreditation—SACS, NCA-HLC, CHEA, USDOE, THECB, NACCAS, BETC, ABHES, ACCES, COE, and many others. What are these organizations and what is their role in the accreditation process? This session will help professionals understand the organizations, terms, phrases, and processes involved in accreditation.

### **PRESENTER:**

**Alana Davis**, Randolph-Macon College

## **T5.5706** **Succession Planning for a State & Regional Association**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100C, Mezzanine Level



PROF DEV

LEADERSHIP

Members of our state and regional associations rely on their board of directors to work towards the association goals and continued progress in serving the membership. But this can be challenging in terms of recruiting new officers, new board members understanding their responsibilities, the timelines associated with those responsibilities, etc. Come learn about succession planning from a panel of state and regional association board members.

### **PRESENTERS:**

**Sally Page**, University of Colorado Boulder

**Texas Ruegg**, Letourneau University

**Heather Soleim**, Minnesota State University - Moorhead

## **T5.5752** **Undergraduate Benchmarks in International Credentials Evaluation**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100F, Mezzanine Level



CREDENTIAL EVAL

Benchmarks are points of completion, or points of transition from one level of education to another. This session will provide the benchmarks for international studies and the standards and strategies to use to clearly identify the correct levels of education to help with the admission and placement of international students.

### **PRESENTERS:**

**Beth Cotter**, Foreign Credential Evaluations, Inc.

**Jasmin Saidi-Kuehnert**, Association of International Credentials Evaluators, Inc.

## **T5.5805** **The Funky-tech Overview of Implementing Electronic Transcripts Exchange**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100G, Mezzanine Level



SYSTEMS MGMT

This session will walk you through the process behind XML/EDI Implementation as it relates to student transcripts and academic records.

### **PRESENTERS:**

**Jerald Bracken**, Brigham Young University

**Susan Reyes**, San Diego State University

## **T5.5818** **Roundtable: Law School Registrars & Admissions**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200G, Level Two

Join in the roundtable discussion and learn how colleagues at other institutions deal with challenges similar to the ones you face, and gain ideas on how you might change or make improvements to your processes.

### **FACILITATOR:**

**Colleen Timmons**, Tulane University Law School

## **T5.5877** **Where Did They Go? Using Student Clearinghouse Data to Find Your Declines & Your Real Peer Institutions**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M101A, Mezzanine Level



DATA

In this session we explore the utility of National Student Clearinghouse data to understand an institution and/or program's position in their market, as well as identify trends in the competition. Finally, we will demonstrate student-by-student data to help identify and develop yield strategies to enroll the best and the brightest students.

### **PRESENTER:**

**Emily Easton**, University of Chicago

## **T5.5950** **Why Aren't Students Reading our Emails?**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100H, Mezzanine Level



COMMUNICATION

LEAD GEN

Creating a comprehensive and collaborative plan for student communication is important for the overall success of any strategic enrollment management plan. How do you create such a plan? How do you select the right message modality? Join us for a session where you will learn the answers to these questions and many more, as well as some best practices for collaborating with marketing and other departments on campus to plan and launch successful communications to students.

### **PRESENTER:**

**Stuart Boyd**, Arapahoe Community College



# TUESDAY EVENTS AND SESSIONS (continued)

## **T5.5969** Armchair International Recruitment Part II: The Details in the Digital Era

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200H, Level Two



With worldwide connectivity using digital tools, costly international travel may not be required for a successful international enrollment management recruitment plan. The second part of this 2-part session shows you where to start your armchair efforts, practical and cost effective strategies, performance and outcome indicators, digital trends, traditional and digital recruitment options and use of social media. Discussion and questions will be encouraged.

### **PRESENTER:**

**Zepur Solakian**, Center for Global Advancement of Community Colleges

## **T5.5982** Compliance Issues in Curriculum: Scheduling, Contact Hours, Joint Programs and More

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M101C, Mezzanine Level



This panel discussion will address multiple compliance issues related to curriculum and how different institutions have addressed them. From scheduling requirements to contact hours, financial aid regulations to veterans' benefits, there are multiple requirements related to curriculum. Panelists from multiple institutions will discuss the issues they have encountered and approaches they have taken to improve compliance.

### **PRESENTERS:**

**Adrian Cornelius**, University of Maryland - College Park  
**K. Celeste Taber**, Oklahoma State University - Main Campus  
**Stacey Tidball**, University of Minnesota

## **T5.6031** Education System and Diploma Verification in China

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100A, Mezzanine Level



This session will focus on topics like electronic credential verification and transmission services made by CHESICC. It is making every effort to expand its services from transcript and qualification verification to multi-dimensional credential evaluation including applicants' university and major. This discussion will conclude with efforts to enhance international cooperation through a digitalized network featuring global student information mobility.

### **PRESENTER:**

**Chen (Edward) Wenjun**, CHESICC (China Higher Education Student Information and Career Center)

## **T5.6052** Leveraging and Supporting Student Innovation

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200J, Level Two

"Why don't you let students write programs for you?" This is often the suggestion for how to advance our use of technology to meet service needs. While this can be a successful solution, there are inherent risks associated with this strategy as well. In this session, we'll explore the positives and negatives of what this approach entails. Issues of security, privacy and ownership of IP will be discussed and illustrated. Also, we will touch upon how financial interests affect the strategy you take.

### **PRESENTERS:**

**Thomas Black**, Stanford University  
**Jonathan LeBouef**, Princeton University

## **T5.6083** Black Caucus

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 205AB, Level Two

The Black Caucus of AACRAO seeks to increase awareness of trends and issues affecting Black students and professionals in higher education. The Caucus actively engages with all individuals in identifying solutions to issues surrounding access as well as examining ways to enhance/increase the representation of both Black students and professionals within colleges and universities.

### **PRESENTER:**

**Tiffany Robinson**, Western Kentucky University

## **T5.6535** Getting it Done: Presenting a Single System for Catalog, Curriculum, Syllabi and Transfer Credit Evaluation

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100I, Mezzanine Level



Are you launching multiple systems to manage catalogs, curriculum changes and syllabi? Do your transfer credit evaluations run on paper? SmartCatalog IQ centralizes these processes in a powerful and easy-to-use solution that integrates with SIS and LMS systems. By marrying SmartCatalog's proven technology with DegreeData's national database of course descriptions, you'll even be able to manage the transfer credit evaluation through the same toolset.

### **PRESENTER:**

**Anne Valentine**, SmartCatalog

# TUESDAY EVENTS AND SESSIONS (continued)

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## T5.6537 Contribute to the Profession Through AACRAO

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Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M101B, Mezzanine Level



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

**Kimberley Buster-Williams**, Assistant Director, SEM-EP

**Melanie Gottlieb**, AACRAO

**Kess Knight**, AACRAO

**Linda Smith**, AACRAO

**Christopher Tremblay**, Director, SEM-EP

**Heather Zimar**, AACRAO

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## Best of the Best Sessions

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## T5.6541 Are You Sure You Really Know the Explicit Differences Between FERPA and FOIA?

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Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100B, Mezzanine Level



Do you have a thorough understanding of the differences between these two laws? Do you know and understand the FOIA “private information” exemption that may protect certain information from disclosure? Do you know how much time you have to provide requested FERPA or FOIA information? Come learn the basics in understanding the specificity of these acts and bring your questions to this discussion.

### PRESENTERS:

**Greg Brady**, Northern Illinois University

**Jerry Montag**, Northern Illinois University

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## Poster Session

## T5.5468 Micro-aggressions and the Impact on Retention of African-American Students

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Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

The poster session will present qualitative research findings of the experiences of African-American students in a classroom setting and how subliminal micro-aggressions may affect student performance, shape self-identity, and impact retention at a primarily white university (PWI). There will be a focus on the student perspective to retain minority students and what training might be needed to help faculty work with having very few minority students in a class at a PWI.

### PRESENTER:

**Brittany Jaetter**, Elon University

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## Poster Session

## T5.5471 A Course by Any Other Name

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Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Course selection is a predominantly sequential process—some courses must be taken before others, others at the same time, all for some specific curricular purpose. But is there more to it? Given some flexibility in their programmatic decision-making, will students choose one course over another if its mere title is somehow more appealing? Join us for an exploration of the subtle influence of course names, in which we will present findings from our recent experimental study and discuss how best to nudge students with course titles.

### PRESENTER:

**Devon Cross**, Elon University

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## Poster Session

## T5.5786 Degree Audit: Selecting the Right Tool and Exceeding Expectations

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Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

This poster session demonstrates how to leverage your existing degree audit application to innovate and automate services provided to your students.

### PRESENTERS:

**W. Matthew Bemis**, University of Southern California

**Matt Schill**, University of Nebraska at Omaha

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# TUESDAY EVENTS AND SESSIONS (continued)

## Poster Session

### T5.5954 When “the Way We Do Things” Needs to Change

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Whether change is at the institutional level or the departmental level, change can be scary. However, very often, good things come from change—whether we want to believe it or not. How do we systematically approach change? How do we support our co-workers through times of transition? The goal of this poster is to bring you back to basics so you can develop a tangible, workable plan to guide you through your next transition, be it large or small.

#### PRESENTERS:

**Jennifer Gattilia**, University of Connecticut  
**Erin Mason**, University of Connecticut

## Poster Session

### T5.6013 EducationUSA in India

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Meet an EducationUSA Adviser from India to get insights into the country and how to engage with the EducationUSA network there.

#### PRESENTER:

**Maya Sundararajan**, EducationUSA

## Poster Session

### T5.6014 EducationUSA in Poland

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Attend this poster session and get first-hand information about the educational system and higher education trends in Poland. Discover what attracts Polish students to U.S. universities and what unique challenges they face when deciding where to study. Find out how to partner with the Polish EducationUSA network to diversify your student population.

#### PRESENTER:

**Justyna Kozyra-Bober**, EducationUSA

## Poster Session

### T5.6015 EducationUSA in Mexico

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Attend this poster session to meet an EducationUSA Adviser from Mexico. This poster session will have information and updates on the educational system in Mexico and insights on how to connect and engage with students and the EducationUSA network there.

#### PRESENTER:

**Sofia de la Garza**, EducationUSA

## Poster Session

### T5.6589 EducationUSA in Philippines

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Attend this poster session to meet an EducationUSA Adviser from the Philippines. This poster session will have information about the K-12 transition occurring in the Philippines.

#### PRESENTER:

**Afrille Degoma**, EducationUSA

## Poster Session

### T5.6644 Evolution of a Gap Semester Program: Outcomes and Retention

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

In an effort to create innovative pathways in undergraduate education, Elon University launched a semester-long Gap program. Over the course of a semester, students traveled across the country conducting service, engaging in leadership activities, and completing a 6-week global education program. After five years, challenges relating to transitioning to campus and retention emerged. This poster session will provide data on the program, retention, assessment, and reintegration challenges of five cohorts.

#### PRESENTER:

**Mikayla Shaw**, Elon University

## (T6) Educational Sessions and Roundtables

TUESDAY, APRIL 4, 5:00 P.M. – 6:00 P.M.

### T6.5402 The University Catalog of the Future...Today!

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200H, Level Two



ACADEMIC POLICY

BYU has fully transitioned to a non-traditional catalog process that creates the catalog electronically each time a user needs it. No more paper, no more PDF, no more limitations! The catalog system interfaces with the student information system, curriculum files, course enrollment descriptions, course learning outcomes, course syllabi, faculty profiles, and distributed college content. It is built with custom modules to import data and accommodates traditional archiving.

#### PRESENTERS:

**Rob Cook**, Brigham Young University  
**Michael Kemp**, Brigham Young University  
**Coral Taylor**, Brigham Young University

# TUESDAY EVENTS AND SESSIONS (continued)

## **T6.5466** Intercultural Discrimination in Higher Education: A Focus on Retention

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100I, Mezzanine Level



We will present the results of qualitative research examining interracial discrimination in the Latino community at a medium-sized private institution. The research seeks to understand the underlying problems surrounding programming that classifies all Hispanic/Latino students into one race/ethnicity category. The research will propose programs that foster a more inclusive community for Latino students.

### **PRESENTER:**

**Claudia Rodriguez**, Elon University

## **T6.5619** Air University has Been Doing that Since When? Let's Talk.

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100F, Mezzanine Level



The Air University is regionally accredited and has been recording, tracking, assessing, validating and transcribing for degree competency-based education and prior learning assessments for more than four decades. Focus will be on how this process developed and became successful, the adherence to firm standards that provide the rigor to sustain these programs, and how this structure is providing a framework to grow education opportunities within the Air Force.

### **PRESENTER:**

**Michael Masterson**, Air University

## **T6.5674** Applying FERPA in More Real Life Settings

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200AB, Level Two



We think we understand the Family Educational Rights and Privacy Act (FERPA) until we're tested by specific real-life situations. This highly interactive session allows participants to share how they would interpret and apply FERPA in realistic scenarios (different from the ones addressed in the 2016 session and webinar).

### **PRESENTERS:**

**LeRoy Rooker**, AACRAO

**K. Celeste Taber**, Oklahoma State University - Main Campus

## **T6.5689** Title IX: View from the Registrar's Desk

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100B, Mezzanine Level



The registrar's role in working with various campus entities on records management, reporting, training and tracking is complex when adhering to Executive Order 1095, which relates to the implementation of Title IX, the campus SaVE Act and legislation on sex discrimination, sexual harassment and sexual violence on campus. This session will include the perspectives and lessons learned from different types of institutions.

### **PRESENTERS:**

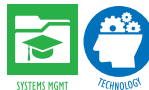
**Michael Burke**, Harvard University

**Alana Davis**, Randolph-Macon College

**Elizabeth Kienle-Granzo**, New York University

## **T6.5718** Roundtable: Managing Technology Projects

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200G, Level Two



Join us for a roundtable discussion for registrars to discuss managing technology integrations, beyond the contract negotiation phase. Increasingly we are the "integrators of technology" on campus. We are also the "business owners" of many systems as well as the designated data stewards. Come hear your colleagues discuss how to manage the various relationships, projects, data sharing and implementations.

### **FACILITATORS:**

**Joellen Evernham Shendy**, University of Maryland - University College

**John Papinchak**, Carnegie Mellon University

**Paul Robinson**, University of Michigan - Ann Arbor

## **T6.5739** Meeting the Transitional Needs of Veterans and Other Military-Connected Students

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 205D, Level Two



Have you ever wanted to know more about military life and how that unique experience often affects a veteran's success in college? They chose to serve, and now large numbers of veterans are on our college campuses. This session will discuss ways of better understanding and then serving this unique population. You will hear an engaging and entertaining presentation, complete with profiles of student veterans and their stories, and then hear how they succeeded in college.

### **PRESENTER:**

**Mark Eister**, Georgia State University





# TUESDAY EVENTS AND SESSIONS (continued)

## T6.5783 Online Course Evaluation Systems Panel

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100A, Mezzanine Level



ACADEMIC POLICY

Panelists will share their experiences using different vendor and homegrown solutions to manage course evaluations online at their respective institutions. The discussion will include implementation, governance, campus needs, and data use. Best practices and future development plans will also be presented. Time will be reserved for questions from the audience.

### PRESENTERS:

**Joy Cavaliero**, Carnegie Mellon University  
**Maria Di Benedetto**, Northwestern University  
**Susan Eveland**, University of Oregon  
**Emily Shandley**, Yale University

## T6.5803 Keys to Success with Your Technology Innovations: Stakeholders, SME's, Business Analysts and Developers

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100J, Mezzanine Level



COLLABORATION

Discuss the challenges and benefits of creating an environment of collaboration between key stakeholders in business/university operations and IT to ensure transparency and agility process improvement and new solutions.

### PRESENTERS:

**Jerald Bracken**, Brigham Young University  
**Monterey Sims**, University of Phoenix

## T6.5811 Bringing in the Class: Balancing the Needs of the Institution With Those of the Colleges/Departments

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M101A, Mezzanine Level



ENROLLMENT MIX

Bringing in the class is a constant challenge as the competition for new students continues to increase and recruitment resources rarely keep pace. Strong collaborative efforts between the admission office, academic units, and student support entities are vital to enrollment success. This session will discuss the challenges, opportunities, and lessons learned as the University of Utah's Office of Admissions has grown our partnerships across campus to help meet everyone's enrollment goals.

### PRESENTER:

**Mateo Rensburg**, University of Utah

## T6.5865 Air Traffic Controller, Co-Pilot & Ground Crew: The Registrar's Office and Curricular Change

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200CD, Level Two



CHANGE POINT ACADEMIC POLICY

Curricular innovation is exciting for faculty and students, and it can be exciting, although daunting, for registrar staff who serve many roles: an air traffic controller coordinating many people and perspectives; a co-pilot helping faculty leaders steer innovation in a realistic direction; and ground crew implementing the details. Explore these roles through our experience implementing a new general education program, which included new courses, pedagogies, policies, and technologies.

### PRESENTER:

**Kara Saunders**, University at Buffalo

## T6.5901 AACRAO's Guide to Graduation Ceremonies: A Discussion with the Authors

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200I, Level Two



GRADUATION

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:

**Heather Bjorgan**, Black Hawk College  
**M.J. Caro**, Embry Riddle Aeronautical University - Daytona Beach  
**Timothy Druke**, Winthrop University  
**John Hall**, Southern Methodist University  
**Rhonda Kitch**, North Dakota State University - Main Campus  
**Paul Kleschick**, American International College  
**Cheryl Sorensen**, Carlow University  
**Cynthia Suter**, Heidelberg University  
**Edward Trombley**, Embry Riddle Aeronautical University Worldwide

# TUESDAY EVENTS AND SESSIONS (continued)

## **T6.5936** From Accreditation to Verification: Innovative Internet Resources for Latin American Credential Evaluation

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100G, Mezzanine Level



If you work with students from Latin America, then you will want to learn more about the highly developed online resources available across this region. Many of these websites are run by their respective ministries of education and convey the most current and definitive information available. We will explore websites and databases that can assist with everything from determining programmatic accreditation to document verification.

### **PRESENTER:**

**Martha Van Devender**, Educational Credential Evaluators, Inc.

## **T6.6019** Research Findings in International Education: Top Ten Changes in EDGE (Electronic Database for Global Education) in 2017

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100C, Mezzanine Level



Changes in education systems around the world require research and verification from reliable sources. Such research findings are documented and posted weekly to AACRAO EDGE. But descriptive changes 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 to EDGE in 2017.

### **PRESENTERS:**

**Johnny Johnson**, Monterey Peninsula College

**William Paver**, University of Texas at Austin (retired)

**Jasmin Saidi-Kuehnert**, Association of International Credentials Evaluators, Inc.

**Robert Watkins**, The University of Texas at Austin

## **T6.6032** Best Practices for Communicating with Generation Z

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100DE, Mezzanine Level



When you hear of the rise of Generation Z, what does that mean to you? How do you communicate to the digital native? Are the communication and marketing strategies you are deploying today for recruitment going to apply to this next generation? Learn strategies and best practices applicable to communicating to the new cohorts of the future.

### **PRESENTER:**

**Angela Brockelsby**, North Carolina State University at Raleigh

## **T6.6039** Graduate Student Study Abroad

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100H, Mezzanine Level



Graduate students are participating in international academic activities at an increasing rate. This session will explore these various activities, including study abroad coursework, directed and independent research, internships, service learning, and more, and will examine the ways in which they are structured and administered. Implications for registration and records will be a major focus.

### **PRESENTERS:**

**Opal Leeman Bartzis**, Butler University

**Lori Citti**, Johns Hopkins University

*Research Session Sponsored by*



## **T6.6488** Pressing Questions and Prescriptions from Research: Research Insights Impacting Admission and Enrollment Practice

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200J, Level Two

While important questions challenge today's enrollment manager, recent ACT research can offer helpful insights that impact practice. The following questions will be illuminated through discussion of recent ACT research findings: What is the relationship between test scores and long-term academic outcomes? Why do some students retain, while others transfer? Would the adoption of test-optional admission policies result in positive outcomes for my institution? What do we know about students who enroll in STEM related fields? Is there more information available that could be of value? Should our school begin the practice of superscoring? This is sure to be an engaging and interactive session for all.

### **PRESENTER:**

**Kenton Pauls**, ACT

## **T6.6079** Native American Caucus

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 206AB, Level Two

The Native American Caucus is a talking circle that provides an opportunity for the AACRAO community to communicate, collaborate, and identify topics that affect Indigenous students and professionals in higher education.

### **PRESENTER:**

**William DeWolf**, Emerson College



# TUESDAY EVENTS AND SESSIONS (continued)

## International Educators' Reception

(ticket at extra cost required)

6:30 p.m. – 7:30 p.m. | Duluth, Third Floor, Hilton Minneapolis

Musical Entertainment at the International Educators' Reception

**Band of Praise** was founded in 2007 by two trombonists whose purpose was to bring the spirit of New Orleans brass bands and the jazz funeral tradition to Minnesota. The musicians performing at the Annual Meeting are members of the American Federation of Musicians and the Twin Cities Musicians Union (Local 30-73). A 5-piece Dixieland ensemble will showcase some of the best players in town.

Sponsored by



**Paver Family Foundation**

## State and Regional Receptions

Check with your organization or the AACRAO message board to see if your organization is hosting a reception.

- **Indiana ACRAO (IACRAO)**  
**Tuesday, April 4, 6:30 p.m.**  
Zelo Restaurant  
Medical Arts Building, 831 Nicollet Mall  
Email Lisa Scully for information or to RSVP - [lsully@indiana.edu](mailto:lsully@indiana.edu)
- **Kansas ACRAO**  
**Tuesday, April 4, 6:30 p.m. – 9:00 p.m.**  
The Local, 931 Nicollet Mall
- **New England ACRAO (NEACRAO)**  
**Tuesday, April 4**  
**Dinner together as a group**  
Meet at Hell's Kitchen (80 S. 9th Street) at 6:20 p.m. for a 6:30 reservation. Email Ari Kaufman at [akaufman@berklee.edu](mailto:akaufman@berklee.edu) to RSVP.
- **Rocky Mountain ACRAO (RMACRAO)**  
**Tuesday, April 4, 6:30 p.m. – 8:30 p.m.**  
Keys at the Foshay, 114 S. 9th Street
- **Southern ACRAO (SACRAO)**  
**Tuesday, April 4, 6:00 p.m. – 8:00 p.m.**  
Brit's Pub, 1110 Nicollet Mall
- **Wisconsin ACRAO (WACRAO)**  
**Tuesday, April 4, 6:30 p.m. – 8:00 p.m.**  
Prairie Kitchen and Bar at the Hyatt Regency Minneapolis (1300 Nicollet Mall)  
Contact Paul Gedlinske at [gedlinsk@uwosh.edu](mailto:gedlinsk@uwosh.edu)





## 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

# WEDNESDAY EVENTS AND SESSIONS

## Wednesday, April 5, 2017 Events and Sessions

### Registration

7:45 a.m. – 12:30 p.m.  
Lobby B, Level One

### Cyber Café Open

7:45 a.m. – 12:30 p.m.  
Lobby B, Level One

### Exhibit Hall Open

6:45 p.m. – 8:00 p.m.  
Lobby B, Level One

### AACRAO Bookstore

8:30 a.m. – 12:00 p.m.  
Lobby B, Level One

### Speaker Ready Room

7:30 a.m. – 10:30 a.m.  
201, Level Two

### Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.  
206AB, Level Two

### (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.

### (W4) Closing Plenary

11:45 a.m. – 12:45 p.m.  
101, Level One

*Presenters:* **Danny Glover**, Actor,  
**Felix Justice**, Actor

*Sponsored by National Student Clearinghouse*

### Program Committee Meeting

(2017-2018)

1:30 p.m. – 3:30 p.m.  
205D, Level Two

### Board of Directors Meeting

1:30 p.m. – 3:30 p.m.  
205C, Level Two

## (W1) Educational Sessions and Roundtables

WEDNESDAY, APRIL 5, 8:00 A.M. – 9:00 A.M.

### W1.5509 Big Picture Learning and Assessing Noncognitive Variables From Secondary through Post Baccalaureate

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100DE, Mezzanine Level



ENROLLMENT MIX

This session will explore the assessment of noncognitive variables via its application in Big Picture Learning, a global leader in education reform, research, and innovation with successful K-12 schools around the world. Big Picture graduates will be and are having an impact on higher education. Research, theory, and practical implementation of noncognitive assessment within higher education will also be presented.

#### PRESENTERS:

**Michele Sandlin**, AACRAO Consulting

**William Sedlacek**, University of Maryland - College Park

**Elliot Washor**, Big Picture Learning

### W1.5685 Disciplinary Transcript Notations: AACRAO Guidance Update

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200CD, Level Two



ACADEMIC POLICY

With AACRAO's recently changed stance regarding disciplinary notations, increased public accountability and scrutiny, possible federal legislation and member interest, an AACRAO work group was formed and tasked with developing guidance and best practices for institutions. Work group members will share registrar, admission and student conduct perspectives, provide an update on their progress during the past year, discuss legislation, and present/seek final feedback on recommendations.

#### PRESENTERS:

**Brad Myers**, The Ohio State University

**Kristi Wold-McCormick**, University of Colorado Boulder

**Members of the Work Group on Transcript Disciplinary Notations**

# WEDNESDAY EVENTS AND SESSIONS (continued)

## W1.5695 Pop Culture, Process Improvement, and Popular CRAO Topics

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200H, Level Two

Join us for a fun (and informative) session on different trends in higher education and how they impact registrar and admission functions. We will try to relate them to as many pop culture references as possible. Among other topics, find out what the student of the future will be like, how process improvement relates to a beloved movie, and how our offices are similar to the happiest place on earth.

### PRESENTER:

**Marc Booker**, University of Phoenix

## W1.5696 The Registrar in Tomorrowland!

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200I, Level Two



Come hear about digital credentials, credential stacking, the Beta-framework from Connecting Credentials, the Right Signals Initiative for community colleges, portable credentials, the AACRAO/NASPA Grant to create a new comprehensive student record and others. Find out how current and future shifts in employment and technology may drive credentialing in new ways. What type of registrar or enrollment professionals are going to be needed in the future? Innovation and new models of records help position us for a changing tomorrow but the leaders of today have to keep up with an ever-changing landscape of initiatives.

### PRESENTERS:

**Joellen Evernham Shendy**, University of Maryland - University College  
**Tom Green**, AACRAO Consulting

## W1.5710 Limitless Data in a Data Informed World: Implementing a Student Data Warehouse

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200J, Level Two



As the focus of the University of Utah moved toward data informed decision-making, the availability of impactful data became an area of great interest and discussion, which led to the creation of the Student Data Warehouse. This session will discuss our road to implementation, including defining the stakeholders, the governance and guidelines, the training, and the reports created and future reports coming.

### PRESENTER:

**Timothy Ebner**, University of Utah

## W1.5741 Building the Relationship between Faculty and the Registrar's Office: A Small Colleges Panel Discussion

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100C, Mezzanine Level



Building a strong working relationship with the faculty is an important component of the registrar's work, and can help you do your job more effectively. This panel discussion will involve strategies employed to help foster this important relationship on three small campuses.

### PRESENTERS:

**Arnold Arredondo**, Baptist College of Health Sciences  
**Vincent Cataudella**, St. Vincent's College  
**Susan Hines**, The College of Idaho

## W1.5797 International Transcript Exchange: The New Frontier

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 205D, Level Two



Come hear the latest updates from the Groningen declaration meetings as well as some updates from our friends in Canada.

### PRESENTER:

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

## W1.5832 Put the Academic Calendar Where It Can't Be Ignored...in Their Personal Calendars

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200AB, Level Two



Learn how to create CSV and iCal uploads for students, faculty, and staff to upload your academic calendar into their Outlook, Google, Apple, and Yahoo calendars, where important dates and deadlines will now be displayed at the top of each day. You can also create a CSV upload or iCal calendar for internal office processing calendars as well, to assure that no key date will ever be missed again.

### PRESENTER:

**Robert Lothringer**, Texas Woman's University

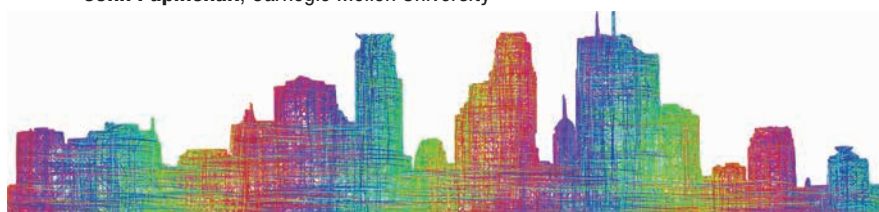
## W1.5894 Roundtable: Locally Developed SISs

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200F, Level Two

Come commiserate and celebrate with colleagues who also have home-grown student information systems.

### FACILITATOR:

**John Papinchak**, Carnegie Mellon University



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W1.5935 International Credential Evaluation: Let's Start From the Beginning

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100B, Mezzanine Level



As of Fall 2015, Indiana University enrolled approximately 8,798 international students. Our team of international credential evaluators reviews academic credentials for students at all education levels across the campus and throughout the state of Indiana. This session aims to provide others with the tools and resources necessary to maintain consistency in terms of student equity and fairness across an increasingly diverse student population.

### PRESENTERS:

**Andrew Goss**, Indiana University - Bloomington

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

## W1.5962 The Impact of the Fair Labor Standards Act Final Rule on Enrollment Management Teams

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100F, Mezzanine Level



The Fair Labor Standards Act Final Rule requires some salaried staff, who were previously exempt from overtime, to now receive overtime compensation. This regulation, signed into order on May 18, 2016, may significantly change how you schedule or compensate your admissions or financial aid staff. Learn how this new federal requirement can impact enrollment management staff, what is now required, what counts as a work day, and strategies for staying in compliance with the updated regulation.

### PRESENTER:

**Dean Kahler**, University of Idaho

## W1.5978 Proactive Progress-to-Degree: The Synergy of Three Process Changes

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100G, Mezzanine Level



This session explores three significant process changes that one registrar's office undertook in the same year: moving from a randomly assigned registration system to one based on students' academic progress; proactively applying for graduation on students' behalf using academic progress; and awarding degrees in batch. Learn how we managed these significant culture changes in our office and on campus, and how these areas intersect to enhance progress-to-degree.

### PRESENTER:

**Helen Bailey**, California Polytechnic State University - San Luis Obispo

## W1.5986 Roundtable: Developing a Transfer Student Orientation Program

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M101B, Mezzanine Level



Transfer students often are included in general campus orientation programs, although the information and needs of these students often varies considerably from those of first-year students. This roundtable discussion provides an opportunity to share ideas and approaches toward developing effective transfer-specific orientation programs.

### FACILITATOR:

**Karen Reinhoehl**, Trine University

## W1.6029 How to Remain Sane While Pulling Together an Academic Schedule

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100H, Mezzanine Level



Learn how to build and organize an academic schedule while maintaining balance between student needs and faculty demands. Topics will include faculty preferences, avoiding conflicts, and use of software.

### PRESENTER:

**Suzanne Dennis**, Brooklyn Law School

## W1.6038 Connecting Study Abroad and Academic Advising

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100I, Mezzanine Level



This session will explore the outgoing and incoming academic advising that is required for successful study abroad and the support systems that must be in place. As academic advisors increasingly find themselves advising on study abroad opportunities, and study abroad advisors increasingly position international experiences as part of degree pathways, connections between these two advising approaches can be mutually strengthening.

### PRESENTERS:

**Summer Eglinski**, University of Kentucky

**Thomas Teague**, University of Kentucky

# WEDNESDAY EVENTS AND SESSIONS (continued)

## **W1.6045** Education Reforms in the Philippines and Its Effects on University Admissions

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100A, Mezzanine Level



CREDENTIAL EVAL

The Philippines is the last country in Asia to have ten years of primary and secondary education. With the ongoing changes in its education system and curricula, the Philippines is building up its students to be more globally competitive. This session will explain the various changes in the education system to better prepare admissions professionals.

### **PRESENTER:**

**Bernard Ramos**, Educational Perspectives

## **W1.6062** A Deeper Dive into the ACE Credit and Military Evaluations Review Process and Tools

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100J, Mezzanine Level



TRANSFER

Do you want to garner a better understanding of the integrity and rigor of the ACE CREDIT (college credit recommendation service) and military evaluation review process? Would you like to learn more about the ACE CREDIT transcript and ACE National Guide, as well as the Joint Services Transcript and ACE Military Guide? Come join the ACE staff to learn the details.

### **PRESENTERS:**

**Sarah Godsey**, American Council on Education

**Dawn Light**, American Council on Education

## **W1.6065** Roundtable: Community Colleges

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200G, Level Two

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

## **(W2) Educational Sessions and Roundtables**

WEDNESDAY, APRIL 5, 9:15 A.M. – 10:15 A.M.

## **W2.5295** Reverse Transfer in Colorado: Is it Worth the Effort?

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M101C, Mezzanine Level



TRANSFER

Degree Within Reach, Colorado's reverse transfer program, allows students who have transferred from a 2-year college to a 4-year university to combine credits from both institutions and apply them towards an associate's degree. Despite a generous Lumina grant and dedicated work to set up the process, the numbers of degrees awarded are significantly lower than initially projected. Come to learn more and discuss the value of reverse transfer in Colorado and in your state/country.

### **PRESENTER:**

**Carl Einhaus**, Colorado Department of Higher Education

## **W2.5473** Self-Reporting Gender Identity, Sexual Orientation, and Preferred Names and Pronouns at Cornell University

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200I, Level Two



DIVERSITY

During the 2015/16 academic year, the registrar at Cornell University convened a work group that was charged with assessing the possibilities, opportunities, and challenges of allowing students to self-select gender identity, sexual orientation, and preferred pronoun, in addition to identifying the use of preferred first name on internal documents. This session will review the group's recommendations, implementation considerations, and implementation progress.

### **PRESENTERS:**

**Cassandra Dembosky**, Cornell University

**Brian Patchcoski**, Cornell University

## **W2.5735** Roundtable: Small College Registrars

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100DE, Mezzanine Level

Come chat and network with your small school registrar colleagues and have all your questions answered.

### **FACILITATOR:**

**Heidi Hoskinson**, Rogers State University





# WEDNESDAY EVENTS AND SESSIONS (continued)

## W2.5749 A Case Study of the Hiring, Training and Processing Considerations Involved in Moving to In-house Evaluations

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 205D, Level Two



This session will provide an overview of the experience at one university that moved from outsourcing international credential evaluations to handling these evaluations in-house. Key factors in the decision will be discussed, as well as the pros and cons of each approach. An overview of the evaluator hiring and training process will be provided, from the perspective of the chief admissions officer, as well as from evaluators involved in the training.

### PRESENTERS:

**Barry Dickerson**, INTO Marshall University  
**Tammy Johnson**, Marshall University

## W2.5792 Show Me the Money: Cost Benefits of Electronic Exchange of Student Transcripts

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100B, Mezzanine Level



Learn about the possibilities of doing more with less by implementing electronic student transcripts at your institution.

### PRESENTERS:

**Matt Schill**, University of Nebraska at Omaha  
**Monterey Sims**, University of Phoenix

## W2.5821 Finding Your Happy Place by Hiring & Training Efficient & Motivated Employees

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100A, Mezzanine Level



The session presenters will share some well-known leadership principles along with personal experiences to engage participants in a discussion around some best practices used to motivate individuals across small and large teams.

### PRESENTERS:

**Theresa Gallo**, Drexel University  
**Connie Shipman**, Campbell University School of Law

## W2.5825 From Inquiry to Enrollment: A Communications Strategy Uniquely Developed to Increase Undergraduate International Student Enrollment at a Minimal Institutional Cost

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200J, Level Two



Colleges in the U.S. are turning offshore to meet their enrollment goals, enhance campus diversity, and positively impact the bottom line. Research shows most schools usually respond to the initial inquiry, however, few schools maintain a sustained level of communication with prospective international students that encourages progress through the enrollment funnel. Learn how to develop a fully automated communication strategy to enhance international recruitment on a dime.

### PRESENTERS:

**Casey Jackson-Aceituno**, University of Arkansas - Little Rock  
**Dean Kahler**, University of Idaho  
**Tugrul Polat**, University of Arkansas - Little Rock

## W2.5848 Roundtable: Diversity and Inclusion

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200F, Level Two

Join the Caucus Chairs and your AACRAO peers for this roundtable discussion that looks at diversity, equity and inclusive excellence in higher education.

### FACILITATORS:

**Cindy Lambert**, Benedictine University  
**Tiffany Robinson**, Western Kentucky University  
**Joseph Salomone**, Drexel University

## W2.5873 Transfer Guidelines: The Joint Statement on Transfer and a Transfer Student Bill of Rights

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100F, Mezzanine Level



AACRAO has a goal to update the Joint Statement on Transfer and to develop a Transfer Student Bill of Rights. This session will provide an update to this initiative and look for feedback regarding the proposed documents.

### PRESENTER:

**Seth Kamen**, Montgomery College

# WEDNESDAY EVENTS AND SESSIONS (continued)

## W2.5876 All About Communication: Best Practices for Reaching Students

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100G, Mezzanine Level



From registration to class schedules and grades, enrollment services professionals maintain vital processes for their students and institutions. But communicating deadlines and program details can be a challenge in today's world of social media, micro-content and mobile devices. Learn how the Office of the Registrar at the University of Colorado Boulder leverages its communication strategy through branding, web content and social media.

### PRESENTER:

**Dustin Moody**, University of Colorado Boulder

## W2.5905 Roundtable: Career Paths for Emerging Leaders

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200G, Level Two



This session is intended for individuals new to management or who aspire to become leaders in the various fields of enrollment management, including admission and registrar professions. Challenges, opportunities, best practices and other issues relevant to this population will be shared and discussed.

### FACILITATOR:

**Scott Reed Cooper**, University of California - Santa Cruz

## W2.5908 FERPA and the Reaches of Human Subjects Research

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200AB, Level Two



Registrar and admissions offices handle key data that many faculty wish and expect to use for their research. This session will explore some of the more pertinent questions regarding the intersection of human subjects research and FERPA. The session will also discuss the processes that two Research 1 institutions developed and employed to work with the Institutional Review Boards (IRB) of the institution.

### PRESENTERS:

**Allyson Dean**, Oregon State University

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

**Rebecca Mathern**, Oregon State University

## W2.5930 State and Regional Organizations Working with Legislatures and State Higher Education Agencies

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100H, Mezzanine Level



AACRAO Executive Director Mike Reilly will share and discuss his experience with state higher education agencies. Learn how your state and regional professional associations can become more involved with these agencies in order to have our voices heard and to help affect change.

### PRESENTER:

**Michael Reilly**, AACRAO

## W2.5944 Roundtable: Financial Aid as a Pathway to Enrollment Leadership

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M101B, Mezzanine Level

Traditionally, enrollment management leaders came up through an admissions and recruitment path. However, as costs, affordability, student debt, and financial leveraging have become even more critical, financial aid staff have many opportunities to advance to positions in enrollment management leadership. This roundtable discussion will allow participants to hear from enrollment management leaders with a professional foundation in financial aid.

### FACILITATORS:

**Patricia Morales**, University of California - Irvine

**Stephen Pultz**, University of San Diego

## W2.5967 A New Year, a New Degree, a New CBE-friendly Student Engagement System (Oh My!)

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100I, Mezzanine Level



In 2016, University of Wisconsin System's Flexible Option added a new business degree to its online competency-based portfolio. An innovative learning structure brought new challenges to operations and student engagement systems already stretched by UW Flex's unique needs. Pushed to capacity and with a tight one-year timeline, the build of a centralized student engagement system was taken on. Presenters will share their approach, with focus on several key admissions and registrar examples.

### PRESENTERS:

**Andrea Deau**, University of Wisconsin-Extension

**Janis Ford**, University of Wisconsin-Extension



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W2.5985 The University Registrar Partnerships in Student Data Governance

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100J, Mezzanine Level



COMPLIANCE

This session will discuss the role of the university registrar, in collaboration with IT and Legal Counsel, to further establish a student data governance model. The presenter will show how to identify data governance needs, establish data standards, and implement data governance as a part of faculty counsel. Discussion of data governance at the state system level will also be covered.

### PRESENTERS:

**Frank Blalark**, Duke University

**Christopher Derickson**, Duke University

## W2.6042 Breaking Bad: Identifying Fraud

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100C, Mezzanine Level



CREDENTIAL EVAL



DATA STEWARDSHIP

With a degree in criminology, I always think like a bad guy. I have seen enough academic documents (real/not) and attended enough sessions on fraud to know exactly how to beat the system if I ever start breaking bad. Using readily available technology, I'll show exactly how to beat your institution's transcript requirements, get a visa, and earn a scholarship—should I ever decide I'm in the wrong business. Only by realizing your vulnerabilities can you develop best practices to protect yourself.

### PRESENTER:

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

## W2.6047 Revitalizing Recruitment: Overhauling Your Existing Marketing Plan

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M101A, Mezzanine Level



COPY PLAN

Is your admission office still working off the same marketing and communication plan that was put in place years ago? In today's competitive marketplace, "That's the way we've always done it" doesn't cut it anymore! Learn how to overhaul your existing marketing program using a mix of strategic goals and existing data.

### PRESENTER:

**Becky Tankersley**, Georgia Institute of Technology-Atlanta

## W2.6491 CourseLeaf FocusSearch Personalizes the Student Search Experience

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200H, Level Two

Discover how FocusSearch enhances the student user experience through a utility that rapidly performs sophisticated queries based on a student's course and program information. See how FocusSearch can be implemented with baseline search functionality or integrated as a synthesized module with Student Aware Mode and CART to deliver an even more focused search with streamlined gateway to preflight registration. Faculty can provide focused promotions of relevant courses, while students gain access to the exact courses they need when heading into registration.

### PRESENTER:

**Lee Brintle**, CourseLeaf from Leepfrog Technologies

## W2.6546 Redefining Debt Management through Compassionate Collections: The VA Debt Management Center

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200CD, Level Two

The Debt Management Center (DMC) provides distinctive, high quality accounts receivable services through a compassionate and value added approach. Our presentation provides information on the DMC collection process and how it impacts the Veteran. We provide advice and best practices in regards to how DMC can help Veterans and their families resolve their VA benefit overpayments. Attendees can expect to gain knowledge on how debts are established before they are referred to DMC. Attendees will also be provided with information concerning debt notification and the collection process. DMC will explain the difference between school and student debts. DMC will also provide guidance to school liaisons to assist Veterans managing their VA debts. Information will be given how to dispute the debt, request a waiver, set up a payment plan or submit a compromise offer.

### PRESENTER:

**Jason Hoge**, VA Debt Management Center

# WEDNESDAY EVENTS AND SESSIONS (continued)

## (W3) Educational Sessions and Roundtables

WEDNESDAY, APRIL 5, 10:30 A.M. – 11:30 A.M.

### W3.5365 One Step Away: Assisting Students to Completion

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100B, Mezzanine Level



Three community colleges in Maryland were provided a one-step-away grant to identify and contact completers and near completers. All three colleges developed different methods of assisting students to completion. Some of the methods to be discussed are degree audit infrastructure, one-step counselor approach, and student financial support.

#### PRESENTERS:

**Carol Harrison**, College of Southern Maryland  
**Kelly Hewett**, Wor-Wic Community College

### W3.5937 Educational Harmonization in the East African Community: New Developments and their Implications for the International Higher Education Community

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 205D, Level Two



As the members of the East African Community (EAC) strive to find common ground on trade and governance issues, education has become one of the major development foci. The constituent countries understand that educational harmonization is critical to their plans. This session will provide an introduction to the educational systems of the EAC member nations (Kenya, Tanzania, Uganda, Burundi, Rwanda, and South Sudan), along with a discussion of the recent and anticipated changes.

#### PRESENTER:

**Martha Van Devender**, Educational Credential Evaluators, Inc. (ECE)

#### Student Success Track Session

Sponsored by



**SEAtS Software**

The Student Success Platform

### W3.5516 Under-represented Transfer Student Experiences: From Admission to Graduation

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100A, Mezzanine Level



Presenters in this session will present findings from a case study of Hispanic and African American community college transfer students that was conducted at a large predominantly White university. The findings from this study include recommendations for improving the transfer recruitment and admissions process to better serve first-generation, under-represented students, along with the students' perceptions of many of the services they utilized to gain entry to, and ultimately graduate from, the university.

#### PRESENTERS:

**David Byrd**, The University of Texas Health Science - San Antonio  
**David Tofel**, Texas A&M University

### W3.5524 Honoring the Past, Celebrating the Present: Creating a Memorable and Meaningful Commencement Ceremony

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200J, Level Two



The commencement ceremony at Montana State University has evolved over the past five years. Our ceremonies were viewed as boring, with a fundraising focus, and not well attended. Learn how we have turned the tables and now have the most talked about ceremony in the state.

#### PRESENTER:

**Jerri Weston**, Montana State University



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W3.5626 Collaborative Solutions to Records Management Challenges

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200H, Level Two



This session will review the results of the 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  
**Wendy Kilgore**, AACRAO  
**Nora McLaughlin**, Reed College

## W3.5655 Successful Collaboration between the Registrar's Office and the University Advising Community

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M101A, Mezzanine Level



The Registrar's Office is at the intersection of academic affairs, enrollment management, and student affairs. Because of this, it is critical to establish sound relationships with academic advising partners. Learn how the University of Connecticut Registrar's Office partners with the Academic Advising community to improve and enhance policies and procedures, as well as faculty, staff and student knowledge and skills acquisition.

### PRESENTERS:

**Erin Mason**, University of Connecticut  
**Mansour Ndiaye**, University of Connecticut

## W3.5679 Roundtable: FERPA

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M101B, Mezzanine Level

Join your peers to participate in this moderated roundtable to discuss FERPA topics, trends, questions and scenarios as you live them on your campus.

### FACILITATORS:

**Joni Krueger**, Augustana College  
**Brenda Selman**, University of Missouri - Columbia

## W3.5690 Prepping for Promotion, My Journey

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M101C, Mezzanine Level



In this session, a seasoned professional will share lessons learned from her professional journey in higher education. With a focus on how to prepare for promotion, participants will have the opportunity to examine what steps they can take to ready themselves for the next career move.

### PRESENTER:

**Roslyn Perry**, The Ohio State University

## W3.5790 Roundtable: Sending and/or Receiving Electronic Transcripts

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200F, Level Two

Come be a part of the growing electronic transcript community and share your experience!

### FACILITATOR:

**Susan Reyes**, San Diego State University

## W3.5802 The EDX Chronicles: Maximizing the Benefits of Electronic Transcripts

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100F, Mezzanine Level



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**, University of Maryland - University College  
**Roger Lurie**, Arizona State University  
**Matt Schill**, University of Nebraska at Omaha

## W3.5804 Everything You Ever Wanted to Know About PDFs But Were Afraid to Ask

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100G, Mezzanine Level



Come hear how several institutions are using the latest technology in PDF transcript exchange. Panelists will discuss how they implemented this technology, and how their students and institutions have reaped the benefits.

### PRESENTERS:

**Jim Feigert**, University of Southern California  
**Louis Hunt**, North Carolina State University at Raleigh  
**John Papinchak**, Carnegie Mellon University

# WEDNESDAY EVENTS AND SESSIONS (continued)

## W3.5834 The LGBT Inclusive Campus of the Future: What Does it Look Like?

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100H, Mezzanine Level



This is a review of current best practices in the industry regarding creating and sustaining an inclusive LGBT campus. What does it take? Learn how you can create mini milestones that can lead to monumental and successful initiatives.

### PRESENTER:

**Joseph Salomone**, Drexel University

## W3.5931 Preserving History: Tips for Archiving Your Association's Treasured Information

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100I, Mezzanine Level

Our state and regional associations do a lot of good work throughout the year, and for most of us, that includes holding an annual conference. Leadership changes frequently, and documents and history can easily get lost. Attend this session to learn some simple ways to begin archiving information in retrievable and usable ways so that future leaders don't have to reinvent the wheel, and to preserve important and historical information about your association.

### PRESENTER:

**Susan Eveland**, University of Oregon

## W3.5941 The "Changing" Graduate/Professional School Student

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100DE, Mezzanine Level



Join this informative and interactive discussion on what has recently changed in the graduate & professional schools student population. How do we engage them effectively? What impact has mental health issues had on these students? What student services are we providing specifically for this student population to aid in their persistence and success in graduate school? What are the best practices occurring at various institutions?

### PRESENTERS:

**Elizabeth Bouhmadouche**, Boston University

**Jessica Cheatwood-Alvarez**, University of Central Florida

**Michael Murray**, The Ohio State University

## W3.5974 You Can Teach an Old Dog New Tricks! Leadership Development for Experienced Professionals

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100J, Mezzanine Level



It is easy for established leaders to forget that leadership is a process, not a position. Once you've been doing it a while, it is easy to start thinking "I've been there, done that." This session will highlight the experiences of a "seasoned" professional who went through a program designed to challenge every assumption leaders make about themselves, forcing participants to look themselves in the mirror and decide whether they have the courage to not only learn, but embrace, new tricks.

### PRESENTER:

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

## W3.6018 Who Makes International Credential Recommendations?

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | M100C, Mezzanine Level



International admissions and credential evaluation practitioners will explore how they arrive at credential placement advice for their respective groups. Four senior experts in the field will share insights on how educational credentials are analyzed, who makes the determinations, what methodologies are used, and how the outcomes are shared with the field and even altered over time.

### PRESENTERS:

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

**William Paver**, University of Texas at Austin (retired)

**Emily Tse**, International Education Research Foundation, Inc.

**Robert Watkins**, The University of Texas at Austin

## W3.6022 Prior Prior Year—What is That?

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200I, Level Two

Learn about the latest change in financial aid, prior prior year. Explanation of the rule, how it impacts students, and effective strategies for communicating to students and parents will be discussed.

### PRESENTERS:

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

**Maggie Hinojosa**, University of Texas Rio Grande Valley



# WEDNESDAY EVENTS AND SESSIONS (continued)

## W3.6034 Roundtable: Study Abroad Hot Topics

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200G, Level Two

Join your colleagues from registration and records as well as admissions for a frank discussion about the challenges and opportunities for study abroad at this roundtable session. Perspectives across institutional types, sizes and locations will be shared.

### FACILITATOR:

Lori Citti, Johns Hopkins University

## W3.6040 Predictive Analytics for Dummies (and Admissions Professionals)

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200CD, Level Two



Regression analysis, machine learning, data mining, decision trees, etc. Unless you work with statistics for a living, such terms and concepts may look like Greek to you. Come learn how you can accurately predict yield for your class and other student behaviors by simply using elementary statistics and a spreadsheet. This session will be especially helpful for institutions with demographics or fluctuating enrollment goals.

### PRESENTER:

Alexis Pope, Appalachian State University

## W3.6439 First-Time Attendee Feedback and Wrap-Up

Wednesday, April 5, 10:30 a.m. – 11:30 a.m. | 200AB, Level Two

Make an impact on AACRAO right away by sharing feedback on your conference experience! All members attending the annual meeting for the first time are encouraged to participate in this session and share their experiences, further network and provide input that will help the AACRAO Program Committee plan even stronger and more effective meetings in the future.

### FACILITATOR:

Alana Davis, Randolph-Macon College

## W4.6452 Closing Plenary In Conversation with Danny Glover and Felix Justice

Wednesday, April 5, 11:45 a.m. – 12:45 p.m. | 101, Level One

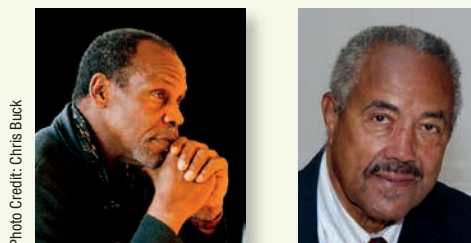


Photo Credit: Chris Buck

Friends since they were struggling Bay actors years ago, Danny Glover and Felix Justice have honed a stellar performance that stems from a long history of friendship and mutual respect. Using examples from their lives and some of the great works of literature, both men bring to life their devotion to the education of young people and how to inspire the next generation of leaders in the world.

### PRESENTERS:

Danny Glover, Actor

Felix Justice, Actor

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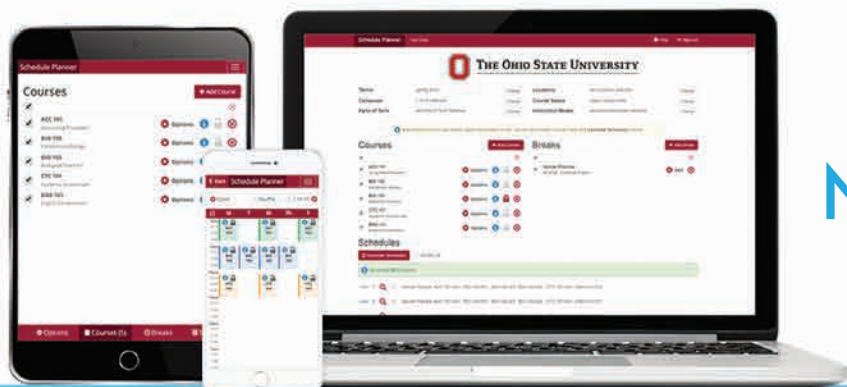
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- Monday, April 3 at 4:00 p.m. in Room 200J - Engage Students AND Cut Catalog Production Time In Half

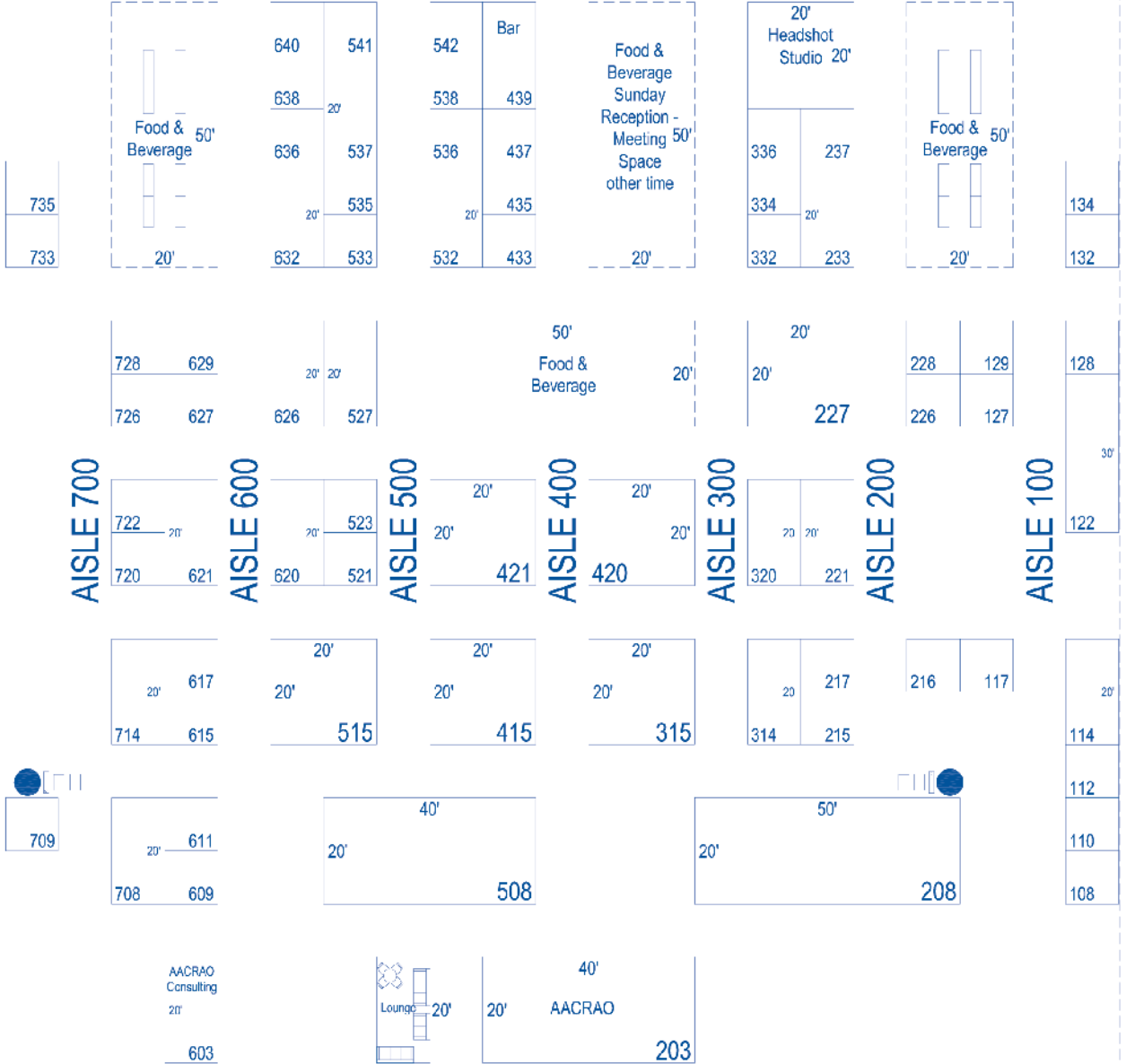
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Booth #203

**AACRAO Consulting**

Booth #603

**AACRAO International**

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Booth #527

**Army Recruiting**

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**BMI Digital Reel**

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**Credentials Solutions**

Booth #420

**Deloitte Consulting LLP**

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**DIGARC**

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**DocFinity**

Booth #433

**Educational Credential Evaluators**

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**EduNav**

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Booth #228

**Xap Corporation**

Booth #541

**ZAP Solutions**

Booth #523



# EXHIBITORS AND CONTACTS

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## AACRAO

**Booth #203**

Janie Barnett  
One Dupont Circle, NW  
Suite 520  
Washington, DC 20036  
**Phone:** 202-293-9161  
**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 #603**

Nicole Spero  
One Dupont Circle, NW  
Suite 520  
Washington, DC 20036  
**Phone:** 202-355-1056  
**Fax:** 202-872-8857  
**Email:** [consulting@aacrao.org](mailto:consulting@aacrao.org)  
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AACRAO Consulting partners with colleges and universities to implement best practices in strategic enrollment management, student services, technology enhancements, and related business practices. Our unique expertise lies at the intersection of policy, practice, and technology, providing institutions with comprehensive, coordinated solutions. AACRAO Consulting positions its clients to implement systemic changes that drive sustainable operational improvements and enrollment results.

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## AACRAO International

**Booth #203**

Tiffany Hsu  
One Dupont Circle, NW  
Suite 520  
Washington, DC 20036  
**Phone:** 202-263-0290  
**Email:** [iesinfo@aacrao.org](mailto:iesinfo@aacrao.org)  
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AACRAO International is committed to the professional development of your international admissions and credential evaluation staff. We are the premier provider of professional development, training, and current research on foreign educational systems, including AACRAO EDGE (The Electronic Database for Global Education).

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## Army Recruiting

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## Association of International Credential Evaluators (AICE)

**Booth #617**

Jasmin Saidi-Kuehnert  
P.O.Box 6756  
Beverly Hills, CA 90212  
**Phone:** 310-550-3305  
**Email:** [jasmin@aice-eval.org](mailto:jasmin@aice-eval.org)  
**aice-eval.org**

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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## China Higher Education Student Information and Career Center (CHESICC)

**Booth #636**

Chen Wenjun (Edward)  
E-10006, Zhongkun International Plaza, Dazhongsi Haidian District  
Beijing 100098  
China  
**Phone:** +86(10)62166727  
**Fax:** +86(10)62160938  
**Email:** zhangzy@chsi.com.cn  
[www.chsi.com.cn/en/](http://www.chsi.com.cn/en/)

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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## College Scheduler by Civitas Learning, Inc.

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Robert Strazzarino  
100 Congress Ave  
Suite 300  
Austin, TX 78701  
**Phone:** 512-692-7175  
**Email:** robert@civitaslearning.com  
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## CollegeSource, Inc.

**Booth #421**

Jennifer Wright  
1327 E. Kemper Road  
Suite 3000  
Cincinnati, OH 45246  
**Phone:** 513-834-8768  
**Fax:** 513-834-8779  
**Email:** jennifer@collegesource.com  
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Greg Soare  
2451 Oakdale Blvd.  
Coralville, IA 52241  
**Phone:** 319-337-3877  
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[www.courseleaf.com](http://www.courseleaf.com)

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## Credentials Solutions

**Booth #420**

Jack Weber  
One Northfield Plaza  
Suite 501  
Northfield, IL 60093  
**Phone:** 847-716-3030  
**Email:** weber2@credentialssolutions.net  
[www.credentialssolutions.net](http://www.credentialssolutions.net)

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## Deloitte Consulting

Matt Alex  
111 S. Wacker Drive  
Chicago, IL 60606  
**Phone:** 312-486-5561  
**Email:** malex@deloitte.com  
[www.deloitte.com/highereducation](http://www.deloitte.com/highereducation)

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Christy Wessel  
5015 So. Florida Ave.  
Suite 304  
Lakeland, FL 33813  
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**Fax:** 863-582-9558  
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**Phone:** 814-238-0038  
**Fax:** 814-238-0011  
**Email:** ekotula@docfinity.com  
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## Educational Credential Evaluators

Leigh Lane Peine  
PO BOX 514070  
Milwaukee, WI 53202  
**Phone:** 414-289-3400  
**Fax:** 414-289-3411  
**Email:** eval@ece.org  
[www.ece.org](http://www.ece.org)

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## EduNav

Jane Snyder  
11215 Mount Crest Place  
Cupertino, CA 95014  
**Phone:** 541-979-6208  
**Email:** jane@edunav.com  
[www.edunav.com](http://www.edunav.com)

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## Ellucian

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Alan Freund  
4375 Fair Lakes Ct.  
Fairfax, VA 22033  
**Phone:** 800-223-7036  
**Fax:** 703-968-4625  
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## ETS TOEFL

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Michelle Hampton  
660 Rosedale Road  
Princeton, NJ 08541  
**Phone:** 609-683-2726  
**Fax:** 609-683-2669  
**Email:** mhampton@ets.org  
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## Evisions

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440 Exchange  
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**Phone:** 714-824-5252x262  
**Email:** matt.chick@evisions.com  
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## HighPoint Technology Solutions, Inc.

**Booth #129**

George Amalor  
2332 Galiano St.  
II Floor  
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**Phone:** 305-338-3761  
**Email:** gamalor@mhighpoint.com  
**www.mhighpoint.com**

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## Hobsons

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50 E-Business Way  
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Cincinnati, OH 45241  
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**Fax:** 513-746-2305  
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Philippe Melis  
99 Emilien-Marcoux  
Suite 201  
Blainville, QC J7C 0B4  
Canada  
**Phone:** 450-420-5585  
**Fax:** 450-420-5565  
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**Fax:** 310-342-7086  
**Email:** info@ierf.org  
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**Fax:** 919-695-6080  
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**Phone:** 517-849-9963  
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**Email:** jmiller@learningmachine.com  
**www.learningmachine.com/**

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## Lifetouch Special Events

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Urbandale, IA 50312  
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**Fax:** 515-278-6334  
**Email:** gradteam@lifetouch.com  
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**Email:** hello@metislabs.io  
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**Email:** micah@micahprinting.com

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

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## Paradigm

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Elizabeth Kunde  
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## PESC

**Booth #217**

Jennifer Kim  
1250 Connecticut Ave, NW  
Suite 200  
Washington, DC 20036  
**Phone:** 202-261-6514  
**Fax:** 202-261-6517  
**Email:** jennifer.kim@PESC.org  
**www.PESC.org**

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## PTE Academic

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Katherine Shibata  
80 Strand  
London England WC2R 0RL  
United Kingdom  
**Phone:** 612-419-8214  
**Email:** katherine.shibata@pearson.com  
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## Qnomy

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Sid Mandel  
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## RightLabs Inc.

Ken Fisher  
8008-104 Street  
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Canada  
**Phone:** 1-866-811-3144  
**Fax:** 780-424-3144 ext. 118  
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## SEAtS Software

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## Sierra-Cedar, Inc.

Elizabeth Thompson  
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Alpharetta, GA 30005  
**Phone:** 866-827-3786  
**Fax:** 678-385-7541  
**Email:** HigherEd@sierra-cedar.com  
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## Signal Vine, LLC

**Booth #638**

Stephanie Sickler Sweetland  
811 N. Royal Street  
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**Email:** [contact@signalvine.com](mailto:contact@signalvine.com)  
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## The National Society of Collegiate Scholars (NSCS)

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**Phone:** 202-265-9000  
**Email:** [hall@nscs.org](mailto:hall@nscs.org)  
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## Unit4

Jessica Tatlow  
174 Clarkson Road  
St. Louis, MO 63011  
**Phone:** 603-471-1728  
**Email:** info@unit4software.com  
[www.unit4.com/us](http://www.unit4.com/us)

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## Visual Schedule Builder

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Suite 2500  
Montreal, QC H3B 2K4  
Canada  
**Phone:** 514-813-2257  
**Email:** showme@vsbuilder.com  
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## Workday, Inc.

Shawna McGrath  
6230 Stoneridge Mall Road  
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[www.workday.com/](http://www.workday.com/)

**Booth #226**

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## World Education Services

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PO Box 5087  
New York, NY 10274  
Phone: 212-219-7330  
**Fax:** 212-739-6151  
**Email:** support@wes.org  
[www.wes.org](http://www.wes.org)

**Booth #228**

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.



# EXHIBITORS AND CONTACTS

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## Xap Corporation

**Booth #541**

George Yang  
100 Corporate Pointe  
Suite 350  
Culver City, CA 90230  
**Phone:** 424-750-3915  
**Fax:** 310-410-0556  
**Email:** [gyang@xap.com](mailto:gyang@xap.com)  
**[www.xap.com](http://www.xap.com)**

XAP is an industry leader in providing students and adults with online tools to explore careers and discover, plan, and apply to colleges and universities. XAP's products are used by thousands of K-12 institutions and colleges and universities in the United States and Canada.

---

## ZAP Solutions

**Booth #523**

Zach Hraber  
127 Anderson Street  
Pittsburgh, PA 15212  
**Phone:** 412-697-2065  
**Email:** [info@zapsolutions.com](mailto:info@zapsolutions.com)  
**[paperlessadmissions.com](http://paperlessadmissions.com)**

AMP is a fully-customizable, web-based and role-based comprehensive admissions management software. AMP keeps staff and applicants on track by securely managing the student lifecycle from prospect to alumni. Turn complex data into admissions intelligence with access to year-over-year reporting, monitoring tools and data analytics to choose the best fit candidates for your program.





# 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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- Country-specific training based on your international recruitment plan
- International Transfer Credit Practices
- Compliance/ Record Keeping
- Short-term programs
- Study Abroad

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Contact Us for More Information

202.263.0290 • [international@aacrao.org](mailto:international@aacrao.org)



# EXHIBITORS PRODUCTS AND SERVICES

## Achievement Products

---

Herff Jones LLC	Booth #621
Jostens	Booth #708
Learning Machine	Booth #714
Micah's Printing	Booth #535
SCRIP-SAFE Security Products	Booth #728
The Award Group	Booth #132
Xap Corporation	Booth #541

## Administrative Services and Software

---

Deloitte Consulting	Booth #127
Ellucian	Booth #537
EMPOWER Student Information System	Booth #216
Evisions	Booth #615
Infosilem	Booth #221
Jenzabar	Booth #233
Kuali	Booth #336
Laserfiche	Booth #320
National Student Clearinghouse	Booth #208
Qnomy	Booth #720
Runner EDQ	Booth #108
Unit4	Booth #626
Visual Schedule Builder	Booth #435
Workday, Inc	Booth #226

## Admissions/Recruiting Software Products and Services

---

AACRAO Consulting	Booth #603
Campus Management Corp.	Booth #629
CollegeNET, Inc.	Booth #515
CollegeSource, Inc.	Booth #421
Ellucian	Booth #537
EMPOWER Student Information System	Booth #216
ETS TOEFL	Booth #117
Evisions	Booth #615
Hobsons	Booth #609
Jenzabar	Booth #233
Jonesville Paper Tube Corporation	Booth #733
Parchment	Booth #508
PESC	Booth #217
RightLabs Inc.	Booth #437
Runner EDQ	Booth #108
Sierra- Cedar, Inc.	Booth #334
Susan Leigh Consulting	Booth #709
Workday, Inc	Booth #226
Xap Corporation	Booth #541
ZAP Solutions	Booth #523

## Alumni/Development Software

---

Ellucian	Booth #537
Jenzabar	Booth #233
RightLabs Inc.	Booth #437

## Browser-Based Document Management

---

BMI Digital Reel	Booth #611
DocFinity	Booth #433
Laserfiche	Booth #320
OnBase by Hyland	Booth #314
RightLabs Inc.	Booth #437

## Career Guidance

---

Army Recruiting	Booth #122
Xap Corporation	Booth #541

## Class Schedules Publisher

---

EduNav	Booth #112
Infosilem	Booth #221
Kuali	Booth #336
Visual Schedule Builder	Booth #435

## Curriculum Information Systems

---

CourseLeaf from Leepfrog Technologies	Booth #227
DIGARC	Booth #315
EduNav	Booth #112
Kuali	Booth #336
SmartCatalog	Booths #536, 532
Workday, Inc	Booth #226

## Degree Audit Software

---

CollegeSource, Inc.	Booth #421
EduNav	Booth #112
Ellucian	Booth #537
HighPoint Technology Solutions, Inc.	Booth #129
Unit4	Booth #626



# EXHIBITORS PRODUCTS AND SERVICES

## Degree/Education Verification

---

Association of International Credential Evaluators (AICE)	Booth #617
China Higher Education Student Information and Career Center (CHESICC)	Booth #636
Educational Credential Evaluators	Booth #533
International Education Research Foundation - IERF	Booth #215
Learning Machine	Booth #714
National Student Clearinghouse	Booth #208
The Award Group	Booth #132

## Diplomas

---

China Higher Education Student Information and Career Center (CHESICC)	Booth #636
Herff Jones LLC	Booth #621
Jostens	Booth #708
Learning Machine	Booth #714
Micah's Printing	Booth #535
Paradigm	Booth #632
Parchment	Booth #508
SCRIP-SAFE Security Products	Booth #728
The Award Group	Booth #132

## Distance Learning

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Army Recruiting	Booth #122
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## Educational Materials

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Educational Credential Evaluators	Booth #533
ETS TOEFL	Booth #117
International Education Research Foundation - IERF	Booth #215
Susan Leigh Consulting	Booth #709

## Electronic Admissions Applications

---

China Higher Education Student Information and Career Center (CHESICC)	Booth #636
Hobsons	Booth #609
PESC	Booth #217
RightLabs Inc.	Booth #437
ZAP Solutions	Booth #523

## Electronic Data Conversion

---

Credentials Solutions	Booth #420
PESC	Booth #217

## Electronic Data Interchange (EDI)

---

Credentials Solutions	Booth #420
Parchment	Booth #508

## English as a Second Language

---

ETS TOEFL	Booth #117
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## Enrollment Management Services & Software

---

AACRAO Consulting	Booth #603
Campus Management Corp.	Booth #629
College Scheduler by Civitas Learning, Inc.	Booth #415
CollegeSource, Inc.	Booth #421
Ellucian	Booth #537
Evisions	Booth #615
HighPoint Technology Solutions, Inc.	Booth #129
Hobsons	Booth #609
Jenzabar	Booth #233
Kuali	Booth #336
OnBase by Hyland	Booth #314
Qnomy	Booth #720
Runner EDQ	Booth #108
SmartCatalog	Booths #536, 532
Susan Leigh Consulting	Booth #709
Unit4	Booth #626
Visual Schedule Builder	Booth #435
Workday, Inc	Booth #226
World Education Services	Booth #228
ZAP Solutions	Booth #523

## Financial Aid Services and Software

---

Campus Management Corp.	Booth #629
EMPOWER Student Information System	Booth #216
Evisions	Booth #615
HighPoint Technology Solutions, Inc.	Booth #129
Jenzabar	Booth #233
National Student Clearinghouse	Booth #208
PESC	Booth #217
Qnomy	Booth #720



# EXHIBITORS PRODUCTS AND SERVICES

## Financial Reporting – AP, GL, Budgeting

---

Ellucian	Booth #537
Evisions	Booth #615
Unit4	Booth #626
Workday, Inc	Booth #226

## Foreign Credential Evaluation

---

AACRAO International	Booth #203
Association of International Credential Evaluators (AICE)	Booth #617
Cambridge Assessment Inc.	Booth #521
Educational Credential Evaluators	Booth #533
International Education Research Foundation - IERF	Booth #215
World Education Services	Booth #228

## Fundraising Software

---

Campus Management Corp.	Booth #629
Jenzabar	Booth #233
RightLabs Inc.	Booth #437

## Graduation Supplies and Services

---

GradImages	Booth #627
Herff Jones LLC	Booth #621
Jonesville Paper Tube Corporation	Booth #733
Jostens	Booth #708
Lifetouch Special Events	Booth #114
Micah's Printing	Booth #535
Paradigm	Booth #632
RightLabs Inc.	Booth #437
SCRIP-SAFE Security Products	Booth #728
The Award Group	Booth #132

## Imaging

---

BMI Digital ReelL	Booth #611
DocFinity	Booth #433
Laserfiche	Booth #320
OnBase by Hyland	Booth #314

## Information Services and Software

---

Ad Astra Information Systems, LLC	Booth #527
BMI Digital ReelL	Booth #611
DocFinity	Booth #433
Evisions	Booth #615
Jenzabar	Booth #233
Kuali	Booth #336
Laserfiche	Booth #320
Signal Vine, LLC	Booth #638
SmartCatalog	Booths #536, 532

## International Credential Evaluation

---

AACRAO International	Booth #203
Association of International Credential Evaluators (AICE)	Booth #617
China Higher Education Student Information and Career Center (CHESICC)	Booth #636
CollegeNET, Inc.	Booth #515
Educational Credential Evaluators	Booth #533
International Education Research Foundation - IERF	Booth #215
World Education Services	Booth #228

## International Recruiting Services

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ETS TOEFL	Booth #117
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## Marketing / Publicity

---

CourseLeaf from Leepfrog Technologies	Booth #227
DIGARC	Booth #315
Jonesville Paper Tube Corporation	Booth #733
Qnomy	Booth #720
SCRIP-SAFE Security Products	Booth #728

## Online Applications

---

CollegeNET, Inc.	Booth #515
DIGARC	Booth #315
Qnomy	Booth #720
RightLabs Inc.	Booth #437
Runner EDQ	Booth #108
The Common Application	Booth #542



# EXHIBITORS PRODUCTS AND SERVICES

## Other

---

AACRAO International	Booth #203
Association of International Credential Evaluators (AICE)	Booth #617
CourseLeaf from Leepfrog Technologies	Booth #227
Deloitte Consulting	Booth #127
Learning Machine	Booth #714
Paradigm	Booth #632
Runner EDQ	Booth #108
Signal Vine, LLC	Booth #638
The National Society of Collegiate Scholars (NSCS)	Booth #237

## Publications and Publishing Services

---

CourseLeaf from Leepfrog Technologies	Booth #227
Deloitte Consulting	Booth #127
DIGARC	Booth #315
Educational Credential Evaluators	Booth #533
Micah's Printing	Booth #535
SCRIP-SAFE Security Products	Booth #728
University Business	Booth #110

## Records Management Services, Support and Software

---

AACRAO Consulting	Booth #603
BMI Digital Reel	Booth #611
CourseLeaf from Leepfrog Technologies	Booth #227
Credentials Solutions	Booth #420
Deloitte Consulting	Booth #127
DocFinity	Booth #433
EMPOWER Student Information System	Booth #216
Kuali	Booth #336
Laserfiche	Booth #320
OnBase by Hyland	Booth #314
Parchment	Booth #508
PESC	Booth #217
RightLabs Inc.	Booth #437

## Registration Services and Software

---

AACRAO Consulting	Booth #603
College Scheduler by Civitas Learning, Inc.	Booth #415
EduNav	Booth #112
EMPOWER Student Information System	Booth #216
Evisions	Booth #615
Infosilem	Booth #221
Jenzabar	Booth #233
Kuali	Booth #336
Qnomy	Booth #720
RightLabs Inc.	Booth #437
Runner EDQ	Booth #108
SmartCatalog	Booths #536, 532
Susan Leigh Consulting	Booth #709
Visual Schedule Builder	Booth #435

## Scanning Software, Equipment and Services

---

BMI Digital Reel	Booth #611
DocFinity	Booth #433
OnBase by Hyland	Booth #314

## Scheduling/Events Management Software

---

Ad Astra Information Systems, LLC	Booth #527
CollegeNET, Inc.	Booth #515
CourseLeaf from Leepfrog Technologies	Booth #227
EduNav	Booth #112
Infosilem	Booth #221
Qnomy	Booth #720
Visual Schedule Builder	Booth #435
ZAP Solutions	Booth #523

## Security Documents

---

Micah's Printing	Booth #535
SCRIP-SAFE Security Products	Booth #728

## Student Enrollment Status Supporting Services

---

Deloitte Consulting	Booth #127
Evisions	Booth #615
Workday, Inc	Booth #226
ZAP Solutions	Booth #523

## Student Information Access/Kiosks

---

Qnomy	Booth #720
Unit4	Booth #626



# EXHIBITORS PRODUCTS AND SERVICES

## Student Recruitment

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AACRAO Consulting	Booth #603
Army Recruiting	Booth #122
Cambridge Assessment Inc.	Booth #521
CollegeSource, Inc.	Booth #421
Ellucian	Booth #537
Evisions	Booth #615
Hobsons	Booth #609
Jenzabar	Booth #233
Jonesville Paper Tube Corporation	Booth #733
Susan Leigh Consulting	Booth #709
The National Society of Collegiate Scholars (NSCS)	Booth #237
Workday, Inc	Booth #226

## Student Tracking

---

Ad Astra Information Systems, LLC	Booth #527
Evisions	Booth #615
Hobsons	Booth #609
National Student Clearinghouse	Booth #208
Qnomy	Booth #720
Workday, Inc	Booth #226

## Surveys

---

CollegeNET, Inc.	Booth #515
Qnomy	Booth #720
RightLabs Inc.	Booth #437
Runner EDQ	Booth #108

## Testing Services

---

Army Recruiting	Booth #122
Cambridge Assessment Inc.	Booth #521
ETS TOEFL	Booth #117
PTE Academic	Booth #332

## Transcript Ordering Services

---

China Higher Education Student Information and Career Center (CHESICC)	Booth #636
Credentials Solutions	Booth #420
Learning Machine	Booth #714
National Student Clearinghouse	Booth #208
Parchment	Booth #508

## Transfer Credit Evaluation Software

---

CollegeSource, Inc.	Booth #421
SmartCatalog	Booths #536, 532

## Web Hosting and Development

---

DIGARC	Booth #315
Sierra- Cedar, Inc.	Booth #334





27<sup>TH</sup> ANNUAL AACRAO  
**Strategic Enrollment  
Management Conference**

SAVE THE DATE



**OCT. 29–NOV. 1, 2017**

JW Marriott  
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## 2017 AACRAO Technology & Transfer Conference



July 9-11, 2017

Sheraton New Orleans • New Orleans, Louisiana

Sponsored by



### *One Meeting, Two Programs*

Tech and Transfer have separate programmatic offerings; however, they share plenary speakers, refreshment breaks, social events, and the exhibit hall. Participants may attend any sessions of their choosing. Bring a team and “divide and conquer” the sessions.

### *Transfer Program*

With the increase in non-traditional routes for educational attainment, transfer has become a central focus in higher education. AACRAO’s Transfer Program analyzes transfer credit and transfer policies, and features best practices being employed to support the success of this growing student population.

### *Technology Program*

The AACRAO Technology Program focuses on the pragmatic aspects of technology, the issues surrounding its use, and how technology can be applied in an innovative manner. Learn how technology integrates into campus operations, and how these tools support the academic policies and objectives of higher education institutions.

## 27<sup>th</sup> Annual AACRAO Strategic Enrollment Management Conference

### Strategic Enrollment Management Conference



October 29-November 1, 2017

JW Marriott Phoenix Desert Ridge • Phoenix, Arizona

The term Strategic Enrollment Management was established by AACRAO at the first SEM Conference in 1990. Now, more than 25 years later, the conference continues to evolve to meet the changing needs of SEM practitioners, as well as the students and institutions they serve. The AACRAO SEM Conference builds the foundation for a comprehensive enrollment management plan, showcases tools and resources to boost enrollment outcomes, and focuses on student success through creative recruitment and retention strategies.

## 104<sup>th</sup> AACRAO Annual Meeting



March 25-28, 2018

Orlando World Center Marriott • Orlando, Florida

With over 200 sessions, and a range of full- and half-day workshops, roundtables, and special-interest gatherings, the programmatic offerings at AACRAO’s Annual Meeting focus on professional development and networking. 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 and learning about what is working on campuses across the country and around the world.

A A C R A O

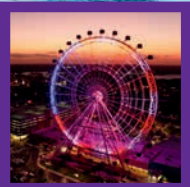
# 104<sup>TH</sup>

## ANNUAL MEETING

March 25-28, 2018

Orlando World Center Marriott

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



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