ANNUAL MEETING PROGRAM

Driving Student Success Initiatives in Higher Education

AACRAO

Advancing Global Higher Education

101ST ANNUAL MEETING

April 12-15, 2015

Baltimore Convention Center

Baltimore, Maryland

www.aacrao.org

AACRAO

Advancing Global Higher Education

102nd Annual Meeting

March 20-23, 2016 ■ Phoenix Convention Center, Arizona

PHOENIX

www.aacrao.org

TABLE OF CONTENTS

Welcome Letter 2
Sponsors 5
Room Locations 6
Annual Meeting Notes and Reminders 8
AACRAO Registration Area 9
Map of Downtown Baltimore 10
Concession Information 11
Convention Center Floor Plans 12
2014-2015 Board of Directors 17
2015 Annual Meeting Committees 17
Past Annual Meetings 18
AACRAO Award Descriptions 19
2015 Award Winners 20
Past Award Winners 25
Plenary Speakers 28
Luncheon Speaker 31
Plenary Speakers 32
Meeting at a Glance 37
Saturday Events and Workshops 41
Sunday Events and Workshops 43
Monday Events and Sessions 48
Tuesday Events and Sessions 67
Wednesday Events and Sessions 87
Exhibitor Floor Plan 98
Exhibitor List and Booth Number 99
Exhibitors and Contacts 101
Exhibitor Products and Services 115

"Driving Student Success Initiatives in Higher Education"

Dear Colleague,

On behalf of AACRAO, welcome to Baltimore! This year is not only our 101st Annual Meeting, but AACRAO is celebrating 105 years of service to the higher education community. Many things have changed since the association was founded in 1910, but we remain committed to serving and advancing higher education by providing exceptional leadership in academic and enrollment services.

This dedication is reflected within the programming at the Annual Meeting, with the AACRAO Program Committee working diligently over the past year to offer you a comprehensive, yet in-depth program of sessions and workshops. The Annual Meeting brings you knowledgeable speakers, delivers session content relevant to the issues you face on campus, and offers an excellent venue for networking. We encourage you to make the most of your Annual Meeting experience by learning, sharing, exploring new areas, and most importantly, enjoying yourself.

Planning has already commenced for AACRAO's 102nd Annual Meeting in Phoenix. We wish you a very successful and productive Annual Meeting experience, and hope you will join us in Phoenix, March 20-23, 2016.

Sincerely,

Brad Myers
AACRAO President

Mike Reilly
AACRAO Executive Director

What's that you said about free shipping?

That's right—meeting attendees receive complimentary shipping for orders of any size placed at our on-site bookstore (U.S. only). Don't miss this opportunity to add valuable resources to your office library. Fly by and browse our extensive selection today!

ORDER FORM PROVIDED ON BACK

AACRAO®
1910

Bookstore Order Form

Title	Item #	Price M	Price NM	Qty	Item Total
NEW PUBLICATIONS					
Transfer Credit Practices of Designated Educational Institutions	3016	$95	$130		
The Transfer Handbook: Promoting Student Success	0143	$80	$115		
Managing Academic Space: A Guide for Higher Education Institutions	0142	$40	$55		
Handbook of Strategic Enrollment Management	0141	$90	$120		
Assessment's New Role in Degree Completion: A Registrar's Primer on Prior Learning Assessment and Competency-Based Education	0140	$25	$35		
Helping Veterans Succeed: A Handbook for Higher Education Administrators	0139	$80	$115		
RECORDS AND REGISTRATION					
AACRAO's Student Records Management: Retention, Disposal and Archive of Student Records	0138	$60	$84		
AACRAO FERPA Quick Guide	0137	$50	$65		
Leadership Lessons: Vision and Values for a New Generation	0136	$50	$70		
AACRAO FERPA Guide	0135	$90	$120		
AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment	0133	$70	$95		
The AACRAO Academic Record and Transcript Guide	0131	$65	$90		
Electronic Data Exchange Primer	0123	$25	$35		
Managing for Outcomes	0118	$60	$80		
The Registrar's Guide	0110	$95	$130		
ADMISSIONS					
Leadership Lessons: Vision and Values for a New Generation	0136	$50	$70		
Sharing the Campus Experience: Hosting Effective Campus Visits	0125	$40	$55		
Counterfeit Diplomas and Transcripts	0121	$60	$80		
The College Admissions Officer's Guide	0120	$95	$130		
Academic Dishonesty: Developing and Implementing Instit. Policy	0117	$35	$50		
Accreditation Mills	0115	$55	$77		
STRATEGIC ENROLLMENT MANAGEMENT					
Handbook of Strategic Enrollment Management	0141	$90	$120		
Strategic Enrollment Management: Transforming Higher Education	0134	$70	$95		
Applying SEM at the Community College	0124	$60	$80		
SEM and Institutional Success	0122	$50	$70		
INTERNATIONAL					
SEM in Canada	0132	$55	$77		
The AACRAO International Guide	0129	$80	$110		
OTHER/CLEARANCE (write in)					
			Subtotal		$
			Tax (no tax on shipped orders)		$
			Total		$

M = Member; **NM** = Non-Member

STAFF USE ONLY Date: CC Last 4 Digits:

TEAR OUT ALONG PERFORATED EDGE

AACRAO thanks the following sponsors for their generous support of the Annual Meeting:

NATIONAL STUDENT CLEARINGHOUSE®

Scott Simon Opening Plenary
Madeleine Albright Closing Plenary (co-sponsor)
First-Time Attendees Orientation & Welcome
Pens

NATIONAL STUDENT CLEARINGHOUSE® RESEARCH CENTER

Research Session

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Totebags
AACRAO 2015 Mobile App

HOBSONS

Madeleine Albright Closing Plenary (co-sponsor)
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Research Session

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

Baltimore Convention Center
One West Pratt Street | Baltimore, Maryland 21201

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

Important Locations

Exhibit Hall
Swing Hall and Exhibit Hall E, Level 100

AACRAO Booth
Swing Hall and Exhibit Hall E, Level 100

Cyber Café
Located in the Exhibit Hall and Pratt Street Lobby (Level 300) near Registration on Sunday, Monday, and Tuesday; located in Pratt Street Lobby on Wednesday.

AACRAO Bookstore
Pratt Street Lobby, Level 300

Baltimore Hospitality Booth
Pratt Street Lobby, Level 300

Phoenix Publicity Booth
Pratt Street Lobby, Level 300

Session Data Entry Room & Session Evaluations
Room 332, Level 300
Session evaluation drop boxes are available throughout the convention center.

Speaker Ready Room
Room 331, Level 300
AACRAO will provide presentation computers in all meeting rooms, which will be networked to a central computer. ***You will not use your own laptop.***

Presenters are required to check in at the Speaker Ready Room (Room 331, Level 300). Please stop by at least four hours prior to your presentation to verify that your presentation is formatted properly on the presentation computers.

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Come and speak to us at Booth 514

(directly ahead as you enter the exhibition hall)

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"AACRAO 2015" 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/**.

I Tweet for #aacrao

Share your conference experiences on Twitter by tagging them with #aacrao. Follow **@AACRAO** on Twitter to get meeting updates and receive invitation-only information. We will be tweeting our followers the location of this meeting's Tweet-up on Monday, April 13 during the 3:30 p.m. break! For questions about Twitter, visit the AACRAO booth in the exhibit hall.

Visiting AACRAO's Facebook Page Pays Off

Join AACRAO on Facebook for a chance to win a cash prize. Three winners will be randomly selected to win for 'liking' AACRAO and posting comments and pictures on our Facebook page. The more you post, the more chances you have to win!

Visit the AACRAO Bookstore

AACRAO publications include how-to guides, handbooks, and cases from the field. For many of the sessions listed throughout the program, we have also listed relevant publications that may be of interest to you. The Bookstore will be located in Pratt Street Lobby (Level 300) for the duration of the meeting.

Visit Baltimore and Phoenix Hospitality Booths

Visit the 2015 and 2016 Annual Meeting hospitality booths. Stop by to say hello, pick up some treats, and learn about what to see and do in Baltimore and Phoenix.

Charging Stations

If your phone or laptop is running low on battery, look no further than the AACRAO Charging Stations. Power up your device at either the AACRAO Booth in the exhibit hall or at the Phoenix Publicity Booth, located in the Pratt Street Lobby (Level 300).

Take Your Leadership Skills to the Next Level with AACRAO's Strategic Enrollment Management Endorsement Program (SEM-EP)

AACRAO's official Endorsement Program provides a well-defined career advancement track for SEM professionals. Take advantage of this valuable resumé-building and career advancement opportunity. For more information and to register, please visit the SEM-EP site. Note that attendance at the AACRAO Annual Meeting fulfills one of the optional SEM-EP requirements.

Speak to an AACRAO Consultant

AACRAO Consulting offers colleges and universities quality, cost-effective consultation services that provide practical solutions for achieving institutional success. Stop by the AACRAO Consulting booth in the Exhibit Hall **(Booth 702)** for more information.

AACRAO IES and EducationUSA Partner in the Exhibit Hall

AACRAO's International Education Services (IES) has once again partnered with EducationUSA and the Department of State to bring EducationUSA advisors and embassy representatives from multiple countries to participate in the Annual Meeting. Visit their joint booth in the Exhibit Hall **(Booth 301/302)**. IES representatives can discuss your credential evaluation needs, EducationUSA advisors will be available to share information about educational systems, student mobility, recruitment opportunities, and advising programs offered in the regions they represent.

AACRAO's Professional Development

Stop by the AACRAO booth in the Exhibit Hall and learn how our professional development program—including online courses, webinars, and other educational opportunities—can benefit you. See a demonstration of an online course, meet some of our faculty, and be sure to enter our drawing for a free online professional development course!

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!

Musical Entertainment

Thank you to Seth Schultheis, a 15 year old from Baltimore. He has been playing the piano since he was 5 years old and travels every Saturday to New York to attend Manhattan School of Music-Precollege. During the week, Seth is a student at Baltimore School for the Arts High School where he participates in classical ensemble, big band jazz, and chorus. He will be performing at the Opening Plenary, Honorees Reception, and International Educators' Reception.

Photography

Lifetouch Special Events

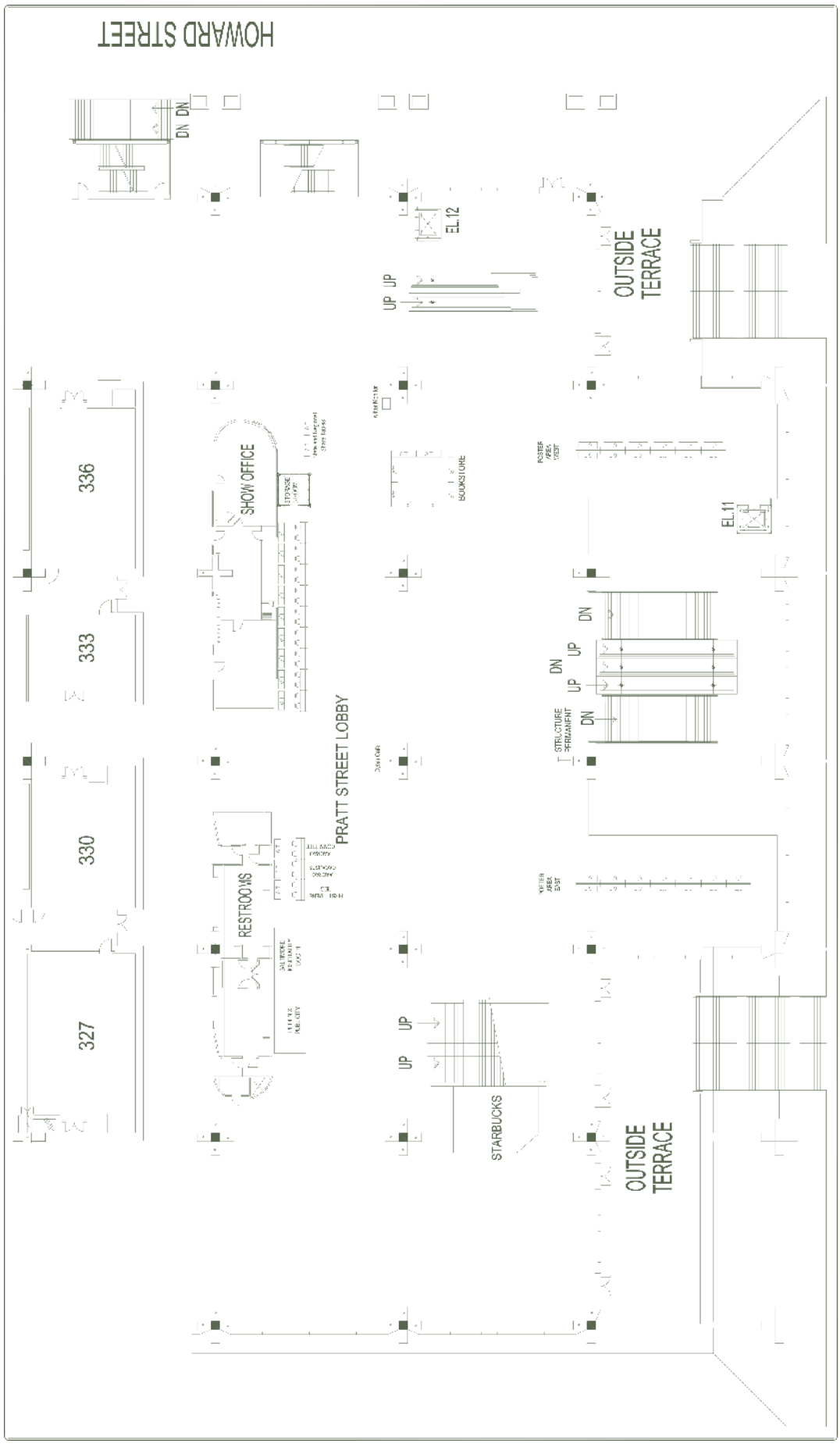
Lifetouch Special Events will be taking pictures throughout the Annual Meeting. We will post the pictures to the web after the meeting.

Baltimore City and Dining Information Desk

Are you looking for information on what to see, where to shop, the best places to dine, and how to get around in Baltimore? Then look no further than the Visit Baltimore kiosk in the Pratt Street Lobby (Level 300). Representatives will be available from Sunday – Wednesday (typically from 11:00 a.m. – 7:00 p.m.) to provide all the information you need for an enjoyable day of sightseeing or a memorable night on the town!

Wi-Fi Access

The Baltimore Convention Center offers complimentary wireless access in public lobby spaces, but for inside meeting rooms, offices, ballrooms and the exhibit halls, it has to be ordered through MC Dean. In the lobby areas, attendees may connect to "Free BCC WiFi." No password is needed, however there is a 20 minute time limit for use. If you happen to be bumped off, you should be immediately able to reconnect without a wait period.


HOWARD STREET
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336
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SHOW OFFICE
PRATT STREET LOBBY
RESTROOMS
STARBUCKS
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UP
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UP
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OUTSIDE TERRACE

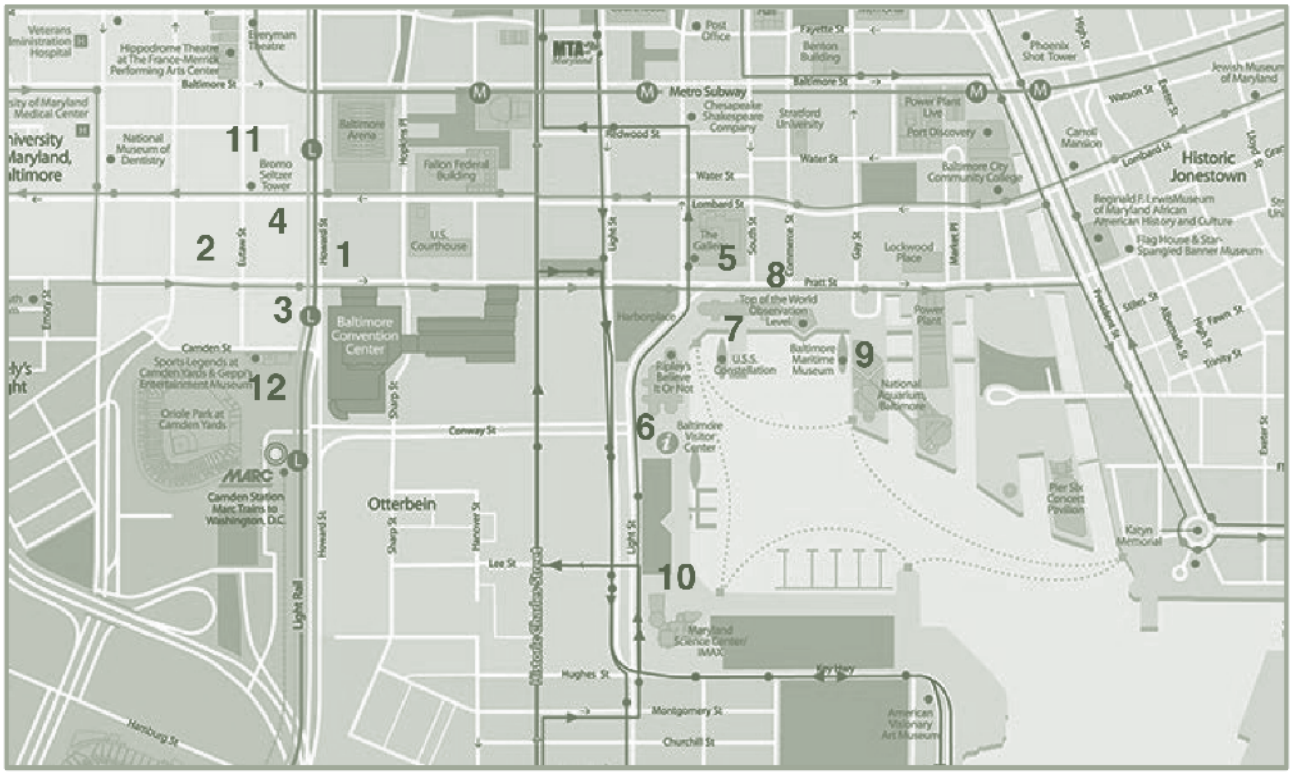
AACRAO's Annual Meeting 2015

April 12-15, 2015
Baltimore, MD

VisitBaltimore

1. Days Inn Inner Harbor
2. Marriott Inner Harbor at Camden Yards
3. Hilton Baltimore
4. Holiday Inn Inner Harbor
5. Renaissance Harborplace Hotel
6. Visitor's Center
7. U.S.S. Constellation
8. Top of the World Observation Level
9. National Aquarium
10. Maryland Science Center
11. Bromo Seltzer Tower
12. Sports Legends Museum at Camden Yards

- Metro Line
- Light Rail
- MARC Train
- Water Taxis
- Visitors Center
- Charm City Circulator - Green Route
- Charm City Circulator - Orange Route
- Charm City Circulator - Purple Route
- Charm City Circulator - Banner Route



baltimore.org twitter.com/baltimoremd facebook.com/bmoremd 1-877-baltimore

Are you looking for a quick and easy place to grab breakfast, lunch, or just a light snack to keep you going throughout the conference? Stop by these concession stands in the Baltimore Convention Center:

STARBUCKS, PRATT STREET LOBBY, LEVEL 300

April 11 – 7:00 a.m. – 8:30 p.m.
April 12 – 7:00 a.m. – 8:30 p.m.
April 13 – 7:00 a.m. – 3:00 p.m.
April 14 – 7:30 a.m. – 3:30 p.m.
April 15 – 7:30 a.m. – 12:00 p.m.

MARKET FRESH, ACROSS FROM ROOMS 310-311, LEVEL 300

April 11 – 8:00 a.m. – 4:30 p.m.
April 12 – 8:00 a.m. – 4:30 p.m.
April 13 – 8:00 a.m. – 8:00 p.m.
April 14 – 8:30 a.m. – 4:30 p.m.

Offering warm breakfast options, pastries, fruit, grab & go sandwiches and salads, soup, assorted beverages, and side items.

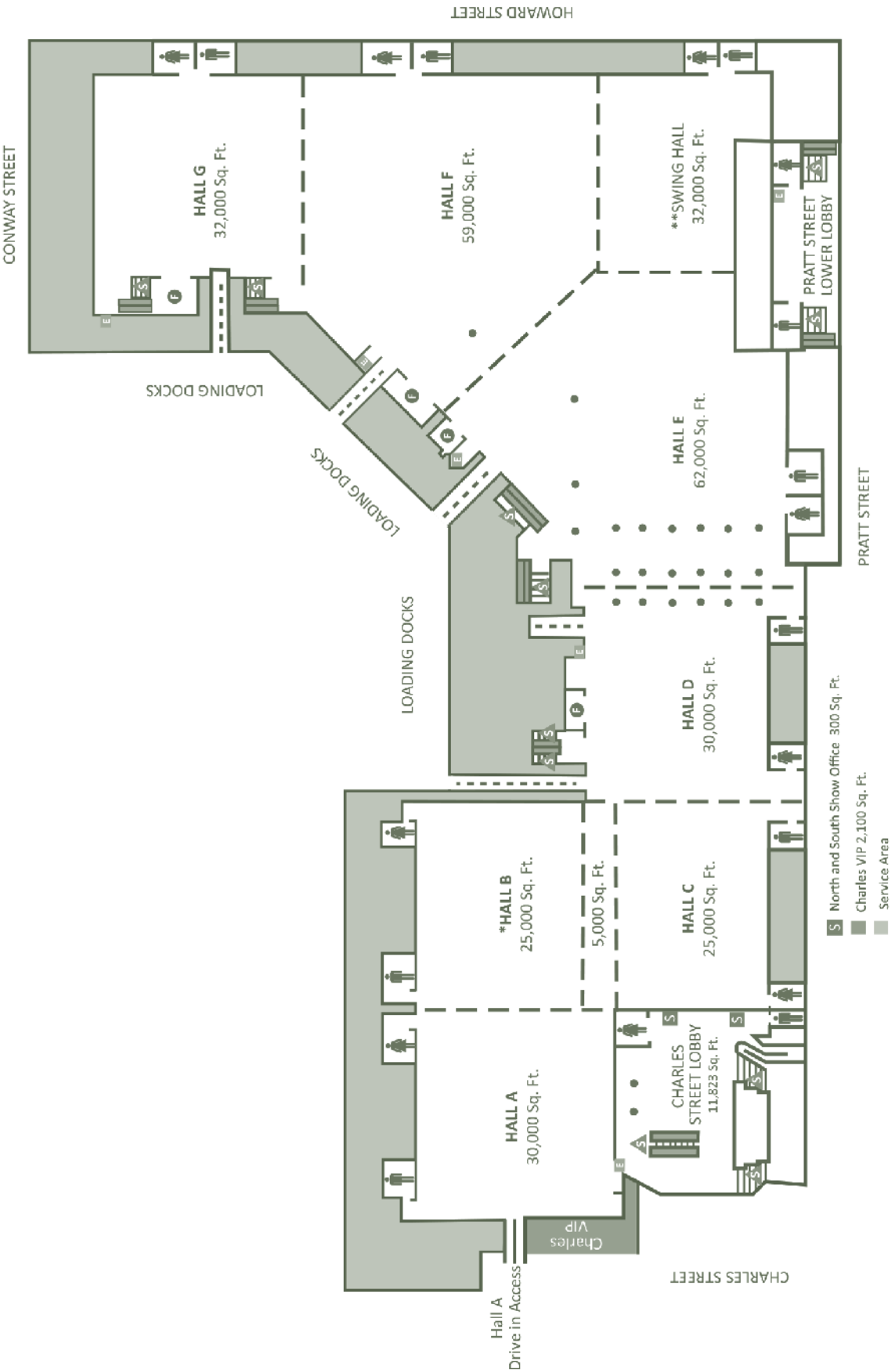
E-STAND INSIDE EXHIBIT HALL E, LEVEL 100

April 13 – 9:00 a.m. – 2:00 p.m.
April 14 – 9:30 a.m. – 2:00 p.m.
Offering breakfast, fruit, grab & go sandwiches and salads, assorted beverages, and side items.
Hours will be adjusted depending on sales

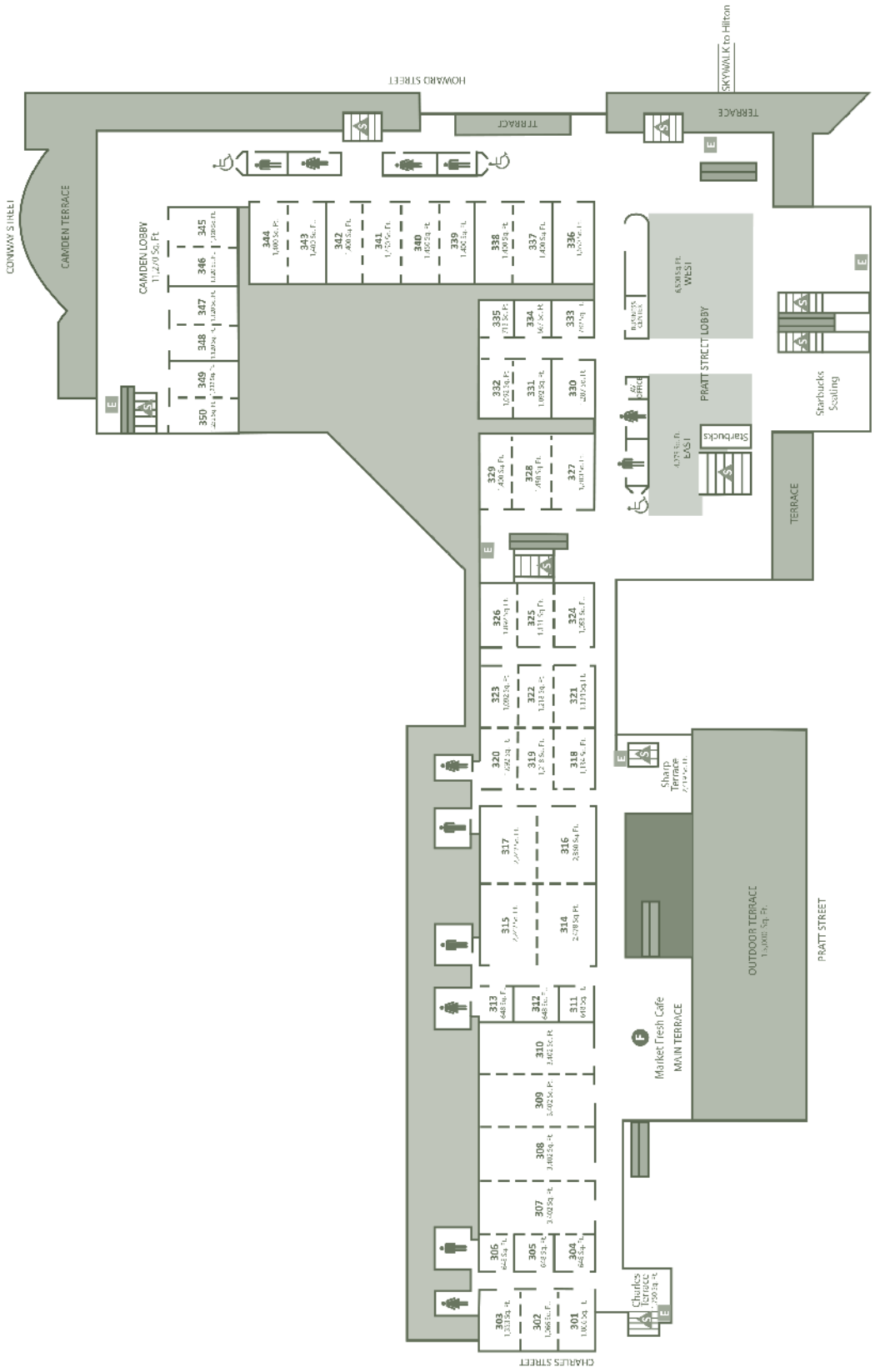
Or, if you are in the mood to explore Baltimore and sample some of the local cuisine, be sure to take advantage of this promotional offer:

Baltimore's Show Your Badge Program is bursting with unexpected restaurants and attractions all around town, and you are eligible for exclusive discounts! Just show your badge at participating establishments to receive a special promotion or discount. For more information, to make reservations, or to plan your itinerary, stop by the Convention Concierge at the Baltimore Convention Center. A current listing of participating restaurants is provided inside your registration packet. So get out and taste all that Baltimore has to offer!

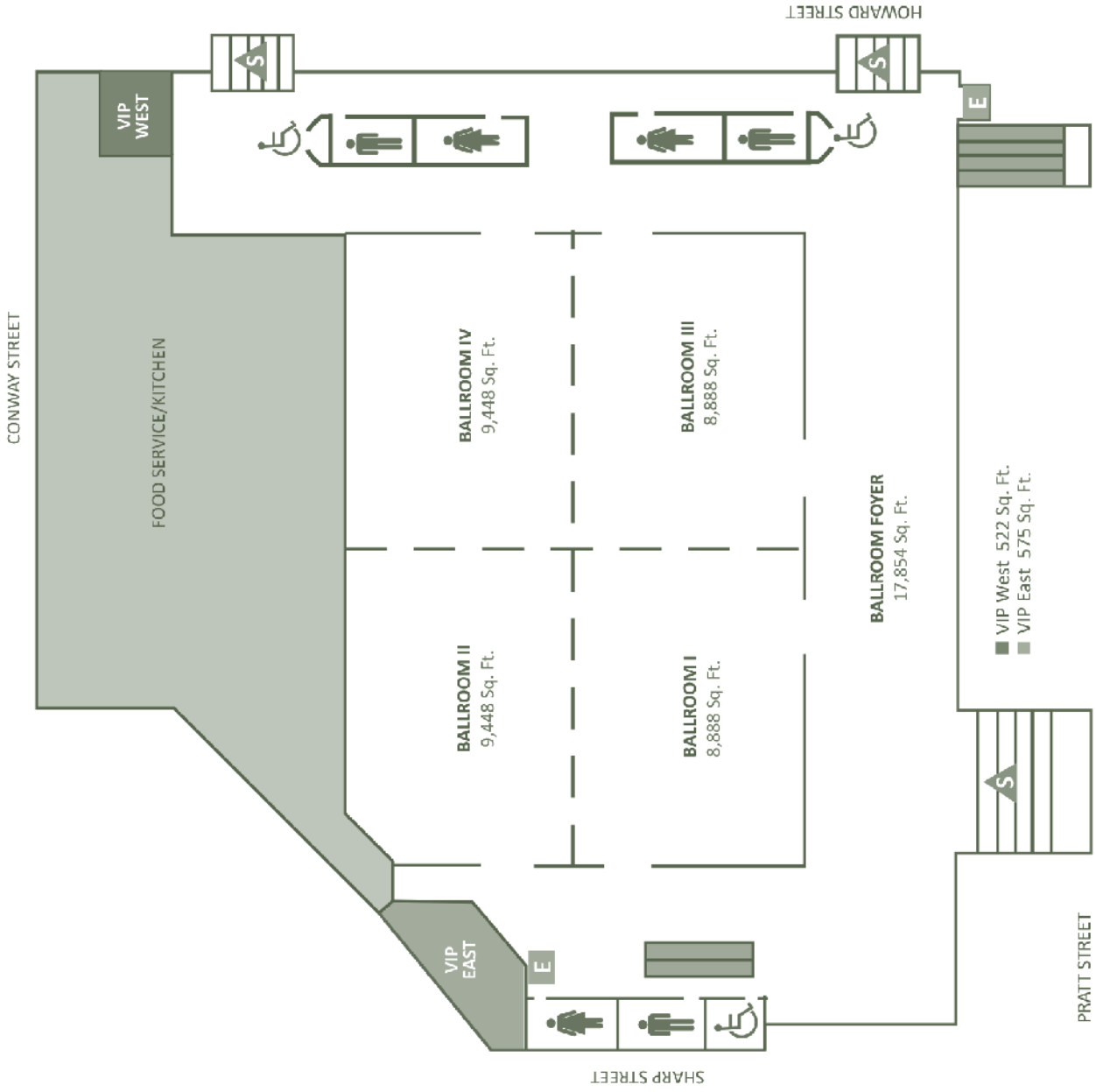
Level 100


HOWARD STREET
CONWAY STREET
HALL G
32,000 Sq. Ft.
HALL F
59,000 Sq. Ft.
**SWING HALL
32,000 Sq. Ft.
PRATT STREET
LOWER LOBBY
LOADING DOCKS
LOADING DOCKS
HALL E
62,000 Sq. Ft.
PRATT STREET
LOADING DOCKS
HALL D
30,000 Sq. Ft.
*HALL B
25,000 Sq. Ft.
5,000 Sq. Ft.
HALL C
25,000 Sq. Ft.
HALL A
30,000 Sq. Ft.
CHARLES
STREET LOBBY
11,823 Sq. Ft.
Charles
VIP
Hall A
Drive in Access
CHARLES STREET
S North and South Show Office 300 Sq. Ft.
Charles VIP 2,100 Sq. Ft.
Service Area

Level 300


HOWARD STREET
SKYWALK to Hilton
TERRACE
CONWAY STREET
CAMDEN TERRACE
CAMDEN LOBBY
PRATT STREET LOBBY
WEST
EAST
Starbucks
Starbucks Seating
TERRACE
Sharp Terrace
OUTDOOR TERRACE
PRATT STREET
Market Fresh Cafe
MAIN TERRACE
Charles Terrace
CHARLES STREET

Level 400


HOWARD STREET
CONWAY STREET
FOOD SERVICE/KITCHEN
VIP WEST
VIP EAST
BALLROOM IV
9,448 Sq. Ft.
BALLROOM III
8,888 Sq. Ft.
BALLROOM II
9,448 Sq. Ft.
BALLROOM I
8,888 Sq. Ft.
BALLROOM FOYER
17,854 Sq. Ft.
VIP West 522 Sq. Ft.
VIP East 575 Sq. Ft.
PRATT STREET
SHARP STREET
S
E

*in*PRINT

Featuring Recent Additions to the AACRAO Publications Library

Leadership Lessons: Vision and Values for a New Generation

If the finest voices in higher education were gathered together in one room to discuss leadership, what would you learn? *Leadership Lessons: Vision and Values for a New Generation* took that notion to create a compilation of 22 articles on the topic of leadership, written by today's leaders in higher education. Filled with unique kernels of wisdom, each chapter shares the authors' visions and values in ways that inspire, motivate, and illustrate how to be an exceptional leader. Authors include many who have worked in the registrar's office for decades to others with varied backgrounds in theater, student activism and German literature. This is a book you will want to share with colleagues, friends and employees; all of whom will benefit from the lessons learned by these remarkable, wise and fascinating professionals.

ITEM #0136 | $50 MEMBERS | $70 NONMEMBERS

AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment

For nearly 40 years, AACRAO has published the Self-Assessment, and this 185-page update will provide a cost effective and simple way to evaluate your office operations by stimulating thought, encouraging self-reflection, and evaluating policies and procedures. The Assessment is arranged by topical area with chapters addressing most basic registrar functions. Within each chapter are Basic Principles, which provide a foundation for the discussion topic and guide the development of the questions that follow. The questions give direction, evoke thought, and allow for a variety of approaches to a given topic. Action Plan items are provided to expand your expertise and allow more in-depth study of a topic. Finally, a Further Reading section has been added to the end of each chapter to direct the reader to useful resources on the topics discussed.

ITEM #0133 | $70 MEMBERS | $95 NONMEMBERS

To order these and other AACRAO publications, call (301) 490-7651 or visit us on the Web at www.aacrao.org/bookstore.

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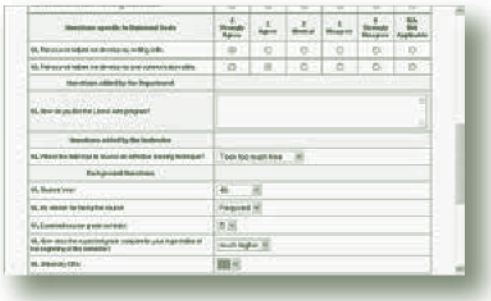

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Baltimore County

PAST ANNUAL MEETINGS

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

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 **Elbert 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.

Thank you to Jostens® for sponsoring the awards.

Elbert W. Ockerman State and Regional Professional Activity Award

WACRAO – Veterans Certifying Workshop

For over 25 years, **WACRAO** has conducted a Veterans Certifying Workshop. In the 1990s it was on a relatively small scale, with an attendance of about 40. In the 2000s it began to grow in response to the complexity of the various federal and state educational benefits for veterans. Under the guidance of several individuals from the University of Wisconsin System the Workshop evolved into a two day event with an attendance of about 100 individuals. The Workshop addresses the needs and concerns of our Veterans and attempts to provide them the best possible service. In recent years, the Workshop attendance and representation from all types of Wisconsin institutions has continued to grow; the Workshop now boasts between 100 and 150 participants representing 55 academic institutions.

Much of the Workshop success and value can be attributed to the quality of the presenters. In addition to discussion of Federal VA educational benefits, the workshop includes presenters from the Wisconsin Department of Veterans Affairs, the State Approval Agency, the Wisconsin Department of Military Affairs, Federal Vocational Rehabilitation, representatives from the County Veterans Service Office (CVSO), and the University of Wisconsin System. Presentation topics range from working with local CVSOs to apprenticeship programs, and VA benefit overviews. The conference also includes a Keynote Speaker to discuss pertinent issues relating to student Veterans. Last year's keynote, Marine veteran Silouan Green, spoke on PTSD and overcoming adversity.

The Veterans Certifying Workshop provides participants with the opportunity to hear first-hand from subject matter experts on federal and state Veteran issues. It serves as a valuable resource to help train administrators how to best serve the Veterans at their respective institutions.

Award for Excellence in International Education

Robert Watkins

Robert Watkins has spent most of his professional career in service to the field of international education. He has offered overwhelming service to both AACRAO and the field of international education as a whole. In support of AACRAO IES, he has presented at numerous AACRAO Summer Institutes on International Admissions, as well as the Winter Institute on Transfer Credit. Last year, Robert served as a member of the AACRAO International Task Force and has been a member of the EDGE Administrative Group since 2007. He holds a B.A. and an M.A. in History from the University of Texas at Austin, where he has worked in admissions for more than 30 years. Robert serves as a true mentor to international educators all over the United States. He regularly recommends, nominates, and encourages other international professionals to serve on various committees, present at conferences or participate in other professional development opportunities. Leading by example, Robert served as VP of International Education on the AACRAO Board of Directors from 2009-2012. Before that, he chaired the International Admissions Committee. With Robert's contributions to AACRAO publications, his countless presentations, and his time on numerous committees and task forces, AACRAO certainly owes him a debt of gratitude. But Robert's service to international education has benefited more than AACRAO alone. Robert served two terms on the TOEFL Policy Board. He is a member of the European Association of International Education (EAIE), the International Records Advisory Committee and has been a member of NAFSA since 1983. From 1992 to 2000, Robert was one of three NAFSA appointees to the National Council on the Evaluation of Foreign Educational Credentials (The Council). The Council determined the placement recommendations for foreign students found in joint NAFSA/AACRAO publications. In 1998, at NAFSA's 50th annual conference, Robert was awarded the Homer Higbee Award which recognizes a member for distinguished service to the organization and mentorship to colleagues in all aspects of the field. Nearly 20 years later, AACRAO is pleased to further honor Robert's astounding dedication to internationalism and those who serve the profession with this International Award for Excellence.

Thomas A. Bilger Award

Jack Miner

Updated this year, the Thomas A. Bilger Award honors a member's consistent vision, service, and leadership in AACRAO. **Jack Miner**'s dedication to service is matched by few. His legacy at The Ohio State University, his alma mater and where he is currently Director of Operations in the Office of the Registrar, is particularly strong in service to students. Jack is credited with starting the GLBT Alumni Scholarship program at Ohio State. Under Jack's dedicated leadership, the scholarship program has become one of the most respected alumni groups in the nation. In 2013, in recognition of Jack's commitment to diversity, Ohio State dedicated the Jack Miner Scholarship for Transgender Students, the first scholarship of its kind in the nation. This recognition comes only a few years after Ohio State presented Jack with its highest honor, the Distinguished Alumni Award. As a leader, Jack strives toward change and innovation. His list of accomplishments at Ohio State alone is impressive enough, but Jack is heavily involved in several organizations throughout the nation. He is a frequent presenter at SACRAO, OACRAO, and TACRAO meetings and has served on almost ten OACRAO committees over the last decade, serving as Chair in half of those instances. Jack also served as President of OACRAO in 2010, and was Treasurer two years before. AACRAO has been fortunate to have Jack as an active member for 19 years. In addition to serving several terms with the Program Committee, Jack has served on the Legislative Affairs Advisory Committee, the Access and Equity Committee, Chaired the LGBT Committee, and was Vice-Chair of the Nominations and Elections Committee. Jack has also presented at numerous AACRAO conferences on topics ranging from managing academic space to electronic transcripts, to diversity. Jack is a contributing author on *The Transfer Handbook: Promoting Student Success*, one of AACRAO's newest publications. There are few areas in AACRAO that Jack hasn't been a part of in some way. Jacks guiding presence in so many facets of higher education make him an ideal choice for this award.

Thomas A. Bilger Award

Shelby Stanfield

Few in our profession have contributed as much to the growth of technology usage, innovation and collaboration as **Shelby Stanfield**. Shelby has worked his entire career at The University of Texas at Austin, where he is now Vice Provost and Registrar. For 20 years, Shelby has tirelessly served AACRAO, SACRAO, and TACRAO as a member and in various leadership positions. He has served on or chaired several committees for all three organizations and has presented dozens of times at their various meetings. He has also contributed to popular AACRAO publications like the *2010 Retention of Records Guide*. Much of this committee work and presentations have centered on the use of technology, but Shelby is well versed in many aspects of higher education from Admissions to Financial Aid. Shelby was President of SACRAO in 2003-2004 where he helped his association keep pace with the ever dynamic environments of higher education. Always an advocate for the advancement of technology to serve administrators and students, Shelby was instrumental in the construction of the common application called ApplyTexas; this common application platform is now used by all state institutions in Texas. Another feather in Shelby's cap is his work with the SPEEDE system that, until recently, was maintained by the University of Texas. Recognizing the importance of electronic data exchange and realizing the additional resources required to maintain the system's high level of service Shelby, in consultation with AACRAO, reached out to the National Student Clearinghouse and created a partnership that allowed for a very successful re-housing of the SPEEDE server. Shelby has also served on the Board of Directors and Advisory Council for the National Student Clearinghouse. More recently, Shelby's devotion to education has spread globally. He was the keynote speaker at the 2nd Annual Groningen Declaration, speaking on Worldwide Digital Student Data Depositories. Shelby has also been on the Board of Directors for the Foreign Credentials Service of America for the past decade. It is because of Shelby's tireless commitment and service to the greater good of higher education and his knowledge and development of solutions that embrace technology that he is being awarded the Thomas A. Bilger Award.

Emerging Leader Award

Rodney Parks

If the dedication, service and leadership that **Rodney Parks** has already shown in his years as an AACRAO member is any indication, Rodney is sure to make an impact not only on AACRAO but at the national level as well. Already, the list of offices and committee positions that Rodney has held is vast. He served on the Parchment Advisory Board for Electronic Transcript Exchange in 2013, Chaired SACRAO's 2010 Professional Development Program Committee, served on the SACRAO Executive Committee, was a Program Committee Member for the National Conference on Students in Transition in 2012, has been a part of AACRAO Student Access and Equity Committee for the past several years, and has participated in a variety of other committees and activities over the years. Rodney is active in SACRAO, GACRAO, and AACRAO, presenting and publishing with all three organizations. At AACRAO's Annual Meeting in Denver last year, Rodney presented three sessions and is presenting another three this year in Baltimore. Since 2006, Rodney has presented about a dozen sessions with AACRAO alone and has a comparable presentation history for SACRAO. Many of these presentations focus on serving and bringing into light unique populations of students navigating higher education such as online students, transgender students, and vegetarian/vegan students. Rodney is the Editor for the SACRAO Newsletter and a frequent author in both the *SACRAO Journal* as well as AACRAO's *College & University*. A decorated veteran himself, Rodney contributed three chapters to AACRAOs recent publication *Helping Veterans Succeed: A Handbook for Higher Education Administrators*, incorporating experience from his eight years as a U.S. Navy medic. Rodney is also working towards bridging the gap between academic and co-curricular transcripts. His efforts in innovation, student engagement, and service are proof that Rodney is one to watch in the coming years.

Centennial Award for Excellence

Bob Bontrager

Bob Bontrager served as the Senior Director of AACRAO Consulting and SEM Initiatives for six years. Bob was instrumental in establishing and building AACRAO Consulting which has successfully served over 300 colleges and universities in the U.S. and abroad, due largely to Dr. Bontrager's leadership and guidance.

Bob had over 30 years of experience in higher education with particular expertise in strategic enrollment management, institutional planning, recruitment, marketing, financial aid, institutional budget strategies, and transfer programs. In his most recent institutional role at Oregon State University, Bob's leadership resulted in a 40% increase in enrollment and 14 consecutive years of record enrollment, including increases in the academic and diversity profile of the student body. He previously served as Vice President for Enrollment Management at Eastern Mennonite University in Virginia, where his work also resulted in record enrollments.

Dr. Bontrager contributed to the ongoing evolution of the SEM profession in the U.S. and abroad as a frequent conference speaker, workshop presenter, consultant, and contributor to the SEM literature. He edited three AACRAO books: *Strategic Enrollment Management: Transforming Higher Education* (2012), *Applying SEM at the Community College* (2009), and *SEM and Institutional Success: Integrating Enrollment, Finance and Student Access* (2008). His work has extended to a number of international locations including Australia, Canada, Ireland, Kazakhstan, Lithuania, Mexico, Mongolia, New Zealand, Qatar, Syria, Turkey, the United Arab Emirates, and the United Kingdom.

Bob was always known for his creative, broad-based approaches to common enrollment challenges, resulting in the development of a number of innovative programs. These include the Degree Partnership Program, which promotes student access and baccalaureate degree completion through joint admission and concurrent enrollment at universities and community colleges. Bob also pioneered the use of non-cognitive variables in admission and scholarship decisions to improve student access, equity, and retention.

Bob passed away on October 17, 2014; his life and legacy of service are a model to us all. Bob impacted the lives of countless thousands of students, administrators, and faculty. Goshen College, his alma mater, has established the Bontrager Memorial Scholarship Fund in honor of Bob. Bob was devoted to service within and outside the higher education field and was a mentor to many and a tireless advocate for student success. For all of us that knew and worked with Bob, we will remember him for his intelligence and integrity and a life filled with service to humanity.

Honorary Membership

Stanley Henderson

Stanley Henderson retired this January from his position as Vice Chancellor for Enrollment Management and Student Life at the University of Michigan – Dearborn after a decade with the institution. With a total of 45 years in the field, Stanley has long been a national leader in Strategic Enrollment Management, developing new models for universities to better recruit and retain students. Stan has helped to pave the way for the development of SEM nationwide. He served as AACRAOs first Vice President for Enrollment Management from 1992-1993 and was a founder of the AACRAO SEM Conference, now in its 25th year. In Stan's 45 years in higher education, technological advances and a focus on accountability have led to greater efficiency in enrollment management, but that efficiency can sometimes mean a university begins to function like a corporation instead of an academic community. One of Stan's signature focuses in SEM has been building a sense of community on campus. Though there are many administrative facets of enrollment management, a sense of community on campus is equally important for recruitment and retention. In honor of his constant efforts to advance enrollment management Stan was awarded the SEM Lifetime Achievement Award in 2014. An active member of AACRAO since 1981, Stan has helped to author some of AACRAO's most enduring publications, like the *College Admissions Officers Guide*, *The Registrars Guide*, the *SEM Revolution*, and more recently *SEM: Transforming Higher Education*. He has also authored for *SEM Quarterly* and *College & University*. In 2008 Stan received the Founders for Leadership Award and in 2007 he was given the Distinguished Service Award for his work with AACRAO committees as well as his time on the AACRAO Board of Directors and his term as AACRAO President from 1995-1996. Always an enthusiastic presenter, Stan has participated in nearly every SEM meeting since its founding and has been an active presenter at AACRAO annual meetings since 1982. Stan has presented for AACRAO an astounding 51 times during his long career in higher education. He has been a key member of the association and his dedication to the enhancement of student life is to be commended.

Honorary Membership

Nancy Krogh

Nancy Krogh has spent 26 years in higher education, but what she has accomplished in those 26 years would take many people twice as long to manage. Nancy is currently Senior Consultant for Higher Education Project Management with Sierra-Cedar. Prior to her work with Sierra-Cedar, Nancy served as the University Registrar at the University of Idaho, where she was the Banner Student Module Leader for the University and chair of the University Administrative Systems Work Group. She previously worked at the University of North Dakota as University Registrar, where she was Co-leader of the statewide student module implementation of PeopleSoft at 11 campuses across North Dakota. Nancy has been a member of AACRAO for 20 years and over her time in higher education has held memberships with Upper Midwest ACRAO, Montana ACRAO, Pacific ACRAO, Idaho ACRAO, and North Dakota ACRAO. She also has current memberships with EDUCAUSE, NAFSA, and NASPA. Based on memberships alone it is easy to see that Nancy is a devoted and dedicated participant in the profession. Her commitment to higher education has also propelled her into multiple leadership roles within those member organizations. A member of Montana ACRAO for 12 years, Nancy served as VP for Four-Year Institutions in 1999 and in 2000 was President of the organization. Nancy has served on multiple committees with Upper Midwest ACRAO, Chairing the Membership Committee, and also serving as President in 2004. For AACRAO, Nancy sat on the Board of Directors as VP for Finance from 2010 to 2013 and was a co-chair of the 2010 Governance Task Force that was successful in producing a comprehensive analysis and set of recommendations to improve the association's governance. In her calm, diplomatic, and well-reasoned manner, she carried the standard for the taskforce in educating the membership about the value of the taskforce's recommendations. Nancy also chaired the Information Systems and Technology Committee and wrote a chapter in the 2006 *Registrar's Guide* on the implementation of student information systems. Nancy has also contributed some of her vast expertise to AACRAO's newest publication, *The Transfer Handbook: Promoting Student Success*. She has presented nearly 50 times nationwide on topics such as student information systems, data security, institutional research, and strategic enrollment management. Her broad background in higher education, decisive and insightful leadership, and endless dedication to the profession make her more than deserving of this recognition.

Honorary Membership

Kathie Beaty

Kathie Beaty retired this December from her position as Registrar at Bradley University in Illinois after 16 years with the institution. While there, Kathie helped usher in sweeping changes on campus, such as introducing the online registration program, Webster, and implementing one of the first secure systems of online transcript delivery. With more than 30 years in higher education, Kathie epitomizes professionalism and reflects to the world what a member of the registrar profession should be. Prior to joining Bradley University, Kathie served as Associate Registrar at Western Illinois University. At WIU she was instrumental in developing the GradTrac Program, a program designed to help students complete their undergraduate program in four years or less. The WIU GradTrac Program was used as a model for timely degree completion programs at other public institutions in Illinois. In addition to her AACRAO membership, Kathie is also a longtime member of Illinois ACRAO, serving on and chairing various committees and presenting at multiple conferences over the years. Kathie was President of IACRAO in 1998. Kathie served as Chair of AACRAO's Local Arrangements Committee for the 1998 Annual Meeting in Chicago and has volunteered as a new member mentor for first-time attendees every year since 1996. She has always worked hard to have solid, balanced offerings for Annual Meeting attendees and a wide variety of presenters to AACRAO meetings. Based on those diligent efforts she was selected to serve as the AACRAO Program Committee Group III Coordinator for Records and Academic Services, a position that she handled with aplomb. She was Program Vice-Chair for San Francisco in 2013 and Program Chair for Denver in 2014. Kathie has also been a frequent presenter and moderator for many AACRAO annual meetings and several Registrars 101 Workshops over the years. She was a contributing author to the 2001 version of the *FERPA Guide* and was Vice-Chair of the 2002-2003 Nominations and Elections Committee. Kathie has always encouraged her staff and those around her to be involved with AACRAO. Her work ethic, easy going attitude and commitment to enhancing the profession are more than deserving of this recognition.

Distinguished Service Award and Honorary Membership

Betty Huff

Betty Huff is being honored with two awards this year. She is being commended for her tireless service to AACRAO with the Distinguished Service Award and is also being awarded Honorary Membership in response to her longtime involvement and contributions to AACRAO. Those of you familiar with AACRAO Leadership are undoubtedly familiar with Betty Huff. Betty retired from her position as Vice Provost for Enrollment Services at the University of Memphis where she oversaw the institutions vigorous recruitment, admissions and financial aid efforts. An AACRAO member for nearly 30 years Betty has lent her capabilities and expertise to the organization in many capacities. Betty was the Editor of *College & University Journal* from 2001-2003. She has presented at numerous AACRAO Meetings, as well as other state and regional meetings nationwide, sharing with the membership her expertise in academic and student affairs, public policy, and technology. In addition to serving on multiple committees, most recently on the Public Policy Advisory Committee, Betty served on the Board of Directors from 2003-2006 as Vice President for Leadership and Management Development. As President of AACRAO in 2010 Betty saw the organization though a time of change and growth and should be recognized for the many professional contributions she made during those years. Betty was a part of the search committee that helped to find Mike Reilly, AACRAO's current Executive Director. There are many within AACRAO that Betty has influenced and mentored; even fellow AACRAO past-presidents have acknowledged seeking Betty's advice on multiple occasions. Betty was a keynote speaker at the 2011 Association of University Administrators speaking on for-profit education, changing enrollment patterns, and educational funding. She has also spent time in Japan and China working on educational partnership programs. In addition to her AACRAO membership Betty has held memberships with the College Board and NAFSA offering to them, as she has with AACRAO, her extensive expertise in higher education administration, technology systems administration, public policy, conflict resolution, and team building.

Honorary Membership

1999	Margaret Ruthven Perry
2000	Frederick A. Fresh
2000	Kenneth Bogard
2000	Gary L. Smith
2000	D. Jack Pommrehn
2001	Clifford Gillespie
2001	Mary Elisabeth Randall
2001	Donald Gwinn
2001	Paul H. Anderson
2002	Linda Finley
2002	William Paver
2002	Richard Rainsberger
2003	Nancy Sprotte
2003	John T. Stewart
2003	Jeffery Tanner
2004	Georgeanne Porter
2004	Gerald R. Pugh
2005	Wilbert Corprew
2005	R. Eugene Schuster
2005	S. Mark Strickland
2005	Beverly Lewis
2006	Thomas A. Bilger
2006	Paul Taylor
2008	Joseph Roof
2009	Jeanenne Rothenberger
2009	Gloria Nathanson
2010	Dennis Dulniak
2011	Beth Tedrow
2011	James Blackburn
2012	Michael Allen
2012	Mary Baxton
2012	Samuel Conte
2012	Kathleen Plante
2013	Paul Aucoin
2013	Robert Doolos
2013	Kathleen Jones
2013	Christine Kerlin
2013	Richard Skeel
2013	David Stones
2013	Richard Yount
2014	Johnny Johnson
2014	Glenn Munson

APEX Award – 1997-2014

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

Elbert W. Ockerman State and Regional Professional Activity Award

2000	Kansas ACRAO ("Mission Possible" Video)
2000	Southern ACRAO (Journal)
2000	Michigan ACRAO (Summer Articulation Conference)
2001	Arizona ACRAO (Staff Development Workshop)
2001	West Virginia ACRAO (Summer Drive-in Retreat)
2001	Wisconsin ACRAO (Professional Development Committee Projects)
2002	Texas ACRAO (Archived TACRAO Historical Records)
2003	Kansas ACRAO (Planning for College Workshop)
2004	Virginia ACRAO (The Virginia Tour)
2005	Pacific ACRAO (PACRAO Writers Group)
2006	Georgia ACRAO (Enrollment Management Workshop)
2006	Rocky Mountain ACRAO (A Year in the Life of RMACRAO)
2007	Nebraska ACRAO (Nebraska On Wheels Bus Tour)
2008	Michigan ACRAO (Michigan Transfer Network)
2008	Upper Midwest ACRAO (First-Ever UMACRAO/ WACRAO Joint Conference)
2008	Wisconsin ACRAO (First-Ever UMACRAO/ WACRAO Joint Conference)
2008	New England ACRAO (Reverse College Day)
2009	Kentucky ACRAO (College to College Electronic Transcript Exchange)
2009	Ohio ACRAO (Membership and Mentoring)
2010	Kentucky ACRAO (Transfer College Fairs)
2011	Ohio ACRAO (Scholarship Program)
2012	Pacific ACRAO (PACRAO Review)
2013	Georgia ACRAO (GACRAO W.E.A.L.T.H.)
2014	Southern ACRAO (SACRAO Poster Sessions

Thomas A. Bilger Award

2006	Mary Jones*	2008	Heather Eckstein^	2012	Heather Eckstein*
2006	Michael Allen^	2009	Dennis J. Dulniak*	2012	Dennis Hicks^
2006	Carolyn Bartlett*	2009	Kathi Baucom^	2013	Joseph Roof*
2006	Michele Sandlin^	2010	R. Gerald Pugh*	2013	Katherine Beaty^
2007	Paul Anderson*	2010	Robert Doolos^	2014	Paul Wiley*
2007	Brad Myers^	2010	Dorene Root^	2014	William DeWolf^
2008	Kimra Schipporeit*	2011	Paul Aucoin*		
2008	Stanley Henderson*	2011	Tina Falkner^		

* Awarded as Founders for Leadership Award
^ Awarded as Thomas A. Bilger Citation for Service

Emerging Leader Award

2006	Melinda Roelfs*	2008	Luke Schultheis*	2014	Ingrid Nuttall*
2007	Lee Furbeck*	2011	Nathan Fuerst*		

*Awarded as Exemplary New Member Award

Award for Excellence in International Education

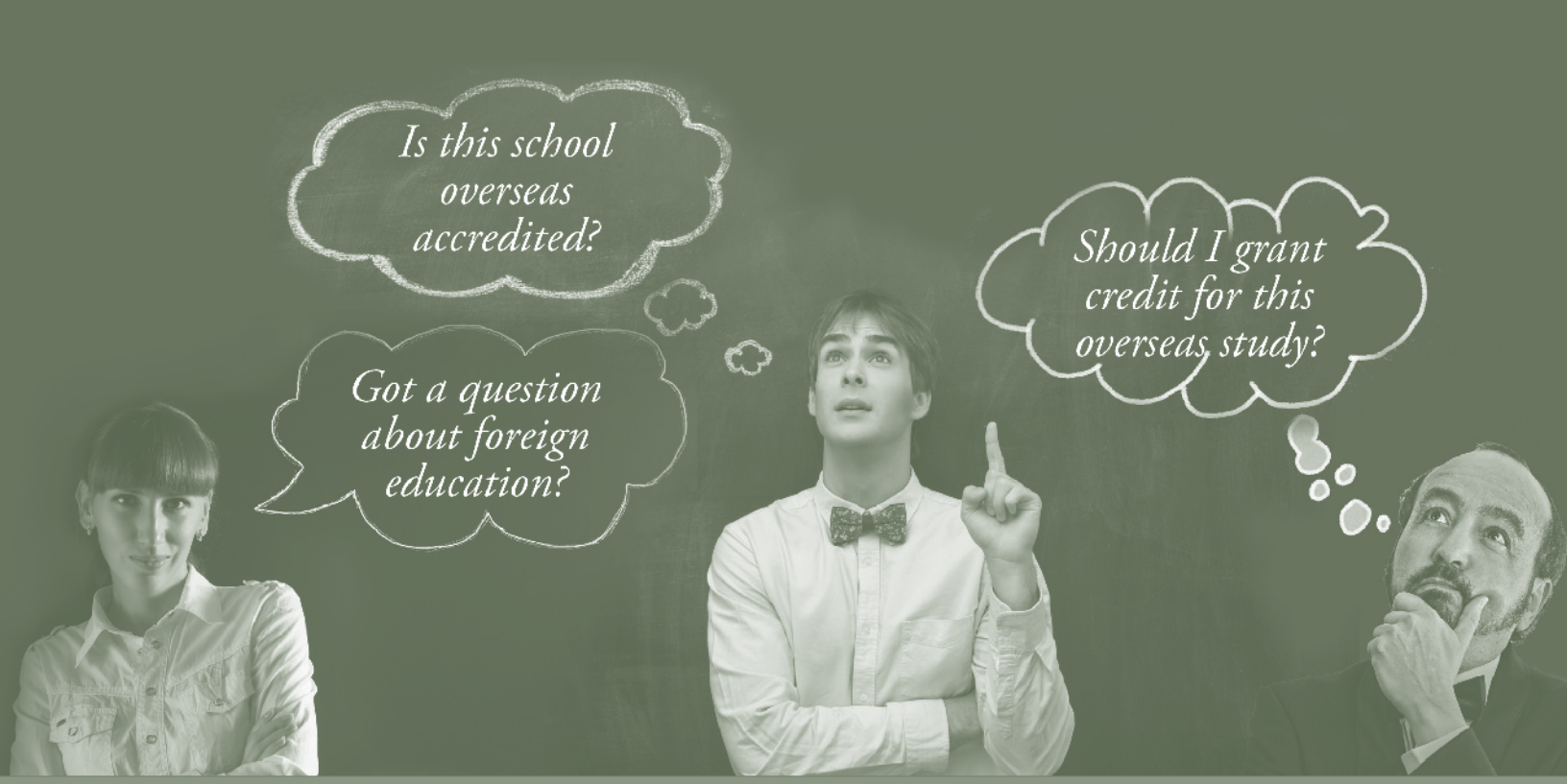
2004	Axel Markert	2008	William Paver	2011	Johnny Johnson
2005	Leo Sweeney	2009	John Yopp	2012	Nancy Keteku
2006	James Frey	2010	Cliff Sjogren	2013	G. James Haas
2007	Gloria Nathanson	2010	Linda Kosene		

Distinguished Service

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

Centennial Award for Excellence

2014	Ann West
2014	Tom Bergeron



Ask the Foreign Credential Evaluators of AACRAO IES!

AACRAO
INTERNATIONAL EDUCATION SERVICES

ies.aacrao.org
IESinfo@aacrao.org

IES staff will be available to answer your questions at Booth 301 & 302.
Daily drawings will take place at Booth 302! Stop by for your chance to win a special prize!

Opening Plenary Presenter

Sunday, 5:45 p.m. – 6:45 p.m.
Ballroom, Level 400

"The People Who've Taught Me (After I Thought I Knew Everything)"

Scott Simon will talk about the people he has learned from over his many years as a journalist, taking a sampling of the best interviews and stories he's done at NPR and imparting the lessons he has taken away from the exchanges.

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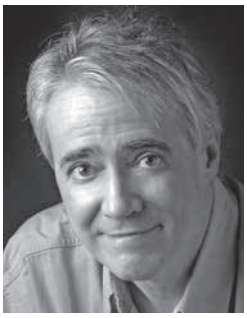

Scott Simon

Host, *Weekend Edition Saturday* on NPR and *Need to Know* on PBS, Writer & Novelist

From Ground Zero in New York to ground zero in Kabul, to police stations, refugee camps, snipers' roosts, subway platforms, and theater stages, NPR's Peabody Award-winning **Scott Simon** has reported from all 50 states and every continent.

Simon has received numerous honors for his reporting, including the Overseas Press Club, Alfred I. duPont-Columbia University, George Foster Peabody, Ohio State, Directors Guild, Major Armstrong, and Emmy awards. He received a special 1989 George Foster Peabody Award for his weekly essays, which were cited for their sensitivity and literary style. He was awarded the Studs Terkel Media Award in 2009. He is the only journalist on the new National Institute on Civil Discourse (other members of the Institute include Colin Powell and Bill Clinton). He is also on the board of the Hemingway Collection at the JFK Presidential Library.

Simon hosts NPR's *Weekend Edition Saturday,* which has an audience of 4.2 million listeners. He also hosts the PBS television series, *Backstage With . . .* that features his conversations with some of the biggest names in theater, and *Need to Know* on PBS.

Closing Plenary Presenter

Wednesday, 11:45 a.m. – 12:45 p.m.
Ballroom, Level 400

"In Conversation with Madeleine Albright"

In an up-close-and-personal format, former Secretary of State Madeleine Albright sits down for a candid discussion, sharing her perspective on the current state of world affairs and on the personalities who shape today's headlines. Audiences are given unprecedented access to one of the globe's most powerful, respected and vibrant women as Albright sheds light on challenges both personal and public.

What makes this session so engaging for AACRAO is what comes *after* the opening remarks. Dr. Albright will sit down for an AACRAO conversation with our members, moderated by former AACRAO president Stan Henderson. Dr. Albright will share her thoughts about what's on AACRAO's collective mind as Stan and audience members ask questions for a full half hour. We encourage your questions about not only the history she witnessed and made but also about breaking the glass ceiling in diplomacy, about her love of higher education—maybe even those pins and brooches she's famous for wearing. Join our AACRAO Conversation with Dr. Albright.

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Portrait by Timothy Greenfield-Sanders

Madeleine K. Albright

Former U.S. Secretary of State and Chair of Albright Stonebridge Group and Albright Capital Management LLC

Madeleine K. Albright is chair of Albright Stonebridge Group, a global strategy firm, and chair of Albright Capital Management LLC, an investment advisory firm focused on emerging markets.

Albright was the 64th Secretary of State of the United States. In 1997, she was named the first female Secretary of State and became, at that time, the highest ranking woman in the history of the U.S. government.

As Secretary of State, Albright reinforced America's alliances, advocated democracy and human rights and promoted American trade and business, labor and environmental standards abroad.

From 1993 to 1997, Albright served as the U.S. Permanent Representative to the United Nations and as a member of the President's Cabinet. She is a professor in the Practice of Diplomacy at the Georgetown University School of Foreign Service. She chairs both the National Democratic Institute for International Affairs, the Pew Global Attitudes Project and serves as president of the Truman Scholarship Foundation.

Albright serves on the U.S. Department of Defense's Defense Policy Board, a group tasked with providing the secretary of defense with independent, informed advice and opinion concerning matters of defense policy. She also serves on the Board of Directors of the Council on Foreign Relations and the Board of Trustees for the Aspen Institute. In 2009, Albright was asked by NATO Secretary General Anders Fogh Rasmussen to chair a group of experts focused on developing NATO's New Strategic Concept.

On May 29, 2012 President Obama awarded the U.S. Medal of Freedom to Dr. Albright—the nation's highest civilian honor—citing the inspiration her life is to all and that her scholarship and insight continue to make the world a better, more peaceful place.

Albright is the author of five New York Times best-sellers: her autobiography, *Madam Secretary: A Memoir*, (2003); *The Mighty and the Almighty: Reflections on America, God, and World Affairs*, (2006); *Memo to the President: How We Can Restore America's Reputation and Leadership*, (2008); *Read My Pins: Stories from a Diplomat's Jewel Box*, (2009); and, her most recent book, *Prague Winter: A Personal Story of Remembrance and War, 1937-1948*, (April, 2012) in which she tells the story of Albright's experiences and those of her family during and immediately after World War II, providing a fresh lens through which to view some of the modern era's most tumultuous years.

Closing Plenary Presenter

Stanely E. Henderson (Moderator)

Former AACRAO President

Stanley E. Henderson will retire from the University of Michigan-Dearborn in 2015, where he has served as Vice Chancellor for Enrollment Management and Student Life since 2005. In that role he provided leadership to campus enrollment efforts that resulted in record enrollment and championed a spirit of community to grow student engagement to new levels.

Henderson has long been a national leader in developing new models for universities to better recruit and retain students. He served as associate provost for enrollment management at the University of Illinois-Urbana-Champaign from 2003-2005 and as associate vice president for enrollment management at the University of Cincinnati from 1995 to 2003. Previously, he was director of enrollment management and admissions at Western Michigan University and director of admissions at Wichita State University. His roots in enrollment began as an admissions counselor at Michigan State University in 1970-1971.

He also has been deeply involved at the national level of AACRAO, where he served as the association's first vice president for enrollment management in 1991-93 and as president in 1995-96. He was a founder of the Association's national SEM Conference, now in its 25th year. He is a frequent contributor to AACRAO publications, including the first history of enrollment management, as well as a frequent presenter at state, regional, and national levels. He is also a recipient of the Distinguished Service Award and the Founders Award for Leadership. In 2014 AACRAO presented Henderson a Lifetime Achievement Award for "Outstanding Leadership in the SEM Profession."

Graduate and Professional Schools Luncheon Presenter

Wednesday, 11:45 a.m. – 1:15 p.m.
Rooms 349/350, Level 300

"Trends in Graduate Education"

Graduate education is undergoing some important changes. This session will explore some of the trends in graduate enrollment and degrees, including changes by student demographic characteristics, institutional characteristics, and fields of study. This session will also highlight some of the research and best practices work being conducted to better understand degree completion, financial education, and career pathways of graduate degree holders.

Jeff Allum

Director of Research and Policy Analysis, Council of Graduate Schools

Jeff Allum is the director of research and policy analysis at the Council of Graduate Schools. He oversees the annual CGS/GRE Survey of Graduate Enrollment and Degrees, as well as three annual International Graduate Admissions surveys. He is the co-director of CGS' Doctoral Initiative on Minority Attrition and Completion, and co-PI of the CGS project on Understanding PhD Career Pathways for Program Improvement. While at CGS, he has performed research regarding enrollment, degrees, and student outcomes in Professional Science Master's (PSM) programs, and was the project director of CGS' project on Completion and Attrition in STEM Master's Programs. Allum also provides support to various CGS Best Practices projects, including the project on Enhancing Student Financial Education.

Allum spent seven years with the American Chemical Society where he led an array of education, employment, and member research studies. He also served as the director of implementation at the National Skill Standards Board, a board of business, education, labor, and public policy executives charged by the U.S. Congress with implementing a competency-based education reform. He has provided research and evaluation consultation on topics including intergenerational learning, youth development, and alternative education. Allum has worked and studied both domestically and internationally, and he has been an instructor of education policy at the graduate level. He earned his doctorate in education policy from George Washington University.

Monday Plenary Panel

Monday, 2:30 p.m. – 3:30 p.m.
Ballroom, Level 400

"The Higher Education Policy Landscape"

The Higher Education community is facing a busy stretch of legislative and policy activity. The Higher Education Act is due for reauthorization, a rating system is set to go into effect before the end of the year, and new regulations seem to be emerging with increasing frequency. Join us as three higher education policy experts discuss what might be in store for our institutions and our work.

David Baime

Senior Vice President for Government Relations and Policy Analysis, AACC

David Baime serves as Senior Vice President for Government Relations and Policy Analysis for the American Association of Community Colleges (AACC). In this role, he directs the national advocacy efforts for the nation's 1,200 community colleges and their students. He has particular expertise in student financial assistance, the federal budget, and the federal regulation of higher education institutions. Prior to working at AACC he served as Director of Education Funding for the National Association of Independent Colleges and Universities. Mr. Baime has also worked as Assistant Director of Government Relations for the Association of American Medical Colleges. Mr. Baime holds a bachelor's degree from Haverford College and a Master's Degree in Economics from the London School of Economics.

Mr. Baime has a broad array of media contacts who rely on him for inside perspectives on legislative and other policy issues impacting community colleges. He has made numerous radio, television, and Web appearances, including on CNN, Fox News, MSNBC, C-SPAN, and National Public Radio, and is regularly quoted in *The Chronicle of Higher Education, Inside Higher Education*, and other education publications.

Terry Hartle

Senior Vice President, Division of Government and Public Affairs, ACE

Terry W. Hartle Terry W. Hartle is one of America's most effective and experienced advocates for higher education. At ACE, where he has served for more than 20 years, he directs comprehensive efforts to engage federal policymakers on a broad range of issues including student aid, government regulation, scientific research and tax policy. His work involves representation before the U.S. Congress, administrative agencies and the federal courts. As an expert voice on behalf of colleges and universities, he is quoted widely in both the national and international media on higher education issues.

Given ACE's historic role in coordinating the government relations efforts of some 60 associations in the Washington-based higher education community, Hartle plays a central part in developing public policy positions that impact all colleges and universities. He also oversees the Council's external relations functions, as well as Higher Education for Development (HED), which supports the global development goals of the United States Agency for International Development (USAID), primarily by coordinating the engagement of the higher education community to address development challenges.

Prior to joining the council in 1993, Hartle served for six years as education staff director for the Senate Committee on Labor and Human Resources, then chaired by Sen. Edward M. Kennedy. Prior to 1987, Hartle was director of social policy studies and resident fellow at the American Enterprise Institute, and a research scientist at the Educational Testing Service. Hartle has authored or co-authored numerous articles, books, and national studies and contributes regular book reviews to *The Christian Science Monitor*.

Monday Plenary Panel

Cheryl Smith

Senior Vice President, Public Policy and Government Affairs, UNCF

Cheryl L. Smith joined UNCF in May 2013 as Senior Vice President, Public Policy and Government Affairs. In this role, she develops and drives strategies to influence and mobilize action in the U.S. Congress and Executive Branch on the public policy priorities of UNCF and its 37 member institutions.

Ms. Smith has extensive education policy and advocacy experience in the U.S. Congress, state government, private sector, and non-profit organizations. She served for three years as Vice President for Government Relations at Kaplan Inc., a leading global provider of educational services. During a Congressional career spanning 25 years, she developed and drove enactment of education legislation and appropriations for three highly respected Members of Congress. In 2007, she was appointed the first (and only) African American to serve as staff director of the House Appropriations Subcommittee on Labor, Health and Human Services, and Education. In this role, Ms. Smith was responsible for overseeing approximately 500 domestic programs totaling $160 billion. She previously served as staff director of the Senate Health, Education, Labor and Pensions Subcommittee on Employment.

Identified by National Journal as a top Congressional aide, she was a key Congressional staff negotiator on a wide range of education and training initiatives, including K-12 voluntary national testing, school renovation, charter schools, class size reduction, comprehensive school reform, and smaller learning communities. Her postsecondary work included negotiating increased federal appropriations for Pell Grants, TRIO, GEAR UP, and Historically Black Colleges and Universities. In 2009, she worked with the White House to draft and negotiate the education provisions in the American Recovery and Reinvestment Act, resulting in an unprecedented $97 billion one-time investment in education. Earlier in her career, Ms. Smith managed the K-12 and postsecondary education budget portfolio for Virginia Governor Douglas Wilder.

Michael V. Reilly (Moderator)

Executive Director, AACRAO

Mike Reilly joined AACRAO as Executive Director on June 1, 2012. Prior to coming to AACRAO he served as the Executive Director for the Council of Presidents, an association of the six public baccalaureate degree granting institutions in Washington state. He has more than 25 years of experience in university admissions and enrollment management, including having served as the Associate Vice President for Enrollment Management at both Central Washington University and Humboldt State University.

Tuesday Plenary Panel

Tuesday, 2:30 p.m. – 3:30 p.m.
Ballrooms I/II, Level 400

"U.S. Government Perspectives on Academic Mobility"

Representatives from the U.S. Departments of State and Education will discuss the administration's approach to education diplomacy, mechanisms to increase student mobility, and the increased interest in cross-border education exhibited by many governments around the world.

Heidi Arola

Education USA Branch Chief, U.S. Department of State

Heidi Arola assumed duty as Branch Chief for the Bureau of Educational and Cultural Affairs' (ECA's) Educational Information and Resources Branch, aka "EducationUSA," in October 2013. Heidi is a career Foreign Service Officer who most recently served as Public Affairs Officer and Deputy Principal Officer at the U.S. Consulate General in Recife, Brazil. Prior to her posting in Recife, Heidi was Deputy Public Affairs Officer at the U.S. Consulate General in Rio de Janeiro. She has also served in Montreal, Canada and Amsterdam, the Netherlands as a consular officer.

Heidi Arola is a native of Zimmerman, Minnesota. She attended Anoka Ramsey Community College in Anoka, MN, where she earned her Associate of Arts degree. She also has a Bachelor's degree in English, with a minor in French from Tulane University in New Orleans, LA, and a Master of Science in Foreign Service (MSFS) degree from Georgetown University, in Washington, DC. At Georgetown, Heidi was Editor-in-Chief of the *Georgetown Journal of International Affairs* and served on the MSFS admissions committee for two consecutive years. Prior to joining the State Department in 2002, Heidi was an English-as-a-Foreign-Language teacher. She was also a Peace Corps Volunteer in Cape Verde, West Africa, and speaks Portuguese, French, Dutch, and Cape Verdean Kriolu.

Rafael Nevárez

International Education Specialist in the Office of the Secretary, U.S. Department of Education

Rafael Nevárez is an International Education Specialist in the Office of the Secretary at the U.S. Department of Education. As part of his work on policy matters related to academic mobility, Rafael serves as U.S. representative to the European Network of Information Centers (ENIC) and as a vice president of its steering committee, the ENIC Bureau.

Dale Gough (Moderator)

Director, AACRAO's International Education Services (IES)

Dale Gough has been Director of AACRAO's International Education Services since 1991. Prior to AACRAO he directed international admissions at the University of Maryland College Park for 18 years. He holds a BA in American Studies from the University of Maryland Baltimore County, and the MA in Human Relations from the University of Oklahoma.

Tuesday Plenary Presenter

Tuesday, 2:30 p.m. – 3:30 p.m.
Ballrooms III/IV, Level 400

"Dumb Things Well-Intended People Say: Skills to Increase Diversity Competence"

Have you ever found yourself saying, "Some of my best friends are…" or "I don't think of you as… or "I'm colorblind"? We often make statements intended to be supportive or complimentary, but instead they end up being problematic. Although well-meaning, these remarks often have the opposite effect of what is intended. As academic and enrollment leaders on campus, it is critically important that you continually increase your diversity competence to enhance departmental, institutional, and student success. Dr. Cullen will help you recognize and understand communication traps, how to avoid them, and what tools to use in their place.

Dr. Maura Cullen

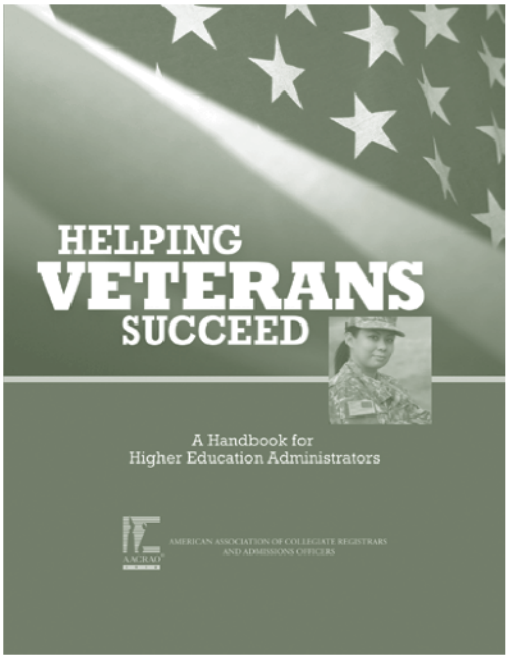
Author/Trainer/Speaker

Dr. Maura Cullen is considered one of the nation's foremost authorities on diversity issues on contemporary college campuses. One of the guiding forces that led her to attaining her doctorate in Social Justice and Diversity Education from the University of Massachusetts is her passion to make diversity training as engaging and enjoyable as possible. With over 30 years of experience as a diversity trainer and keynote speaker, Dr. Cullen has captured the hearts and minds of people, with her dynamic seminars and speaking engagements throughout the United States, Canada and Australia. She has worked with over 500 organizations with audiences ranging from 8 to 8,000 people, and is the founder of the Diversity Student Summit and author of *35 Dumb Things Well-Intended People Say*.

Adapt.

Helping Veterans Succeed: A Handbook for Higher Education Administrators is AACRAO's first comprehensive guide to address the unique needs of student veterans on campus. Through 16 chapters, this handbook gives campus administrators the tools to effectively help veterans achieve their academic goals and transition successfully into the workforce. Written by experts in the field, it covers transfer of credit and prior learning credits, campus communication strategies, certification, orientation efforts, implementing a Yellow Ribbon Program, and helping veterans transition from the classroom to the workforce. In addition, case studies and appendices offer relevant tips and resources for higher education professionals serving student veterans.

Item #0139 | $115 | $80 (members)
Available at bookstore.aacrao.org and on Amazon Kindle



American Association of Collegiate Registrars and Admissions Officers

bookstore.aacrao.org

SATURDAY, APRIL 11

Conference of Registrars in Jesuit Institutions (CORe) Meeting
8:30 a.m. – 6:00 p.m.
For information, contact Eric Pittenger at Epitten@luc.edu

Registrar 101 and FERPA Pre-meeting Workshop (Part 1 of 2)
(ticket at extra cost required)
9:30 a.m. – 5:30 p.m.
Room 327, Level 300

Registrar 201 Pre-meeting Workshop (Part 1 of 2)
(ticket at extra cost required)
1:30 p.m. – 5:30 p.m.
Room 328, Level 300

SUNDAY, APRIL 12

Registration
7:00 a.m. – 7:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:00 a.m. – 7:00 p.m.
Pratt Street Lobby, Level 300

Exhibit Hall Open
AACRAO Booth and Cyber Café Located in Exhibit Hall
6:45 p.m. – 8:00 p.m.
Swing Hall and Exhibit Hall E, Level 100

Speaker Ready Room
12:00 p.m. – 5:00 p.m.
Room 331, Level 300

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.

IPEDS Pre-Meeting Workshop
(pre-registration required)
7:30 a.m. – 4:00 p.m.
Rooms 343/344, Level 300
For information, e-mail: ipedsworkshops@airweb.org

State and Regional Officers Workshop
8:30 a.m. – 11:30 a.m.
Room 336, Level 300

National Network of Law School Officers Board of Directors Meeting
8:30 a.m. – 3:00 p.m.
Homeland Room, Fifth Floor, Renaissance Hotel

Registrar 101 and FERPA Pre-meeting Workshop (Part 2)
(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
Room 327, Level 300

Registrar 201 Pre-meeting Workshop (Part 2)
(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
Room 328, Level 300

AACRAO SPEEDE Committee Business Meeting
9:00 a.m. – 5:00 p.m.
Fells Point, Fifth Floor, Renaissance Hotel

Program Committee Meeting
(2014-2015, 2015-2016)
9:30 a.m. – 11:00 a.m.
Room 334, Level 300

Luncheon for Professional Activities Committees Chairs
(2014-2015, 2015-2016)
11:15 a.m. – 12:30 p.m.
Rooms 349/350, Level 300

Meeting for Chairs & Members of Professional Activities Committees
(2014-2015, 2015-2016)
12:30 p.m. – 3:00 p.m.
Rooms 339-342, Level 300

LGBTQA Pre-Conference Meeting
3:15 p.m. – 3:45 p.m.
Rooms 349/350, Level 300

NNLSO Welcome Reception
3:30 p.m. – 4:30 p.m.
Federal Hill Room, Fifth Floor, Renaissance Hotel

(S4) First-Time Attendees' Orientation & Welcome
3:45 p.m. – 4:45 p.m.
Room 321, Level 300
Sponsored by National Student Clearinghouse

(S4) Nominations & Elections Committee Meeting
(2014-2015, 2015-2016)
3:45 p.m. – 4:45 p.m.
Room 334, Level 300

(S5) Opening General Session
5:00 p.m. – 6:45 p.m.
Ballroom, Level 400
- **Welcome and Awards Presentation**
  5:00 p.m. – 5:45 p.m.
- **Opening Plenary**
  5:45 p.m. – 6:45 p.m.
  PRESENTER: **Scott Simon**, Host, *Weekend Edition Saturday* on NPR and *Need to Know* on PBS, Writer & Novelist

Sponsored by National Student Clearinghouse

Welcome Reception
(cash bar and hors d'oeuvres)
6:45 p.m. – 8:00 p.m.
Swing Hall and Exhibit Hall E, Level 100

MONDAY, APRIL 13

Registration
7:30 a.m. – 5:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:30 a.m. – 5:00 p.m.
Pratt Street Lobby, Level 300

Exhibit Hall Open
AACRAO Booth and Cyber Café Located in Exhibit Hall
9:00 a.m. – 4:30 p.m.
Swing Hall and Exhibit Hall E, Level 100
Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.

Speaker Ready Room
7:30 a.m. – 5:30 p.m.
Room 331, Level 300

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
Room 334, Level 300

AACRAO Past Presidents' Breakfast
By invitation
8:00 a.m. – 9:30 a.m.
Watertable A, Fifth Floor, Renaissance Hotel

(M1) Educational Sessions & Roundtable Discussions
8:00 a.m. – 9:15 a.m.

AACRAO SPEEDE Committee Meeting
8:30 a.m. – 12:30 p.m.
Room 335, Level 300

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.

(ML) Graduate and Professional Schools Luncheon
(ticket at extra cost required)
11:45 a.m. – 1:15 p.m.
Rooms 349/350, Level 300
PRESENTER: **Jeff Allum**, Director of Research and Policy Analysis, Council of Graduate Schools

(ML) Nominations & Elections 2015-2016 Committee Luncheon
By invitation
Room 334, Level 300

(M4) Educational Sessions & Roundtable Discussions
1:15 p.m. – 2:15 p.m.

(M4) Educational Sessions & Roundtable Discussions
1:15 p.m. – 2:15 p.m.

(M4) Latino/Latina Caucus
1:15 p.m. – 2:15 p.m.
Room 335, Level 300

(M5) Plenary Panel
2:30 p.m. – 3:30 p.m.
Ballroom, Level 400
PRESENTER: **David Baime**, Senior Vice President for Government Relations and Policy Analysis, AACC
PRESENTER: **Terry Hartle**, Senior Vice President, Division of Government and Public Affairs, ACE
PRESENTER: **Cheryl Smith**, Senior Vice President, Public Policy and Government Affairs, UNCF
MODERATOR: **Mike Reilly**, Executive Director, AACRAO

Refreshment Break in Exhibit Hall
3:30 p.m. – 4:00 p.m.
Swing Hall and Exhibit Hall E, Level 100

(M6) Educational Sessions & Roundtable Discussions
4:00 p.m. – 5:00 p.m.

(M6) ACAOPU Meeting
4:00 p.m. – 5:00 p.m.
Room 335, Level 300

(M6) LGBTQA Caucus Reception
4:00 p.m. – 5:00 p.m.
Rooms 349/350, Level 300

(M7) AACRAO Town Meeting
5:15 p.m. – 6:15 p.m.
Ballroom, Level 400

Board of Directors Reception for Honorees
By invitation
6:15 p.m. – 7:30 p.m.
Watertable Ballroom, Fifth Floor, Renaissance Hotel

National Network of Law Schools Social
7:30 p.m. – 9:00 p.m.
Chiapparelli's, 237 S. High Street
For information and registration, contact: Denise Boessen at BoessenN@missouri.edu or (573) 882-8269

TUESDAY, APRIL 14

International Day

Registration
7:45 a.m. – 4:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:30 a.m. – 5:00 p.m.
Pratt Street Lobby, Level 300

Exhibit Hall Open
AACRAO Booth and Cyber Café Located in Exhibit Hall
9:00 a.m. – 3:00 p.m.
Swing Hall and Exhibit Hall E, Level 100
Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.

Speaker Ready Room
7:30 a.m. – 5:00 p.m.
Room 331, Level 300

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
Room 334, Level 300

(T1) Educational Sessions & Roundtable Discussions
8:00 a.m. – 9:15 a.m.

Refreshment Break in Exhibit Hall
9:15 a.m. – 10:00 a.m.
Swing Hall and Exhibit Hall E, Level 100

(T2) AACRAO Business Meeting
10:00 a.m. – 11:30 a.m.
Ballrooms I/II, Level 400

Asian and Pacific Islander Caucus
11:30 a.m. – 12:45 p.m.
Room 326, Level 300

Black Caucus
11:30 a.m. – 12:45 p.m.
Rooms 322/323, Level 300

(TL) National Network of Law School Officers Luncheon and Business Meeting
11:30 a.m. – 1:00 p.m.
Rooms 349/350, Level 300
For information, contact: Denise Boessen at BoessenN@missouri.edu or (573) 882-8269

(TL) TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch
11:30 a.m. – 1:00 p.m.
Room 335, Level 300
Contact: Jeanie Bell at Jeanie.bell@colorado.edu or (303) 735-2437

(TL) Annual Meeting Planners Luncheon
By invitation
11:30 a.m. – 1:00 p.m.
Camden Lobby, Level 300

(T3) Educational Sessions & Roundtable Discussions
1:00 p.m. – 2:00 p.m.

Refreshment Break in Exhibit Hall
2:00 p.m. – 2:30 p.m.
Swing Hall and Exhibit Hall E, Level 100

NAIA Registrars Association Annual Business Meeting and Discussion
2:00 p.m. – 3:30 p.m.
Rooms 349/350, Level 300

(T4) Plenary Presentation
2:30 p.m. – 3:30 p.m.
Ballrooms I/II, Level 400
PRESENTER: **Heidi Arola**, Education USA Branch Chief, U.S. Department of State
PRESENTER: **Rafael Nevárez**, International Education Specialist in the Office of the Secretary, U.S. Department of Education
MODERATOR: **Dale Gough**, Director, AACRAO International Education Services (IES)

(T4) Plenary Presentation
2:30 p.m. – 3:30 p.m.
Ballrooms III/IV, Level 400
PRESENTER: **Maura J. Cullen**, Author/Trainer/Speaker

(T5) Educational Sessions & Roundtable Discussions
3:45 p.m. – 4:45 p.m.

(T5) Native American Caucus
3:45 p.m. – 4:45 p.m.
Room 334, Level 300

(T6) Educational Sessions & Roundtable Discussions
5:00 p.m. – 6:00 p.m.

Receptions
6:30 p.m. – 8:00 p.m.
- **State and Regional Receptions**
- **International Educators Reception**
  (ticket at extra cost required)
  Watertable Ballroom, Fifth Floor, Renaissance Hotel
  Sponsored by AACRAO International Education Services (IES), ETS, Chegg Enrollment Services, Paver Family Foundation

WEDNESDAY, APRIL 15

Registration
7:45 a.m. – 12:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:30 a.m. – 1:00 p.m.
Pratt Street Lobby, Level 300

Cyber Café Open
7:45 a.m. – 12:30 p.m.
Pratt Street Lobby, Level 300

Speaker Ready Room
7:30 a.m. – 10:30 a.m.
Room 331, Level 300

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
Room 334, Level 300

(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.

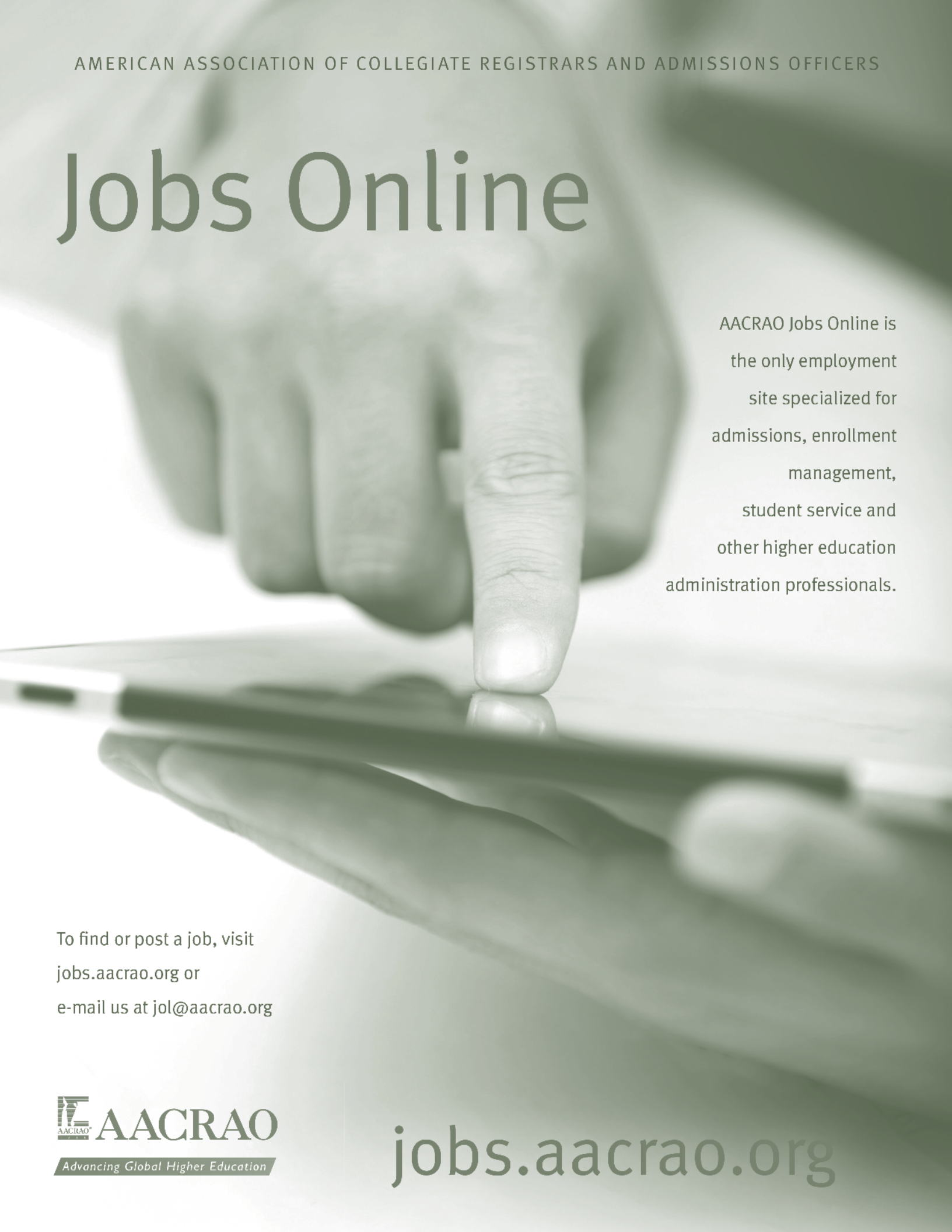
(W4) Closing Plenary
11:45 a.m. – 12:45 p.m.
Ballroom, Level 400
PRESENTER: **Madeleine Albright**, Former U.S. Secretary of State and and Chair of Albright Stonebridge Group and Albright Capital Management LLC
Sponsored by National Student Clearinghouse. Hobsons, AACRAO
MODERATOR: **Stan Henderson**, Former AACRAO President

Program Committee Meeting
(2015-2016)
1:30 p.m. – 3:30 p.m.
Room 334, Level 300

Board of Directors Meeting
1:30 p.m. – 3:30 p.m.
Room 335, Level 300

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 or e-mail us at jol@aacrao.org

AACRAO

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Saturday, April 11
Events and Workshops

SATURDAY EVENTS

Conference of Registrars in Jesuit Institutions (CORe) Meeting
8:30 a.m. – 6:00 p.m.
For information, contact Eric Pittenger at Epitten@luc.edu

Registrar 101 and FERPA Pre-meeting Workshop (Part 1 of 2)
(ticket at extra cost required)
9:30 a.m. – 5:30 p.m.
Room 327, Level 300

Registrar 201 Pre-meeting Workshop (Part 1 of 2)
(ticket at extra cost required)
1:30 p.m. – 5:30 p.m.
Room 328, Level 300

Sunday, April 12
Events and Workshops

SUNDAY EVENTS

Registration
7:00 a.m. – 7:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:00 a.m. – 7:00 p.m.
Pratt Street Lobby, Level 300

Exhibit Hall Open
AACRAO Booth and Cyber Café Located in Exhibit Hall
6:45 p.m. – 8:00 p.m.
Swing Hall and Exhibit Hall E, Level 100

Speaker Ready Room
12:00 p.m. – 5:00 p.m.
Room 331, Level 300

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.

IPEDS Pre-Meeting Workshop
(pre-registration required)
7:30 a.m. – 4:00 p.m.
Rooms 343/344, Level 300
For information, e-mail: ipedsworkshops@airweb.org

State and Regional Officers Workshop
8:30 a.m. – 11:30 a.m.
Room 336, Level 300

National Network of Law School Officers Board of Directors Meeting
8:30 a.m. – 3:00 p.m.
Homeland Room, Fifth Floor, Renaissance Hotel

Registrar 101 and FERPA Pre-meeting Workshop (Part 2)
(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
Room 327, Level 300

Registrar 201 Pre-meeting Workshop (Part 2)
(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
Room 328, Level 300

AACRAO SPEEDE Committee Business Meeting
9:00 a.m. – 5:00 p.m.
Fells Point, Fifth Floor, Renaissance Hotel

Program Committee Meeting
(2014-2015, 2015-2016)
9:30 a.m. – 11:00 a.m.
Room 334, Level 300

Luncheon for Professional Activities Committees Chairs
(2014-2015, 2015-2016)
11:15 a.m. – 12:30 p.m.
Rooms 349/350, Level 300

Meeting for Chairs & Members of Professional Activities Committees
(2014-2015, 2015-2016)
12:30 p.m. – 3:00 p.m.
Rooms 339-342, Level 300

LGBTQA Pre-Conference Meeting
3:15 p.m. – 3:45 p.m.
Rooms 349/350, Level 300

NNLSO Welcome Reception
3:30 p.m. – 4:30 p.m.
Federal Hill Room, Fifth Floor, Renaissance Hotel

(S4) First-Time Attendees' Orientation & Welcome
3:45 p.m. – 4:45 p.m.
Room 321, Level 300
Sponsored by National Student Clearinghouse

(S4) Nominations & Elections Committee Meeting
(2014-2015, 2015-2016)
3:45 p.m. – 4:45 p.m.
Room 334, Level 300

(S5) Opening General Session
5:00 p.m. – 6:45 p.m.
Ballroom, Level 400

- **Welcome and Awards Presentation**
  5:00 p.m. – 5:45 p.m.
- **Opening Plenary**
  5:45 p.m. – 6:45 p.m.
  PRESENTER: **Scott Simon**, Host, *Weekend Edition Saturday* on NPR and *Need to Know* on PBS, Writer & Novelist
  Sponsored by National Student Clearinghouse

Welcome Reception
(cash bar and hors d'oeuvres)
6:45 p.m. – 8:00 p.m.
Swing Hall and Exhibit Hall E, Level 100

WORKSHOPS
(additional fee required)
Tickets available onsite at the AACRAO registration desk

Saturday and Sunday Two-Part Workshops

Sa1.3608 & S1.3148 Registrar 101 and FERPA (Parts 1 & 2)

Saturday, 9:30 a.m. – 5:30 p.m. and
Sunday, 8:30 a.m. – 3:30 p.m. | Room 327, Level 300

FEE: $315

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

PRESENTERS:
Tina Falkner, University of Minnesota - Twin Cities
LeRoy Rooker, AACRAO
Kimra Schipporeit, University of Nebraska at Kearney

Related Publications: *The Registrar's Guide: Evolving Best Practices in Records and Registration; AACRAO 2012 FERPA Guide*

Sa1.3609 & S1.3149 Registrar 201 (Parts 1 & 2)

Saturday, 1:30 p.m. – 5:30 p.m. and
Sunday, 8:30 a.m. – 3:30 p.m. | Room 328, Level 300

FEE: $315

The work of the registrar's office is ever evolving. Increasingly our work crosses the boundaries of other areas within our campuses and beyond. Join us as we provide insights for successful navigation of this changing landscape. This workshop is geared toward those with at least 5 years of experience in the profession and will explore leadership and management, budgeting, technology, beyond basic FERPA, and what issues we may be facing in the near future. Come prepared to share and learn.

PRESENTERS:
Tim Amyx, Volunteer State Community
Glenn Munson, Rhodes College (Retired)

Related Publication: *The Registrar's Guide: Evolving Best Practices in Records and Registration*

Sunday Full-Day Workshops
8:30 A.M. – 3:30 P.M.

S1.3151 Becoming a More Effective Admissions Manager

8:30 a.m. – 3:30 p.m. | Room 345, Level 300

FEE: $300

This full-day workshop is designed for emerging leaders in admissions offices—from middle managers to new directors—to learn from experienced members of the profession and to share best practices with your fellow emerging leaders. Topics will include recruitment, processing, assessment, enrollment management, and staffing.

PRESENTERS:
Paul Seegert, University of Washington - Seattle Campus
Carrie Trentham, University of Nevada - Las Vegas

Related Publication: *The College Admissions Officer's Guide*

S1.3158 Assessment in the Registrar's Office

8:30 a.m. – 3:30 p.m. | Room 348, Level 300

FEE: $225

This workshop will provide information on assessment and program review in the Registrar's Office from a multi-institution perspective. Examples of various kinds of tools will be provided to illustrate the different ways in which assessment and program review can be approached and adapted at the institutional level.

PRESENTERS:
Tammy Aagard, University of Florida
Reta Pikowsky, Georgia Institute of Technology-Atlanta

Related Publication: *AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment*

Sunday Morning Workshops
8:30 A.M. – 11:30 A.M.

S2.3091 Making Services and Processes More Productive and Effective Using Business Process Improvement Principles

8:30 a.m. – 11:30 a.m. | Room 346, Level 300

FEE: $125

Applying Business Process Improvement (BPI) principles can lead to dramatic and even mind-blowing improvements in services and processes. Using a hands-on exercise, we will demonstrate why the principles of BPI work so well. We will show you how to identify opportunities for improvement, how to apply a variety of BPI techniques for improving your services and processes, and how to become a good facilitator for BPI changes.

PRESENTERS:
Jerald Bracken, Brigham Young University
Wendy Kilgore, AACRAO Consulting

S2.3194 State and Regional Officers Workshop

8:30 a.m. – 11:30 a.m. | Room 336, Level 300

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 Colorado

S2.3473 The Core Concepts of SEM

8:30 a.m. – 11:30 a.m. | Room 329, Level 300

FEE: $175

This introductory workshop will provide 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

Related Publication: *Handbook of Strategic Enrollment Management, Strategic Enrollment Management: Transforming Higher Education*

Sunday Afternoon Workshops
12:30 P.M. – 3:30 P.M.

S3.3157 Records Management: The Big Picture

12:30 p.m. – 3:30 p.m. | Room 336, Level 300

FEE: $175

This workshop will offer a comprehensive overview and discussion of the records management lifecyle from records creation through destruction. Discussion will include the influence of technology on practice, how to minimize workload while remaining in compliance, as well as examples from the field for both private and public institutions. We will use audience response technology to enhance discussion.

PRESENTERS:
Wendy Kilgore, AACRAO Consulting
Reid Kisling, Western Seminary

Related Publication: *AACRAO's Student Records Management: Retention, Disposal, and Archive of Student Records*

S3.3195 100 Tips and Tricks for an Efficient, Productive Office

12:30 p.m. – 3:30 p.m. | Room 329, Level 300

FEE: $125

We are all looking for those easy, inexpensive tips and tricks that can make our operations more efficient and productive. The presenter will share 100 tips and tricks in categories such as dashboarding, mobile apps, training your campus partners, list-servs and e-mails, web tools, video tutorials, and more! Many are no- or low-cost and easy to copy in your shop!

PRESENTER:
Susan Eveland, University of Oregon

S3.3277 The Higher Learning Commission: Building a Culture of Awareness

12:30 p.m. – 3:30 p.m. | Room 346, Level 300

FEE: $135

The Higher Education Opportunity Act (Public Law 110-315) (HEOA) was enacted on August 14, 2008, and reauthorizes the Higher Education Act of 1965. As many institutions have discovered, this re-authorization has brought with it even greater levels of accountability and compliance expectations for the higher education community. This session will highlight one registrar office's experience with meeting these new expectations.

PRESENTERS:
Ann Bentz, University of Northern Colorado
Charlie Couch, University of Northern Colorado

S3.3285 Harness Your Emotional Intelligence: Generate Greater Workplace Success

12:30 p.m. – 3:30 p.m. | Room 347, Level 300

FEE: $125

This workshop incorporates practical ideas and techniques to help you put theory into practice. Learn the basics of Emotional Intelligence (EI) theory, discover how emotionally intelligent you are, and understand how to control your own emotional intelligence. Perhaps the most helpful aspects include tips on how to manage the EI of other people on your team to create greater office productivity and output.

PRESENTER:
Jacquelyn Elliott, Marion Military Institute

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

S3.3939 The Clearinghouse Academy®

1:00 p.m. – 3:00 p.m. | Rooms 324/325, Level 300

[PLEASE NOTE 1:00 P.M. START TIME]

The Clearinghouse Academy is a workshop hosted by the National Student Clearinghouse. The purpose of this session is to provide an overview of Clearinghouse enrollment reporting, verification, and research services offered to colleges and universities, address attendee questions, and provide participants the opportunity to network to address common issues and concerns. Clearinghouse Academies are effective training opportunities for staff new to working with the Clearinghouse.

PRESENTER:
William Pierce, National Student Clearinghouse

S4.3979 LGBTQA Pre-Conference Meeting

3:15 p.m. – 3:45 p.m. | Rooms 349/350, Level 300

This meeting is open to any attendee who is a member of the LGBTQ community or an ally. This informal gathering allows attendees to network and plan for the week's activities.

S4.3966 First-Time Attendees' Orientation & Welcome

3:45 p.m. – 4:45 p.m. | Room 321, Level 300

Don't miss the AACRAO First-Time Attendees' Orientation and Welcome. This is an opportunity for you to meet other first-time attendees, have a snack, 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®

AACRAO Annual Meeting Begins

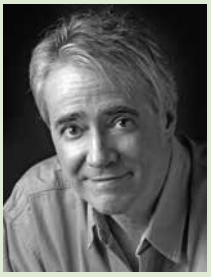
5:00 P.M. – 8:00 P.M. • Ballroom, Level 400

- **Welcome and Awards Presentation**
  5:00 p.m. – 5:45 p.m.
- **Opening Plenary**
  5:45 p.m. – 6:45 p.m.
- **Welcome Reception**
  (cash bar and hors d'oeuvres)
  6:45 p.m. – 8:00 p.m.

Musical entertainment this evening provided by Seth Schultheis, a 15 year old from Baltimore. He has been playing the piano since he was 5 years old and travels every Saturday to New York to attend Manhattan School of Music-Precollege. During the week, Seth is a student at Baltimore School for the Arts High School where he participates in classical ensemble, big band jazz, and chorus.

S5.3894 Opening Plenary: The People Who've Taught Me (After I Thought I Knew Everything)

5:45 p.m. – 6:45 p.m. | Ballroom, Level 400



Scott Simon

Scott Simon will talk about the people he has learned from over his many years as a journalist, taking a sampling of the best interviews and stories he's done at NPR and imparting the lessons he has taken away from the exchanges.

Sponsored by NATIONAL STUDENT CLEARINGHOUSE®

Welcome Reception

(cash bar and hors d'oeuvres)

6:45 p.m. – 8:00 p.m. | Swing Hall and Exhibit Hall E, Level 100

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

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VISIT
BOOTH 508

Monday, April 13
Events and Sessions

Registration
7:30 a.m. – 5:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:30 a.m. – 5:00 p.m.
Pratt Street Lobby, Level 300

Exhibit Hall Open
AACRAO Booth and Cyber Café Located in Exhibit Hall
9:00 a.m. – 4:30 p.m.
Swing Hall and Exhibit Hall E, Level 100
Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.

Speaker Ready Room
7:30 a.m. – 5:30 p.m.
Room 331, Level 300

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
Room 334, Level 300

AACRAO Past Presidents' Breakfast
By invitation
8:00 a.m. – 9:30 a.m.
Watertable A, Fifth Floor, Renaissance Hotel

(M1) Educational Sessions & Roundtable Discussions
8:00 a.m. – 9:15 a.m.

AACRAO SPEEDE Committee Meeting
8:30 a.m. – 12:30 p.m.
Room 335, Level 300

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.

(ML) Graduate and Professional Schools Luncheon
(ticket at extra cost required)
11:45 a.m. – 1:15 p.m.
Rooms 349/350, Level 300
Presenter: **Jeff Allum**, Director of Research and Policy Analysis, Council of Graduate Schools

(ML) Nominations & Elections 2015-2016 Committee Luncheon
By invitation
Room 334, Level 300

(M4) Educational Sessions & Roundtable Discussions
1:15 p.m. – 2:15 p.m.

(M4) Educational Sessions & Roundtable Discussions
1:15 p.m. – 2:15 p.m.

(M4) Latino/Latina Caucus
1:15 p.m. – 2:15 p.m.
Room 335, Level 300

(M5) Plenary Panel
2:30 p.m. – 3:30 p.m.
Ballroom, Level 400
PRESENTER: **David Baime**, Senior Vice President for Government Relations and Policy Analysis, AACC
PRESENTER: **Terry Hartle**, Senior Vice President, Division of Government and Public Affairs, ACE
PRESENTER: **Cheryl Smith**, Senior Vice President, Public Policy and Government Affairs, UNCF
MODERATOR: **Mike Reilly**, Executive Director, AACRAO

Refreshment Break in Exhibit Hall
3:30 p.m. – 4:00 p.m.
Swing Hall and Exhibit Hall E, Level 100

(M6) Educational Sessions & Roundtable Discussions
4:00 p.m. – 5:00 p.m.

(M6) ACAOPU Meeting
4:00 p.m. – 5:00 p.m.
Room 335, Level 300

(M6) LGBTQA Caucus Reception
4:00 p.m. – 5:00 p.m.
Rooms 349/350, Level 300

(M7) AACRAO Town Meeting
5:15 p.m. – 6:15 p.m.
Ballroom, Level 400

Board of Directors Reception for Honorees
By invitation
6:15 p.m. – 7:30 p.m.
Watertable Ballroom, Fifth Floor, Renaissance Hotel

National Network of Law Schools Social
7:30 p.m. – 9:00 p.m.
Chiapparelli's, 237 S. High Street
For information and registration, contact: Denise Boessen at BoessenN@missouri.edu or (573) 882-8269

(M1) Educational Sessions and Roundtables

MONDAY, 8:00 A.M. – 9:15 A.M.

M1.2877 Look! Is it an International Student or a U.S. Citizen with International Documents?

8:00 a.m. – 9:15 a.m. | Room 341, Level 300

We used to call them students with mixed records, but now they are called "stealth." So let's uncover the issues of what needs to be done with these students for a successful and streamlined admission process, what offices should do it (or share it), and how to do it. The presenters will share different approaches and processes that work for them and for the student.

PRESENTERS:
Mary Baxton, California State University, Northridge
Lynn Perry, California State University - East Bay

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

M1.2894 Graduation Practices Panel

8:00 a.m. – 9:15 a.m. | Room 326, Level 300

This session will offer a variety of four-year institution perspectives on some of the best practices related to undergraduate graduation. This is not about the ceremony, but instead how to keep students connected to the university using graduation as the end goal.

PRESENTERS:
Kelley Brundage, Colorado State University
Connie Chapman, University of Wisconsin – Madison
Cem Sunata, California Polytechnic State University – San Luis Obispo

Related Publication: *The AACRAO Guide to Staging a Graduation Ceremony*

M1.3119 New Approaches to Handling Complex Data from Multiple Systems

8:00 a.m. – 9:15 a.m. | Room 342, Level 300

This session will explore a conceptual model that handles the complex issue of managing multiple system input and output, and creates incentives to streamline and normalize functions as well as data. Participants will review and discuss new concepts and learn about new software approaches to such management.

PRESENTERS:
Jeff Elliott, University of Missouri – Columbia
John Gillispie, University of Missouri System
Brenda Selman, University of Missouri – Columbia

M1.3129 NNLSO - Opening Session

8:00 a.m. – 9:15 a.m. | Ballroom, Level 400

The Executive Director of the National Network of Law School Officers will welcome attendees and discuss current meetings.

PRESENTER:
Judith Calvert, Yale University Law School

M1.3224 Registration and Advising Best Practices

8:00 a.m. – 9:15 a.m. | Room 340, Level 300

This session will include panelists from the Registration and Academic Support Profeesional Activities Committee (PAC). We represent public, private, two-year and four-year schools, and we will share our favorite successes related to registration, orientation, advising, and degree planning.

PRESENTERS:
Len Archer, Adventist University of Health Sciences
Carol Harrison, College of Southern Maryland
Stephanie Henning, Central College

Related Publication: *The Registrar's Guide: Evolving Best Practices in Records and Registration*

M1.3237 China

8:00 a.m. – 9:15 a.m. | Room 343, Level 300

With Chinese students attending U.S. institutions in record numbers and China expanding its own system, understanding education in China is essential. The presenters will address trending topics such as hybrid education models, summer school programs, agents, and verification of credentials. They will provide an update on CDGDC and CHESICC and give you a peek into their toolbox of best practices to enable you to determine the validity of Chinese credentials without leaving your desk.

PRESENTERS:
Karen Hartwig, AACRAO International Education Services
Annetta Stroud, AACRAO International Education Services

Related Publications: *The AACRAO International Guide: A Resource for International Education Professionals, AACRAO EDGE (Electronic Database for Global Education)*

M1.3249 Best Practices in Summer and Non-Standard Terms

8:00 a.m. – 9:15 a.m. | Room 318, Level 300

Many institutions use summer and non-standard terms so that students can advance toward their degrees, improve their grade point averages, lighten their course load during the academic year, participate in flexible scheduling, and seek enrollment opportunities after standard terms have begun. Come learn and discuss best practices, challenges, and considerations from a registration and records perspective.

PRESENTER:
Steven Shablin, Oakland University

M1.3250 Roundtable: Reorganizing the Registrar's Office

8:00 a.m. – 9:15 a.m. | Rooms 322/323, Level 300

This interactive session will provide an opportunity to share thoughts on how the changing role of the registrar's office, campus engagement, staffing needs, the challenges of limited resources, and achieving balance between customer service and technology can bring about the need for reorganization.

FACILITATORS:
Shelly Kooi, Valparaiso University
Stephanie Martin, Valparaiso University
Emily Shandley, Yale University

M1.3272 Cuban Academic Credentials: Some Changes and New Perspectives

8:00 a.m. – 9:15 a.m. | Rooms 324/325, Level 300

This session will focus on assessing multiple educational credentials at different educational levels, including lower and upper secondary education, technical education, adult education, teacher training and university level studies (undergraduate and graduate programs).

PRESENTERS:
Eva-Angela Adan, AACRAO International Education Services
Lou Nunes, Academic Evaluation Services, Inc.

M1.3312 Data Due Diligence

8:00 a.m. – 9:15 a.m. | Rooms 345/346, Level 300

The proliferation of data is outpacing the ability to fully understand what the data represent. The emphasis on "big data" and "data analytics" underscores a growing need for a higher level of expertise in collecting, analyzing, and synthesizing data to give it value. Examples of ways in which data has informed or misled will be shared, as will guidelines to help you be a more knowledgeable data consumer.

PRESENTER:
James Roche, University of Massachusetts – Amherst

M1.3373 Emerging Issues/Themes for Sustaining a Diverse and Inclusive Campus

8:00 a.m. – 9:15 a.m. | Room 344, Level 300

This is an interactive panel discussion and presentation investigating some current and emergent themes and issues surrounding culturally diverse and inclusive campuses.

PRESENTERS:
Mechelle Aitson-Roessler, Rose State College
Jackie Carter, Washington University in St. Louis
Hue Haslim, Western International University
Cindy Lambert, University of St. Francis
Joseph Salomone, Drexel University

M1.3380 Iowa Consortium of Veteran Excellence: A Pilot Program for Disabled and Recently Discharged Veterans

8:00 a.m. – 9:15 a.m. | Rooms 347/348, Level 300

The Iowa Consortium of Veteran Excellence (ICOVE) is a collaborative endeavor between government, academia, and the private sector to develop a holistic program to support veterans transitioning from military service into postsecondary education though to graduation and employment, with a particular focus on veterans dealing with service-related problems.

PRESENTERS:
Michael Hall, University of Iowa
Larry Lockwood, University of Iowa

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

M1.3409 A Supervisor's Guide to Improving Organizational Efficiency Through Better Alignment of Personnel Resources

8:00 a.m. – 9:15 a.m. | Rooms 319/320, Level 300

This session will focus on the importance of aligning individuals in an organization in order to improve communication, reduce conflict, and maximize productivity. Learn how to differentiate between values and beliefs, and how they relate to behaviors in the workplace. By understanding these concepts, supervisors will be better equipped to help employees be successful.

PRESENTER:
Norman Finlinson, Brigham Young University

M1.3410 Simplifying Leadership: A New Manager's Toolkit

8:00 a.m. – 9:15 a.m. | Rooms 337/338, Level 300

This session will go over strategies to assist new managers in becoming successful with their new work groups. Participants will be introduced to various readings, activities, and approaches in handling the new manager experience to help generate future growth and integrate them into their new role.

PRESENTER:
Marc Booker, University of Phoenix

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

M1.3421 SAP vs. Academic Standards: What is the Difference?

8:00 a.m. – 9:15 a.m. | Room 327, Level 300

What is the difference between Academic Standards and Standards of Academic Progress (SAP)? Do the policies need to be different? This session will explain the federal requirements for SAP and how they can either work with or conflict with an institutional academic policy.

PRESENTER:
Aristea Williams, Johns Hopkins University

M1.3422 Financial Aid, Records and Registration, and Admission: What Do We all Need to Know?

8:00 a.m. – 9:15 a.m. | Room 328, Level 300

Enrollment reporting, repeating courses, non-attendance, academic standing, collecting high school diplomas, consortium agreements… what's next? Collaboration between admissions, financial aid, and registrars has become critical for compliance and enrollment goals. This session will discuss what all three areas need to know to be effective.

PRESENTERS:
Katherine Allen, University of Michigan – Dearborn
Jennifer Dunker, Chesapeake College

Related Publication: *Strategic Enrollment Management: Transforming Higher Education*

M1.3433 Transcripting Service Learning Abroad

8:00 a.m. – 9:15 a.m. | Room 321, Level 300

Today's college students are interested in service learning abroad. Transcripting these programs, as well as community-based learning of varying kinds, can be particularly challenging. The presenter will share examples of institutions that are handling these challenges and also provide an overview of successful ways to transcript service learning.

PRESENTER:
Opal Leeman Bartzis, Butler University

RESEARCH SESSION

NATIONAL STUDENT CLEARINGHOUSE® RESEARCH CENTER

M1.3905 Student Completion Rates in the Great Recession

8:00 a.m. – 9:15 a.m. | Room 329, Level 300

How did the recession affect institutional performance and student completion rates? We'll look at results from the Clearinghouse Research Center's 3rd Annual Completions Report, which studies the outcomes of the first students who entered college during the recession. Some key insights include the relationships among recession-driven enrollment swings, student behaviors, and student completion outcomes for different institutional sectors.

PRESENTER:
Douglas Shapiro, National Student Clearinghouse

M1.3960 What Would Free Community College Mean for Your Transfer Policies?

8:00 a.m. – 9:15 a.m. | Room 336, Level 300

As the movement toward free community college tuition is debated at the federal and state level, what will this mean for two-year and four-year transfer partnerships? Is your institution ready for increased community college enrollment and transfer to four-year programs? This session will examine the common issues and benefits of transfer agreements, partnerships, and practices, providing specific examples of proven models of effective transfer programs.

PRESENTERS:
Tom Green, AACRAO Consulting
Michele Sandlin, AACRAO Consulting

Related Publication: *The Transfer Handbook: Promoting Student Success*

M1.4067 AACRAO's Professional Endorsement Program, SEM-EP

8:00 a.m. – 9:15 a.m. | Room 339, Level 300

Attend this timely discussion presented by current SEM-EP participants and recent graduates to learn about AACRAO's emerging "in-service, self-paced" credentialing program. SEM-EP is designed to prepare and recognize enrollment management professionals at the national level using a registry listing. Presenters will share their experiences regarding program logistics and benefits. An overview of qualifications to enroll and requirements to complete the SEM-EP program will be discussed. Recent survey results on national credentialing programs will also be shared.

PRESENTERS:
Joe F. Head, Kennesaw State University, Retired
Rob Garrett, Brigham Young University – Idaho
Christopher Tremblay, Western Michigan University

Related Publications: *Handbook of Strategic Enrollment Management; Strategic Enrollment Management: Transforming Higher Education*

Corporate Showcase

MONDAY, 9:15 A.M. – 10:30 A.M.

The Corporate Showcase offers dedicated hours 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, 9:15 a.m. – 10:30 a.m. |
Swing Hall and Exhibit Hall E, Level 100

(M2) Corporate Presentations

MONDAY, 9:30 A.M. – 10:30 A.M.

M2.3957 Outcomes, Objectives and Assessments: Managing it All in One Place

9:30 a.m. – 10:30 a.m. | Room 329, Level 300

SmartCatalog IQ breaks through the clutter by creating a single place to edit and track course and program objectives. See how other colleges are using IQ to manage mission-critical information and integrate with their student information systems in one, easy-to-use interface.

PRESENTER:
Anne Valentine, SmartCatalog

M2.3983 Automating Transcripts to a Two-day Turnaround

9:30 a.m. – 10:30 a.m. | Room 318, Level 300

San Diego State University has brought technology to transcript evaluation. Learn about their technology evaluation, critical success factors, and how turnaround dropped from 8 weeks to 2 days. Students can now view their transferred courses and their individual path to completion.

PRESENTERS:
Susan Reyes, San Diego State University
Laurel Stiller, OnBase by Hyland

M2.3995 Does Your Student Information System (SIS) Pay? Benefits Realisation Uncovered

9:30 a.m. – 10:30 a.m. | Room 340, Level 300

Join Tribal to understand how the University of London has recently undertaken a Benefits Realisation study to identify institutional impact around their SITS: Vision implementation. The session will cover how the university has identified cost reduction and efficiency gains through technology combined with Business Process Automation.

PRESENTERS:
Chris Cobb, University of London
Tribal Representative

M2.4003 There Must be a Better Way to Manage the Catalog

9:30 a.m. – 10:30 a.m. | Room 343, Level 300

Join a panel of your peers to learn how they manage, develop, and present curriculum and catalog information. Your colleagues will discuss their experiences and answer questions about how they increased efficiency and made their lives easier utilizing Acalog.

PRESENTERS:
Sheryl Burnett, East Tennessee State University
Jennifer Thorpe, Columbia College
Maggie Herron, Truman State University
Joni Zier, Southern Adventist University
Andrea Roner, University of Utah

FACILITATOR:
Gina Monaghan, DIGARC

COURSE AND ROOM SCHEDULING TRACK

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M2.4004 Student Success Driven by Course Scheduling Initiatives

9:30 a.m. – 10:30 a.m. | Room 339, Level 300

Managing your course scheduling operations to guarantee student access to the courses they need is a strategic initiative that will result in increased student success and on-time completion. Come take a look at innovative scheduling software and discuss with your peers and scheduling experts from Infosilem how this strategic initiative can increase your operational efficiency and maximize the use of your resources while ensuring your student's conflict-free access to the courses they need.

PRESENTER:
Philippe Melis, Infosilem

M2.4005 Innovations at Your Commencement Ceremony

9:30 a.m. – 10:30 a.m. | Room 341, Level 300

How can we improve upon timeless commencement traditions without compromising the spirit of showcasing the best your institution has to offer? Join our panel in discussing how institutions have taken traditional ceremonies and updated them with technologies such as video capture and projection during the ceremony, video messaging, and stage lighting/presentation. Additionally, we will review simple program enhancements that have made big differences at our events and can enliven yours as well.

PRESENTERS:
Rhonda Kitch, North Dakota State University
Jerri Weston, Montana State University
Mark Hommerding, Lifetouch Special Events

M2.4007 Student Planning Tool Used by Over 125 Institutions

9:30 a.m. – 10:30 a.m. | Room 321, Level 300

Many institutions are challenged to raise graduation rates and increase services to their students. Imagine one solution that improves the student experience, academic advising, increases credit hours, and helps plan for future master schedules. College Scheduler provides a web-based schedule planner for use by students and advisors when planning for the upcoming semester.

PRESENTER:
Robert Strazzarino, College Scheduler LLC

M2.4009 Transcript Revolution, Order to Delivery in Minutes

9:30 a.m. – 10:30 a.m. | Room 342, Level 300

The National Student Clearinghouse, with our strategic partner, Ellucian, has revolutionized transcript ordering/delivery. Our fully automated, real-time solution enables the fastest available turnaround time: 15 minutes or less! Hear about the amazing time- and cost-saving benefits directly from some of the 50+ schools already up and running on our solution.

PRESENTERS:
Rob Fitzgerald, Brown University
Carrie Jeffers, Macomb Community College
Adriene Doray-Franklin, National Student Clearinghouse
Marlo Waters, Pacific Union College

M2.4012 Integrating CourseLeaf's Curriculum and Catalog Management Solutions at West Chester University

9:30 a.m. – 10:30 a.m. | Room 344, Level 300

West Chester University is implementing CourseLeaf to streamline its curriculum and catalog management. CourseLeaf's CAT and CIM solutions will give WCUPA a seamless progression from curriculum proposals to publishing a web, mobile, and print-ready catalog. Learn about WCUPA's decisions and their practices for implementing CourseLeaf and improving their process.

PRESENTERS:
Shari Friedman, CourseLeaf from Leepfrog Technologies
Megan Jerabek, West Chester University
Joseph H. Santivasci, West Chester University

M2.4040 What Do you Do with a Clean Sheet of Paper? Reimagining the Modern Student System

9:30 a.m. – 10:30 a.m. | Room 327, Level 300

The presenters will discuss how they deconstructed current student information systems and put one back together starting with a clean sheet of paper. We'll take a look at yesterday's version of SIS solutions as seen through the eyes of students, faculty, and staff and how working together we created a modern student system that uniquely meets the needs of today's higher education organizations.

PRESENTERS:
Nancy Specht, University of Rochester
Shane Topping, Stevens Institute of Technology
Adriana Farella, Workday

M2.4093 The Softer Side of Student Success Predictive Analytics

9:30 a.m. – 10:30 a.m. | Room 328, Level 300

Often institutions look to GPA, test scores, and campus involvement as potential factors to predict whether a student will be successful on campus. These are important, however, there are also a number of softer factors that need to be considered such as academic engagement, self-efficacy, educational commitment, and resilience. Hear how Carroll University instituted a College Readiness Inventory to gather this data and incorporated the results along with their other key factors to create a holistic predictive model to gauge student retention and persistence risk.

PRESENTERS:
Jeff McNamara, Carroll University
Burt Rubenstein, Jenzabar

M2.4102 Issuing Experiential Transcripts and Competency Reports: A Registrar's Perspective

9:30 a.m. – 10:30 a.m. | Rooms 324/325, Level 300

It's an exciting time in the world of education as pioneering institutions are forging the way with credential innovations such as experiential and competency based transcripts. As more institutions across the nation seek to better represent the scope of student learning through these credential types, there are unexpected challenges and rewarding outcomes. Hear from registrars who have implemented these innovative credentials as part of their official offerings and learn how you can do the same.

PRESENTERS:
Rodney Parks, Elon University
Brad Barron, Furman University
Darin Hobbs, Western Governors University
Joellen Shendy, University of Maryland University College

(M3) Educational Sessions and Roundtables

MONDAY, 10:45 A.M. – 11:45 A.M.

M3.2899 Russia and Ukraine: Significant Changes in Higher Education

10:45 a.m. – 11:45 a.m. | Room 318, Level 300

Russia and Ukraine have recently passed new education laws that are resulting in significant changes in higher education, including the implementation of new curricula, document formats, approaches to grading, and the use of credits. Presenters will share information updates, sample documents, and resources based on their primary research.

PRESENTERS:
Erik Johansson, Swedish Council for Higher Education, Department of Qualifications Recognition
Ann Koenig, AACRAO International Education

Related Publications: *The AACRAO International Guide: A Resource for International Education Professionals, AACRAO EDGE (Electronic Database for Global Education)*

M3.3018 Compliance and Institutional Research: Maintaining Relationships, Translating Data, and Effective Communication

10:45 a.m. – 11:45 a.m. | Room 343, Level 300

This session will focus on how a strong relationship between the Office of Institutional Compliance (IC) and the Office of Institutional Research (IR) at Columbia College benefits the entire college and external agencies. A general overview of Columbia College's IC and IR practices and processes will be discussed.

PRESENTERS:
Shonda Ireland, Columbia College
Jaclyn Reeder, Columbia College

M3.3046 FERPA: What You Need to Know: The "Overview"

10:45 a.m. – 11:45 a.m. | Ballroom, Level 400

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

PRESENTER:
LeRoy Rooker, AACRAO

Related Publications: *AACRAO 2012 FERPA Guide; AACRAO 2013 FERPA Quick Guide*

M3.3138 Emerging Trends and Issues in International Credentials for Athletes

10:45 a.m. – 11:45 a.m. | Room 321, Level 300

In this session you will learn about credentials that are growing among international student-athletes and the comparability of these records in the US system, particularly with an athletic eligibility focus (both NCAA and NAIA).

PRESENTERS:
Leah McCormack, National Association of Intercollegiate Athletics (NAIA) Eligibility Center
Robert Watkins, The University of Texas at Austin

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

M3.3169 Increasing Summer Enrollment Through a Usable Omnichannel Experience

10:45 a.m. – 11:45 a.m. | Rooms 345/346, Level 300

Learn how to communicate experience through a variety of channels (web, print, e-mail, social media, in-person) while collaborating with key campus partners and limited staff to buck the summer trend.

PRESENTERS:
Angela Brockelsby, North Carolina State University at Raleigh
Shawn Smith, North Carolina State University at Raleigh

M3.3218 E-Advising Tool: Progress to Degree and Impact on Senior Student Registration

10:45 a.m. – 11:45 a.m. | Room 327, Level 300

As part of the Graduation Initiative, California State University, Sacramento developed a new bolt-on feature—Progress to Degree—as part of its PeopleSoft student system. This new e-advising tool is utilized by students, advisors, and administrators to help students better understand, adjust, and make plans to complete their degree. A pilot program was initiated for assigning registration appointments specifically for senior students. This session will review what was found, how the Progress to Degree point system and visual meters were accepted, and next steps for consideration.

PRESENTERS:
Dennis Geyer, California State University, Sacramento
Kris Trigales, California State University, Sacramento

M3.3279 Small College Recruitment: The New Funnel

10:45 a.m. – 11:45 a.m. | Room 336, Level 300

Ever wonder why the funnel isn't working like it used to? Struggle to get students through each stage of the process? If this has been your experience, attend this session for a real case-study of how one Vice President for Enrollment Management flipped the funnel for improved overall enrollment and retention.

PRESENTER:
Jacquelyn Elliott, Marion Military Institute

M3.3302 Registrars and Curricular Change: Proven Practices for Facilitating Degree, Course, and Requirement Changes

10:45 a.m. – 11:45 a.m. | Rooms 337/338, Level 300

Registrars can and should play central roles in the curricular change process at their institutions. Learn about proven practices from two large public universities, where the Registrar's Offices work as critical partners in the degree, course, and requirement change process. The presenters will discuss how to avoid pitfalls such as unnecessary course prefix changes, unworkable repeatability, equivalency issues, and other challenges.

PRESENTERS:
Rebecca Mathern, Oregon State University
Julia Pomerenk, Washington State University

Related Publication: *The Registrar's Guide: Evolving Best Practices in Records and Registration*

M3.3307 BI in the RO: A Business Intelligence Primer

10:45 a.m. – 11:45 a.m. | Rooms 319/320, Level 300

This session will provide a Business Intelligence (BI) primer, which has been revised and updated since Denver. Big Data. Analytics. Data Mining. Data Warehouses. Dashboards. Visualization Tools. How can the Registrar's Office steward the data effectively while providing the necessary access for institutional data-based decision-making? What role should the Registrar's Office play? Come hear about the tools, trends, and important topics that will affect our business for years to come.

PRESENTER:
Doug McKenna, George Washington University

M3.3311 Two Offices, One Goal: The Importance of the Admissions Office and the Registrar's Office in Yielding Transfer Students

10:45 a.m. – 11:45 a.m. | Room 344, Level 300

This session will detail the differing needs of the transfer student from the Admissions Office and Registrar's Office perspective, and the professionals in the key positions that work most with these students. The 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 Pennsylvania

Related Publication: *The Transfer Handbook: Promoting Student Success*

M3.3323 Students Assisting Students: Peer Mentors in First-Year Programs

10:45 a.m. – 11:45 a.m. | Room 328, Level 300

Pittsburg State has implemented Freshman Experience, a peer mentoring program that assigns student mentors to provide peer support to first-year students transitioning into the college environment. This session will include an overview of the selection, training, student learning outcomes, funding, mentor and instructor responsibilities, and benefits of the mentoring program.

PRESENTER:
Heather Eckstein, Pittsburg State University

M3.3325 The Evolving Grading Scale

10:45 a.m. – 11:45 a.m. | Room 339, Level 300

Grading scales are undergoing a period of significant change as there is increased pressure to include new grade types, to record experiential activities, and to increase/decrease the specificity of grade ranges. This session will explore the trends in North American grading scales and look at the implications of these changes for students, administrators, and institutions assessing academic records.

PRESENTERS:
Yvette Ali, University of Toronto
Christopher Derickson, University of North Carolina at Chapel Hill
Paul Robinson, University of Michigan – Ann Arbor

Related Publication: *Current Trends in Grades and Grading Practices in Higher Education*

M3.3345 Micro-College Registrars Roundtable

10:45 a.m. – 11:45 a.m. | Room 326, Level 300

Bring your questions, answers, or frustrations to share with peers. Come get your answers to how others are handling difficult or new situations. While this session is specific to colleges under 1,000 FTE, everyone with a small office mindset is welcome!

FACILITATOR:
Jill Megredy, Bethany College

M3.3367 Creating a Culture of Inclusion: Planning, Developing, and Sustaining an LGBT-Inclusive Campus

10:45 a.m. – 11:45 a.m. | Room 340, Level 300

This session will review current best practices regarding the creation of 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

M3.3479 A Great Global Conversation: The Redesigned SAT and International Students

10:45 a.m. – 11:45 a.m. | Room 341, Level 300

With big changes afoot for the Big Test, what will be the impact on the experience of international students? How will the redesigned SAT support universities seeking to engage with and attract best-fit international students?

PRESENTERS:
Edward Klotzbier, The College Board
Pamela Horne, Purdue University

M3.3512 Roundtable: Graduate and Professional Schools

10:45 a.m. – 11:45 a.m. | Rooms 322/323, Level 300

Join your peers from other graduate and professional schools for this roundtable discussion of current trends and topics affecting your institutions.

FACILITATOR:
Siu Yan Scott, Case Western Reserve University

M3.3551 Learning from the Field: A Veterans' Panel Discussion

10:45 a.m. – 11:45 a.m. | Rooms 324/325, Level 300

Administrators are in a position to become the greatest allies for success in the life of veteran students. Join veterans from local schools to learn more about their view of higher education, including transitioning to a college campus, academic experiences, cultural differences, and challenges they face.

PRESENTERS:
Wendy Lang, Operation College Promise
MSG Adam Martinez, Soldier for Life North East United States and European Region NCOIC
Tom O'Donnell, Stockton University
Nelson Gonzalez, Stockton University
Micah L. Steel, Mercer County Community College

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

M3.3896 The Case for Electronic Transcripts: Current Practice and Costs

10:45 a.m. – 11:45 a.m. | Room 342, Level 300

In late spring 2014, Parchment partnered with NACUBO and AACRAO to conduct a study on the ROI of electronic transcript practices. This session will present the results of the study and encourage open discussion about the results and changes to practice needed to support the adoption of electronic transcript solutions.

PRESENTER:
Wendy Kilgore, AACRAO Consulting

Related Publication: *Electronic Data Exchange Primer*

M3.3940 Federal Requirements for Institutional Reporting of Enrollment to NSLDS

10:45 a.m. – 11:45 a.m. | Rooms 347/348, Level 300

Beginning in 2014, significant changes were made to the requirement that postsecondary educational institutions provide enrollment information to the Department of Education's National Student Loan Data System (NSLDS). In addition to a brief overview of the reasons for these reporting changes, this session will review the campus and program-level reporting that is now required.

PRESENTERS:
Jeff Baker, U.S. Department of Education
Valerie Sherrer, U.S. Department of Education

M3.3996 Credentials eSCRIP-SAFE

10:45 a.m. – 11:45 a.m. | Room 329, Level 300

Credentials Solutions and eSCRIP-SAFE merged their transcript processing service effective 1/1/15. We now boast the largest electronic transcript network and have a variety of service options to fit higher education's unique needs. Come learn from your peers how we offer the best combination of solutions and service for your institution.

PRESENTERS:
Thomas McKechney, Credentials Solutions
Jack Weber, Credentials Solutions

ML.3919 Graduate and Professional Schools Luncheon Presentation

11:45 a.m. – 1:15 p.m. | Rooms 349/350, Level 300

Ticket Required

Trends in Graduate Education

Jeff Allum, Council of Graduate Schools

Graduate education is undergoing some important changes. This session will explore some of the trends in graduate enrollment and degrees, including changes by student demographic characteristics, institutional characteristics, and fields of study. This session will also highlight some of the research and best practices work being conducted to better understand degree completion, financial education, and career pathways of graduate degree holders.

(M4) Educational Sessions and Roundtables

MONDAY, 1:15 P.M. – 2:15 P.M.

M4.2880 AACRAO and Federal Relations Update

1:15 p.m. – 2:15 p.m. | Ballroom, Level 400

Join AACRAO Executive Director Mike Reilly and AACRAO federal relations staff to learn about new initiatives from the national AACRAO office. They will also provide an update on emerging state and federal legislation and public policy matters impacting the work of AACRAO members and their institutions.

PRESENTERS:
Quintina Barnett-Gallion, AACRAO
Michelle Mott, AACRAO
Michael Reilly, AACRAO

M4.2896 Emerging Trends in Academic Outcomes and Progress of Student Veterans

1:15 p.m. – 2:15 p.m. | Room 329, Level 300

Since its founding in 2008, Student Veterans of America (SVA) has advocated for the rights of veterans in higher education. The Million Records Project is a public-private partnership led by SVA in collaboration with the U.S. Department of Veterans Affairs and the National Student Clearinghouse. The first phase of the project, made public March 24, provides an unprecedented look at student veterans' rate of completion, time-to-completion, highest degree attained, and their degree fields. In the second phase, SVA will delve deeper into student veteran outcomes to determine which policies, practices, and services are linked with student veteran success on campus and in the workforce.

PRESENTERS:
Chris Cate, Student Veterans of America
Douglas Shapiro, National Student Clearinghouse

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

M4.2922 TOEFL and IELTS Updates

1:15 p.m. – 2:15 p.m. | Room 326, Level 300

This session will give an overview of TOEFL and IELTS tests and provide information on any updates.

PRESENTERS:
Ariel Foster, IELTS
Michelle Hampton, Educational Testing Service

M4.2983 Campus Emergency Planning and the Role of the Registrar

1:15 p.m. – 2:15 p.m. | Rooms 345/346, Level 300

Campus emergency planning is increasingly a campus-wide priority for most higher education communities. What is your campus emergency plan? Come learn tips from two small school perspectives.

PRESENTERS:
Liesl Fowler, Augustana College
Loralyn Taylor, Paul Smith's College of Arts and Sciences

M4.3050 FERPA for Admissions Professionals

1:15 p.m. – 2:15 p.m. | Rooms 337/338, Level 300

We all know how FERPA relates to our current students, but how does it relate to prospective students? Is it okay to provide an applicant's personal record information to a parent or other family member? Can we discuss his/her admission status, scholarship eligibility, and financial aid awards? Come to this session to learn more about how FERPA is interpreted for admissions professionals.

PRESENTER:
LeRoy Rooker, AACRAO

Related Publications: *AACRAO 2012 FERPA Guide; AACRAO 2013 FERPA Quick Guide*

M4.3103 A Journey into the Creditless Expanse of Competency-based Direct Assessment Degree Programs

1:15 p.m. – 2:15 p.m. | Rooms 347/348, Level 300

When Capella University set out to be one of the first DOE-approved institutions to offer competency-based degree programs via direct assessment, there were many operational aspects to be considered. How should the transcript look? How will we incorporate transfer credit? What will we use to measure academic progress? Which university policies need to be changed or amended? The presenters will recount their 2013 trek into a new educational galaxy without credits or grades.

PRESENTERS:
Kelly Brooks, Capella University
Kelly Simons, Capella University

Related Publication: *Assessment's New Role in Degree Completion: A Registrar's Primer on Prior Learning Assessment and Competency-Based Education*

M4.3240 Brazil A-Z: Country Overview, High School Records, Transfer Credit Conversion, and Graduate Admissions Audience

1:15 p.m. – 2:15 p.m. | Room 343, Level 300

This session will provide an overview and update on the educational system of Brazil.

PRESENTER:
Lou Nunes, Academic Evaluation Services, Inc.
Related Publications: *The AACRAO International Guide: A Resource for International Education Professionals, AACRAO EDGE (Electronic Database for Global Education)*

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M4.3244 Online Course and Curriculum Management

1:15 p.m. – 2:15 p.m. | Room 339, Level 300

Several institutions will present their experiences with vendor and homegrown solutions for managing courses and curricula online. Panelists will discuss campus needs, governance, best practices and system implementations, along with future developments and trends in technology to support catalog publication, class schedules, and integration with other applications.

PRESENTERS:
Brian Canavan, Massachusetts Institute of Technology
Rob Fitzgerald, Brown University
Scott Owczarek, University of Wisconsin – Madison
Emily Shandley, Yale University

M4.3260 The Electronic Exchange of Student Transcripts: EDI, XML, PDF

1:15 p.m. – 2:15 p.m. | Room 327, Level 300

A panel of experts will discuss the considerations and best practices for electronic exchange of student transcripts.

PRESENTERS:
Susan Dorsey, University of Colorado Boulder
Jeff Elliott, University of Missouri-Columbia
Doug Holmes, Ontario Universities' Application Centre

Related Publication: *Electronic Data Exchange Primer*

M4.3276 The Art of Championing Changes in Policy and Procedures When a Vote for the Enrollment Manager May Not Exist

1:15 p.m. – 2:15 p.m. | Room 318, Level 300

As enrollment managers, we may not have a vote in the policies and procedures that move forward in our universities. This session will explore some ways in which we can influence changes even when a vote may not exist. The art of championing allows for us to navigate using diplomacy and data to forge relationships that will enable a more positive outcome for everyone.

PRESENTER:
Reed Cooper, Midwestern University

Related Publication: *Strategic Enrollment Management: Transforming Higher Education*

M4.3295 Opportunities for Engagement: Becoming Active in AACRAO and Your State and Regional Organizations

1:15 p.m. – 2:15 p.m. | Room 321, Level 300

AACRAO and the associated state and regional organizations are driven by their members. Volunteering for your professional organizations is fulfulling, educational, fun, and rewarding. Jumping into the mix at the right level of comfort could be the key to starting your journey of engagement. Come learn about the opportunities that these organizations offer.

PRESENTERS:
Lara Medley, Colorado School of Mines
Brad Myers, The Ohio State University

M4.3355 Growing Enrollments Through Consolidated Admissions Operations

1:15 p.m. – 2:15 p.m. | Room 340, Level 300

Southeast Missouri State University began the process of consolidating all undergraduate and graduate admissions operations into one office in 2009. This affected international, graduate, and returning student admissions and off-campus programs. This session will discuss the role of automated processes, letter databases, training, staffing, scanning, and written procedures in successfully consolidating these admissions functions. The presenters will also describe the before and after procedures to demonstrate the role efficient admissions operations can have in building institutional enrollment.

PRESENTER:
Lenell Hahn, Southeast Missouri State University

Related Publication: *The College Admissions Officer's Guide*

M4.3383 Responding to a FERPA Audit

1:15 p.m. – 2:15 p.m. | Room 336, Level 300

Vanderbilt University recently underwent an internal audit for FERPA compliance. This session will focus on how the Office of the University Registrar responded to the findings of the audit. Specific topics of discussion include enhanced educational initiatives, communication enhancements, standardization, and technology.

PRESENTERS:
Matthew King, Vanderbilt University
Bart Quinet, Vanderbilt University

Related Publication: *AACRAO 2012 FERPA Guide*

M4.3386 Health Professions Roundtable

1:15 p.m. - 2:15 p.m. | Rooms 322/323, Level 300

This is a meeting of health professions school representatives to discuss common concerns and emerging trends and ideas.

FACILITATORS:
Elizabeth Bouhmadouche, Boston University
Kimberley de Kruif, Western University of Health Sciences

M4.3414 Let's Get Engaged! Creating a Culture of Social Media Acceptance

1:15 p.m. – 2:15 p.m. | Rooms 319/320, Level 300

You know that your college-bound demographic is online. Discover how to create the kinds of engagement that will make a definitive impact on your institution.

PRESENTER:
Katie Halberg, Wright State University

M4.3458 The Young Scholars Program: A College Recruitment and Retention Partnership Model

1:15 p.m. – 2:15 p.m. | Room 341, Level 300

The session will explore the partnership between Coppin Sate University (CSU) and the Young Scholars Program (YSP). The session highlights high school preparations, recruitment, and college retention strategies. Working closely with the honors program at CSU, the session addresses how YSP closely monitors the academic engagement and campus support provided to student participants.

PRESENTERS:
Ron Collins, Coppin State University
Michelle Gross, Coppin State University
Jacqueline Rushing, Young Scholars Program

RESEARCH SESSION

HOBSONS

M4.3908 CRM Ownership: Use and Impact on Practice, Policy, and Staffing

1:15 p.m. – 2:15 p.m. | Room 342, Level 300

This past summer Hobsons partnered with AACRAO to conduct a survey on the ownership and use of Constituent Relationship Management solutions at U.S. institutions. This survey investigated the impact of CRM use on practice, policy and staffing. We were also interested in learning if CRMs are used to manage the entire student lifecycle and if not, what are the roadblocks to doing so. This session will present the results of the survey and encourage open discussion about the results.

PRESENTERS:
Wendy Kilgore, AACRAO Consulting
Brian Mikesell, Hobsons

M4.3944 The Certified Electronic Diploma (CeDiploma) Has Arrived!!

1:15 p.m. – 2:15 p.m. | Room 344, Level 300

Already accepted by state governments and the Federation of State Medical Boards, the CeDiploma is a transactional document that provides the student with an alternative to the transcript, allowing the recipient—from employers, governments and embassies—to independently validate the document. Come learn more about this truly revolutionary product and other exciting services offered by Paradigm, Inc.

PRESENTERS:
Thomas Black, Stanford University
Christopher Jackson, Paradigm

M4.3945 Student Service and SEM: Training as the Tool to Sharpen Your Competitive Edge

1:15 p.m. – 2:15 p.m. | Room 328, Level 300

Students have choices. If your brand's promise is not met in every service interaction, why should they stay? Staff professionals can be an extended SEM team providing your campus with a competitive service edge. Come learn about Customer Service Certification training for your institution.

PRESENTER:
Susan Leigh, Susan Leigh Consulting

M4.3958 Federal Requirements for Institutional Reporting of Enrollment to NSLDS

1:15 p.m. – 2:15 p.m. | Rooms 324/325, Level 300

Beginning in 2014, significant changes were made to the requirement that postsecondary educational institutions provide enrollment information to the Department of Education's National Student Loan Data System (NSLDS). In addition to a brief overview of the reasons for these reporting changes, this session will review the campus and program-level reporting that is now required.

PRESENTERS:
Jeff Baker, U.S. Department of Education
Valerie Sherrer, U.S. Department of Education

M4.4045 Latino Latina Caucus

1:15 p.m. – 2:15 p.m. | Room 335, Level 300

FACILITATOR:
Cindy Lambert, University of St. Francis

M5.4032 Monday Plenary Presentation

2:30 p.m. – 3:30 p.m. | Ballroom, Level 400

The Higher Education Policy Landscape

The higher education community is facing a busy stretch of legislative and policy activity. The Higher Education Act is due for reauthorization, a rating system is set to go into effect before the end of the year, and new regulations seem to be emerging with increasing frequency. Join us as three higher education policy experts discuss what might be in store for our institutions and our work.

PRESENTERS:

David Baime, American Association of Community Colleges (AACC)

Terry Hartle, American Council on Education (ACE)

Cheryl Smith, United Negro College Fund (UNCF)

Michael Reilly, AACRAO (Moderator)

Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m. | Swing Hall and Exhibit Hall E, Level 100

(M6) Educational Sessions and Roundtables

MONDAY, 4:00 P.M. – 5:00 P.M.

M6.3045 FERPA Issues Update and Q & A

4:00 p.m. – 5:00 p.m. | Rooms 347/348, Level 300

This will be an update as well as an open question and answer discussion time about topics and issues related to FERPA. LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education and current AACRAO Senior Fellow, will provide pertinent updates to FERPA and answer your questions. Bring your questions and get updated on the latest FERPA issues.

PRESENTER:
LeRoy Rooker, AACRAO

Related Publications: *AACRAO 2012 FERPA Guide; AACRAO 2013 FERPA Quick Guide*

M6.3067 Emerging Issues in International Education Roundtable

4:00 p.m. – 5:00 p.m. | Rooms 322/323, Level 300

Melanie Gottlieb, current Vice President for International Education, will serve as chair and presenter in this interactive session about international education. Additionally, Jeff Petrucci, Associate Executive Director of Business Affairs, will update the membership on some exciting international initiatives in his area of responsibility at AACRAO.

PRESENTERS:
Melanie Gottlieb, Cottey College
Jeff Petrucci, AACRAO

Related Publication: *The AACRAO International Guide: A Reosurce for International Education Professionals*

M6.3165 Admissions Mapping: Building a Spatial Awareness for Planning and Recruiting

4:00 p.m. – 5:00 p.m. | Rooms 345/346, Level 300

Learn how to geocode and explore your admission metrics to help gain insights about planning and recruiting from your top feeder high schools. Data researchers and admissions professionals will describe the process that has helped admissions counselors become more efficient on the recruiting trail.

PRESENTERS:
Joyce Mai, North Carolina State University at Raleigh
Eric Poirier, North Carolina State University at Raleigh
Steven White, North Carolina State University at Raleigh

Related Publication: *The College Admissions Officer's Guide*

M6.3184 Beyond SIS: Creating Governance Frameworks for Promoting Data Resource Management and Organizational Effectiveness

4:00 p.m. – 5:00 p.m. | Rooms 337/338, Level 300

Whether your institution is preparing to implement a new Student Information System (SIS), conducting a major upgrade, or is considered to be in a steady state, a critical success factor for Enrollment Services units such as Admissions, Financial Aid, and Registrar is to create frameworks for promoting clarity, consistency, and effectiveness across systems and processes.

PRESENTERS:
Nicole Rovig, Michigan State University
Scott TerMeer, Michigan State University

M6.3188 Using and Training Alumni in the Recruitment Process

4:00 p.m. – 5:00 p.m. | Room 342, Level 300

Every university has them, so why not use them? Alumni, that is! Each year our budgets are getting tighter and our university presidents are consistently asking us to do more with less. Find out how Eastern Kentucky University is thinking outside the box by training and using their alumni in the recruitment process.

PRESENTER:
Amy Foulkes, Eastern Kentucky University

COURSE AND ROOM SCHEDULING TRACK

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M6.3213 How is the Explosion of Online Education Impacting On-Campus Pedagogy and Facilities?

4:00 p.m. – 5:00 p.m. | Rooms 324/325, Level 300

With the rise of MOOCs, SPOCs, DOCCs, and other innovations, how is the classroom experience changing on campus? Are these technologies and initiatives impacting in-person education? We will explore recent trends and actual impacts to traditional instruction, curriculum, and pedagogy.

PRESENTER:
Michael Burke, Harvard University

M6.3283 Can I get an A++++? Changing a College-Wide Grading Scheme

4:00 p.m. – 5:00 p.m. | Room 343, Level 300

Learn about the process the Registrar's Office at Kalamazoo College went through in reviewing and changing the college-wide grading scheme to reflect national best practices.

PRESENTERS:
Nicole Kragt, Kalamazoo College
Ted Witryk, Kalamazoo College

Related Publication: *Current Trends in Grades and Grading Practices in Higher Education*

M6.3286 DREAMers and the College Dream

4:00 p.m. – 5:00 p.m. | Room 327, Level 300

Deferred Action for Childhood Arrivals (DACA) has renewed hope for many undocumented students, but confusion exists regarding its implications for college access. State Dream Acts have opened additional doors, but too many students and counseling professionals are still unaware of the opportunities that exist. This session will provide professionals with tools to aid undocumented students in the college search process and to promote their success once enrolled.

PRESENTER:
Eric Ruiz, University of St. Francis

M6.3290 The Youngest Person in the Room

4:00 p.m. – 5:00 p.m. | Room 336, Level 300

Young leaders (leaders defined by their advanced supervisory and/or portfolio duties) who have advanced in their careers quickly enough to be considered "young for their roles," face a very unique set of challenges and demands. This session will explore the toolkit that young leaders should be employing and how supervisors/mentors can create an environment where younger leaders can flourish.

PRESENTER:
James Miller, University of Puget Sound

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

M6.3298 Quick and Easy 360: A Performance Evaluation Process to Enhance Productivity

4:00 p.m. – 5:00 p.m. | Room 344, Level 300

Developing and implementing a 360 degree performance evaluation has helped improve communication and relationships in a team-oriented atmosphere. In this session, research is applied to knowledge and practice to provide guidelines for feedback, evaluation form templates, and pros and cons of a 360 degree evaluation process. Proactive planning is an important step to a successful evaluation process!

PRESENTER:
Siu Yan Scott, Case Western Reserve University School of Medicine

M6.3331 Collaboration: It Can Lead to a More Inclusive Environment for Students with Disabilities

4:00 p.m. – 5:00 p.m. | Rooms 319/320, Level 300

Access for students with disabilities is everyone's responsibility, but sometimes it's difficult to know how that pertains to you. Have you ever wondered what makes a classroom "accessible" or been unsure of how to help a student with a disability? Join us for a session to examine many aspects of campus life and discuss the potential barriers students with disabilities may face. We will also examine the ties this has to creating a veteran-friendly campus. You will leave the session with a better understanding of how to serve students with disabilities.

PRESENTER:
Carlie Andrews, Rutgers University

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

M6.3341 Staying Abreast of Changes in the Profession

4:00 p.m. – 5:00 p.m. | Room 321, Level 300

This session aimed at newcomers to the profession will explore techniques and tricks on how to stay connected to legislative, policy, technology, and overall changes in our profession.

PRESENTERS:
Camilo Garcia, Georgetown University
Tara Walor, MIT Sloan School of Management

M6.3344 Small College Registrar Roundtable

4:00 p.m. – 5:00 p.m. | Room 341, Level 300

Bring your questions, answers, or frustrations to share with peers. This year, we will try multiple topic centers with participants free to move among topics as desired to have questions answered. Come get your answers to how others are handling difficult or new situations.

FACILITATOR:
Loralyn Taylor, Paul Smith's College of Arts and Sciences

M6.3362 Home Schools and Unrecognized Non-Public Schools: How Can You Effectively Review Their Credentials?

4:00 p.m. – 5:00 p.m. | Room 340, Level 300

Participants will be introduced to AIU's evaluation process for applicants from home schools or unrecognized non-public high schools. Focus will be on how to effectively research home-school requirements across the 50 states. Participants will analyze and evaluate a model to determine strategies for portfolio requirements that can be incorporated into their own institution's practices.

PRESENTERS:
Kathryn Allison, American InterContinental University – Online
Gretchen Baker, American InterContinental University – Online
Charles Nicholas, Colorado Technical University

M6.3401 Doing More with Less: Successful Approaches Used at Two Universities

4:00 p.m. – 5:00 p.m. | Room 328, Level 300

Northeastern Illinois University and Northern Illinois University have experienced challenges related to funding for higher education. This session will focus on initiatives undertaken "ahead of time" including office reorganization, leveraging technology, keeping up staff morale, and finding ways to eliminate the "it's not my job" mindset, all while continually increasing the role the Registrar's Office plays.

PRESENTERS:
Jerry Montag, Northern Illinois University
Daniel Weber, Northeastern Illinois University

M6.3429 Study Abroad Roundtable

4:00 p.m. – 5:00 p.m. | Room 326, Level 300

This roundtable offers the opportunity for attendees to explore current topics in study abroad with colleagues. Registrars and admissions professionals alike are invited to share their concerns as well as their success stories for handling complex issues in a session that is intended as an open forum for identification of mutual concerns and idea sharing. Please join us.

FACILITATOR:
Lori Citti, Johns Hopkins University

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

RESEARCH SESSION

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M6.3904 ACT's College Choice Report, Choice of College Majors

4:00 p.m. – 5:00 p.m. | Room 329, Level 300

This session will highlight the findings for Part 3 of this series, *Persistence and Transfer for the Class of 2013*. The focus of this year's College Choice Report is on student persistence within majors between first and second year of college, changes in interest-major fit among students who changed majors, and the relationship between interest-major fit and student persistence.

PRESENTER:
Steven Kappler, ACT, Inc.

M6.3918 Leadership Lessons: Vision and Values for a New Generation

4:00 p.m. – 5:00 p.m. | Room 339, Level 300

Join contributing authors to AACRAO's publication on Leadership written by today's leaders in higher education.

PRESENTERS:
William Haid, University of California - San Diego
Christine Kerlin, AACRAO Consulting
Louise Lonabocker, Boston College

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

M6.4030 Recruiting the Transfer Student: The Forgotten Entity

4:00 p.m. – 5:00 p.m. | Room 318, Level 300

Schools expend extensive resources on recruiting first-time freshmen, but what about the transfer students to replace the inevitable stop-outs and transfer-out students? Are you interested in recruiting transfer students to your institution? Join us as CollegeSource presents Transferology, a nation-wide network of transfer equivalencies that provides the student and the transfer recruiter/advisor with a leg up in the transfer process.

PRESENTER:
John Panzica, CollegeSource

Related Publication: *The Transfer Handbook: Promoting Student Success*

M6.4041 Association of Chief Admissions Officers of Public Universities (ACAOPU) Meeting

4:00 p.m. – 5:00 p.m. | Room 335, Level 300

ACAOPU is comprised of over 75 different institutions that represent the major flagship public universities in the United States. The Deans and Directors of Admissions and heads of Enrollment Management of the schools belong to this network of professionals that meets several times a year to exchange information.

M6.3987 LGBTQA Caucus Reception

4:00 p.m. – 5:00 p.m. | Rooms 349/350, Level 300

M7.3212 AACRAO Town Hall Meeting

5:15 p.m. – 6:15 p.m. | Ballroom, Level 400

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

Board of Directors Reception for Honorees

By invitation

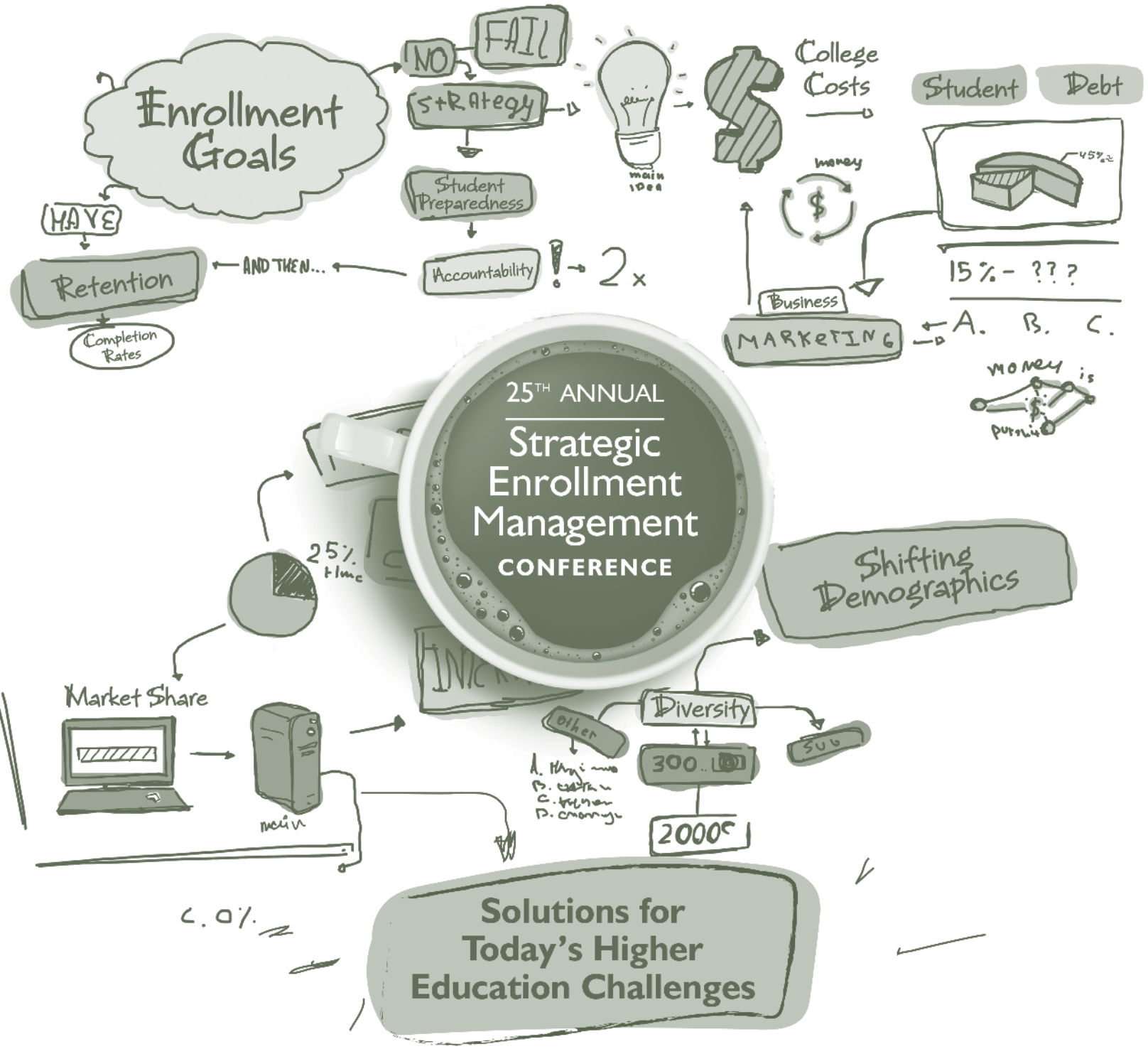
6:15 p.m. – 7:30 p.m. | Watertable Ballroom, Fifth Floor, Renaissance Hotel

Musical entertainment this evening provided by Seth Schultheis, a 15 year old from Baltimore. He has been playing the piano since he was 5 years old and travels every Saturday to New York to attend Manhattan School of Music-Precollege. During the week, Seth is a student at Baltimore School for the Arts High School where he participates in classical ensemble, big band jazz, and chorus.

National Network of Law Schools Social

7:30 p.m. – 9:00 p.m. | Chiapparelli's, 237 S. High Street

For information, contact: Denise Boessen at **BoessenN@missouri.edu** or (573) 882-8269



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9:30am - 10:30am
ID 4008: Tuesday, April 14th
3:45pm - 4:45pm

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AACRAO SEM Endorsement Program

Tuesday, April 14
Events and Sessions

INTERNATIONAL DAY

Registration
7:45 a.m. – 4:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:30 a.m. – 5:00 p.m.
Pratt Street Lobby, Level 300

Exhibit Hall Open
AACRAO Booth and Cyber Café Located in Exhibit Hall
9:00 a.m. – 3:00 p.m.
Swing Hall and Exhibit Hall E, Level 100
Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.

Speaker Ready Room
7:30 a.m. – 5:00 p.m.
Room 331, Level 300

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
Room 334, Level 300

(T1) Educational Sessions & Roundtable Discussions
8:00 a.m. – 9:15 a.m.

Refreshment Break in Exhibit Hall
9:15 a.m. – 10:00 a.m.
Swing Hall and Exhibit Hall E, Level 100

(T2) AACRAO Business Meeting
10:00 a.m. – 11:30 a.m.
Ballrooms I/II, Level 400

Asian and Pacific Islander Caucus
11:30 a.m. – 12:45 p.m.
Room 326, Level 300

Black Caucus
11:30 a.m. – 12:45 p.m.
Rooms 322/323, Level 300

(TL) National Network of Law School Officers Luncheon and Business Meeting
11:30 a.m. – 1:00 p.m.
Rooms 349/350, Level 300
For information, contact: Denise Boessen at BoessenN@missouri.edu or (573) 882-8269

(TL) TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch
11:30 a.m. – 1:00 p.m.
Room 335, Level 300
Contact: Jeanie Bell at Jeanie.bell@colorado.edu or (303) 735-2437

(TL) Annual Meeting Planners Luncheon
By invitation
11:30 a.m. – 1:00 p.m.
Camden Lobby, Level 300

(T3) Educational Sessions & Roundtable Discussions
1:00 p.m. – 2:00 p.m.

Refreshment Break in Exhibit Hall
2:00 p.m. – 2:30 p.m.
Swing Hall and Exhibit Hall E, Level 100

NAIA Registrars Association Annual Business Meeting and Discussion
2:00 p.m. – 3:30 p.m.
Rooms 349/350, Level 300

(T4) Plenary Presentation
2:30 p.m. – 3:30 p.m.
Ballrooms I/II, Level 400
PRESENTER: **Heidi Arola**, Education USA Branch Chief, U.S. Department of State
PRESENTER: **Rafael Nevárez**, International Education Specialist in the Office of the Secretary, U.S. Department of Education
MODERATOR: **Dale Gough**, Director, AACRAO International Education Services (IES)

(T4) Plenary Presentation
2:30 p.m. – 3:30 p.m.
Ballrooms III/IV, Level 400
PRESENTER: **Maura J. Cullen**, Author/Trainer/Speaker

(T5) Educational Sessions & Roundtable Discussions
3:45 p.m. – 4:45 p.m.

(T5) Native American Caucus
3:45 p.m. – 4:45 p.m.
Room 334, Level 300

(T6) Educational Sessions & Roundtable Discussions
5:00 p.m. – 6:00 p.m.

Receptions
6:30 p.m. – 8:00 p.m.

- **State and Regional Receptions**
- **International Educators Reception**
  (ticket at extra cost required)
  Watertable Ballroom, Fifth Floor, Renaissance Hotel
  Sponsored by AACRAO International Education Services (IES), ETS, Chegg Enrollment Services, Paver Family Foundation

(T1) Tuesday Sessions and Roundtables

TUESDAY, 8:00 A.M. – 9:15 A.M.

T1.2875 The Power of Community College and University Partnerships for International Student Recruitment and Admissions

8:00 a.m. – 9:15 a.m. | Room 341, Level 300

This session covers the practical aspects and multiple benefits of partnerships between community colleges and universities, especially with regards to international students. Your contact with the student and/or academic advisor can provide students with valuable academic career guidance. How will their credentials be evaluated? Is the degree recognized for graduate admission? Learn how to develop, maintain, expand, and leverage partnerships to best benefit to the student, the community, and the institutions involved.

PRESENTERS:
Mary Baxton, California State University, Northridge
Paul McVeigh, Northern Virginia Community College

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

T1.2931 AACRAO's Student Records Management: Retention, Disposal, and Archive of Student Records

8:00 a.m. – 9:15 a.m. | Ballrooms I/II, Level 400

Join members of the editorial committee that updated the Guide for an overview of the updates and a designated question-and-answer period.

PRESENTERS:
Julie Ferguson, Rutgers Biomedical and Health Sciences
Martha Henebry, AACRAO
Nora McLaughlin, Reed College
Susan Nelson Hamilton, Rutgers Biomedical and Health Sciences

Related Publication: *AACRAO's Student Records Management: Retention, Disposal, and Archive of Student Records*

T1.3068 Recruiting and Retaining the Military Student

8:00 a.m. – 9:15 a.m. | Rooms 337/338, Level 300

This session will focus on ways to make your institution more military-inclusive with regards to admissions, recruitment, enrollment management, and graduation. The session will include a review of the current landscape of Voluntary Education and VA benefits relating to higher education, best practices for recruiting and marketing to service members, and outreach requirements set by federal legislation.

PRESENTER:
Seth Kamen, Servicemembers Opportunity Colleges

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

T1.3106 Blended Admissions/Registrar Office: The Good, the Bad, and Yes, We Can Make This Work!

8:00 a.m. – 9:15 a.m. | Ballrooms III/IV, Level 400

The trend in higher education has been toward "one-stop" offices combining admissions, registrar, financial aid, and/or student accounts in one location to provide improved customer service. Hear how one institution's Admissions and Registrar combination has evolved over ten years of staffing changes, new org charts, personality differences, leadership styles, and the occasional system implementation.

PRESENTERS:
Wendy Silverman, Rutgers University School of Health Related Professions/School of Nursing
Bianca Thompson Owen, Rutgers Biomedical and Health Sciences

T1.3133 Global Digital Student Record Portability (Groningen Update)

8:00 a.m. – 9:15 a.m. | Room 342, Level 300

From secure exchange networks to digital student record depositories, the projects under the Groningen Declaration Network are forging new approaches to electronic student data and credential exchange and helping to shape the future of global student and economic mobility. Come learn about the many initiatives aimed at facilitating academic and professional mobility through a coordinated, global approach to the exchange of digital student data.

PRESENTER:
Michael Reilly, AACRAO

T1.3146 Navigating Department Relationships with the University Registrar

8:00 a.m. – 9:15 a.m. | Room 339, Level 300

This session will focus on how to successfully manage the relationship with the registrar to strategically and successfully accomplish what you need.

PRESENTERS:
Felisha McCaster, Stetson University
Sarah Reed, University of San Francisco School of Law

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

T1.3245 The Registrar and IT Partnership

8:00 a.m. – 9:15 a.m. | Rooms 324/325, Level 300

This is a panel discussion on the role the registrar's office and information technology groups play in assessing campus technology needs, determining funding, setting priorities, and responding to policy decisions. Three different institutions will talk about IT organizational structure, "communities of practice," and how their respective registrar's offices engage with IT. Specific examples of successes and opportunities for growth will be presented.

PRESENTERS:
Brian Canavan, Massachusetts Institute of Technology
Ingrid Nuttall, University of Minnesota – Twin Cities
Emily Shandley, Yale University
Samuel Tyszler, Yeshiva University

T1.3251 The Quantitative and Qualitative Assessment of an Applicant's Language Skills

8:00 a.m. – 9:15 a.m. | Rooms 347/348, Level 300

Effective English language assessment is critical with the growing number of international admissions applications. While existing language tests provide a quantitative assessment of skills, the qualitative measurement is often missing. Seeing and hearing the applicant adds a valuable dimension to the evaluation process. This session shows an easy way for institutions to make that happen, and will give examples of the unscripted interview process provided by InitialView.

PRESENTERS:
Terry Crawford, InitialView
Ashley Meyer, Georgia Institute of Technology – Atlanta
James Roche, University of Massachusetts – Amherst
Kregg Strehorn, University of Massachusetts – Amherst

T1.3253 Roundtable for Institutions Interested in Sending and/or Receiving Electronic Transcripts

8:00 a.m. – 9:15 a.m. | Rooms 322/323, Level 300

Come be a part of the growing electronic transcript community and share your experience!

FACILITATOR:
Monterey Sims, University of Phoenix

Related Publication: *Electronic Data Exchange Primer*

T1.3287 The Transition from NACES-Approved Evaluations to Reviewing Foreign Credentials In-House

8:00 a.m. – 9:15 a.m. | Room 343, Level 300

At one point in time, Governors State University completed in-house evaluations of foreign credentials for admission purposes. Due to limited staffing, the university only accepted NACES-approved evaluations as foreign credentials. In order to increase the international student population on campus, GSU is going back to its old ways and will once again complete in-house evaluations of foreign credentials. Attend this session to learn how they made the transition.

PRESENTER:
Tiffani Robertson, Governors State University

T1.3300 Supporting Adult Learners: Credit for Prior Learning Pathways

8:00 a.m. – 9:15 a.m. | Room 336, Level 300

Current research has shown that adult learners are more likely to persist and complete a postsecondary credential when two- and four-year institutions provide comprehensive and transparent credit for prior learning policies and practices. Join this interactive session to learn about trends, research, and effective practices in the field of prior learning assessment, from student outreach and advising to faculty engagement and articulation models.

PRESENTER:
Mary Beth Lakin, American Council on Education

Related Publication: *Assessment's New Role in Degree Completion: A Registrar's Primer on Prior Learning Assessment and Competency-Based Education*

T1.3309 Data Visualizations and You: Letting Your Data Speak

8:00 a.m. – 9:15 a.m. | Rooms 345/346, Level 300

Data visualizations, when done well, are a great way to convey a lot of information in an easy-to-understand way. In this non-technical, non-product-specific session, come learn about data visualizations: what they are, how to create them, some general guidelines and "best practices," and how to make sure that the voice you're giving to your data is the appropriate one.

PRESENTER:
Doug McKenna, George Washington University

T1.3329 Alphabet Soup of Accreditation: What is Accreditation and How Does it Work?

8:00 a.m. – 9:15 a.m. | Rooms 319/320, Level 300

This session will take a look at the alphabet soup of accreditation—SACS, NCA-HLC, CHEA, USDOE, THECB, NACCAS, BETC, ABHES, ACCES, COE and about 80 more players in accreditation. What are these organizations and what is their role in the accreditation process? This session will help newcomers to the profession understand the organizations, terms, phrases, and processes involved in accreditation.

PRESENTER:
John Hall, Southern Methodist University

T1.3369 LGBT Academic Record Management

8:00 a.m. – 9:15 a.m. | Room 328, Level 300

This is an interactive panel discussion and presentation investigating some current and continuing best praticies around LGBT academic record management.

PRESENTERS:
Michael Blumenauer, Dartmouth College
Jack Miner, The Ohio State University
Joseph Salomone, Drexel University

Related Publication: *The AACRAO Academic Record and Transcript Guide*

T1.3395 Beyond Retention: Using Targeted Analytics to Improve Student Success

8:00 a.m. – 9:15 a.m. | Room 340, Level 300

Colleges are awash in data, but having data does not equate to using it effectively. Learn how targeted analytics can increase effectiveness of student success efforts by targeting the right student at the right time and how evaluating the results using early, middle, and late key performance indicators can motivate faculty and staff. Our program has returned over $5 million in 3 years.

PRESENTER:
Loralyn Taylor, Paul Smith's College of Arts and Sciences

T1.3426 Federal Program Review: It Goes Beyond Financial Aid

8:00 a.m. – 9:15 a.m. | Room 344, Level 300

The U.S. Department of Education's Financial Aid programs go beyond loans and grants. This session will examine the spectrum of programs offered, giving you the fundamentals of how to best leverage the programs to meet the needs of your students.

PRESENTER:
Dawn Lowe, Johns Hopkins University

T1.3430 School of Record Issues in Study Abroad

8:00 a.m. – 9:15 a.m. | Room 321, Level 300

The School of Record is the accredited academic institution that serves as an academic records interface between a study abroad program delivery unit and the student's sending institutions. The partnership between Spelman and CIEE will be used as a case study. This session also provides an update on the joint AACRAO and Forum on Education Abroad Task Force report on Best Practices of School of Record for Study Abroad.

PRESENTER:
Margery Ganz, Spelman College

T1.3469 State-Funded or State-Subsidized and the Implications for a Registrar's Office

8:00 a.m. – 9:15 a.m. | Room 327, Level 300

Declining state funds have left many college campuses largely self-supported. Such funding challenges have impacts across an entire campus and the Registrar's Office is no exception. Learn how registrars at several state-funded institutions have managed to keep their operations afloat through creative initiatives that generate revenue while still serving students and meeting the needs of the university.

PRESENTERS:
Laura Doering, Iowa State University
Larry Lockwood, University of Iowa
Mark McConahay, Indiana University – Bloomington
Philip Patton, University of Northern Iowa

T1.3906 Extending the Credential; Empowering the Learner

8:00 a.m. – 9:15 a.m. | Room 329, Level 300

At its core, Parchment believes that credentials matter. Parchment's platform empowers both administrators and learners. Come learn about the future of eTranscript and credential management including features such as mobile support, automation without IT involvement, and ordering and fulfillment for eDiplomas and other official documents.

PRESENTER:
Matthew Pittinsky, Parchment

T1.3921 Washington Update for Admissions and Registrars on Title IV: Why is Financial Aid Causing us to be Legislated?

8:00 a.m. – 9:15 a.m. | Room 318, Level 300

Has your financial aid director been driving you crazy with all the changes YOU must make? Why is this happening? What else can we expect out of DC? Come learn the background on why all of these changes are occurring, why the changes expand outside of financial aid offices, and how important it is to develop relationships between the offices to implement regulation.

PRESENTERS:
Katherine Allen, University of Michigan – Dearborn
Megan McClean, NASFAA

Refreshment Break in Exhibit Hall

9:15 a.m. – 10:00 a.m. | Swing Hall and Exhibit Hall E, Level 100

T2.3162 Business Meeting

10:00 a.m. – 11:30 a.m. | Ballrooms I/II, Level 400

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.

(TL) Caucuses and Luncheons

TL.4047 Asian and Pacific Islander Caucus

11:30 a.m. – 12:45 p.m. | Room 326, Level 300

FACILITATOR:
Hue Haslim, Western International University

TL.4048 Black Caucus

11:30 a.m. – 12:45 p.m. | Rooms 322/323, Level 300

FACILITATOR:
Jackie Carter, Washington University in St. Louis

(TL) **National Network of Law School Officers Luncheon and Business Meeting**

11:30 a.m. – 1:00 p.m. | Rooms 349/350, Level 300

For information, contact: Denise Boessen at **BoessenN@missouri.edu** or (573) 882-8269

(TL) **TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch**

11:30 a.m. – 1:00 p.m. | Room 335, Level 300

Contact: Jeanie Bell at **Jeanie.bell@colorado.edu** or (303) 735-2437

(TL) **Annual Meeting Planners Luncheon**

By invitation

11:30 a.m. – 1:00 p.m. | Camden Lobby, Level 300

(T3) Educational Sessions and Roundtables

TUESDAY, 1:00 P.M. – 2:00 P.M.

Poster Sessions: New for 2015!

Poster sessions offer presenters an opportunity to discuss their topic in an informal setting, somewhat like an information fair.

Poster Session

T3.2918 **Paperless Forms in the Registrar's Office**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

Using our college's groupwise email, the College of Southern Maryland was able to send all forms by e-mail routing. This benefitted many different offices including Advising, Academic Affairs and the Registrar's Office. Imagine being able to find out immediately who is the hold up in processing a form! And... it costs nothing to implement!

PRESENTER:

Angela Murphy, College of Southern Maryland

Poster Session

T3.3101 **University Policy: A Mickey Mouse Affair**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

This poster session will provide a look at how lessons from Walt Disney can be implemented in the creation and maintenance of university policy.

PRESENTER:

Daniel Butcher, Capella University

Poster Session

T3.3205 **Transitioning Challenges of International Student Athletes**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

This mixed-method research examines barriers to international student-athlete success at a medium sized, Division 1, private, liberal-arts university in the South. Quantitative results and informal qualitative interviews shed light on the cultural, social, and athletic barriers that stand in the way of academic success. Information and insight on the experiences of international student-athletes will enable administrators and academic support personnel to better recruit and retain international student-athletes, a growing subset of the U.S. undergraduate student body.

PRESENTER:

Rodney Parks, Elon University

Poster Session

T3.3226 **What Does the Grade Say?**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

This poster session is an opportunity to discuss all the different grades schools use today. Do you have a grade you've been using since the beginning of time? Why is that? What about withdrawal grades: W, WP, WF, AW? Do you transfer grades for the GPA? Stop by and ask a question, or share your weird grades too!

PRESENTER:

Stephanie Henning, Central College

Related Publication: *Current Trends in Grades and Grading Practices in Higher Education*

Poster Session

T3.3254 **What the Heck Is EDX?**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

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

PRESENTER:

Susan Dorsey, University of Colorado Boulder

Related Publication: *Electronic Data Exchange Primer*

Poster Session

T3.3291 **Streamlining M.D. Verifications: Moving from Paper to Paperless**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

Case Western Reserve University School of Medicine Registrar's Office worked closely with the Federation Credentials Verification Service to pilot a secure, web-based verification application. Med-Ed Connect™ produces a paperless, cost-effective, user-friendly, and time-efficient experience for everyone.

PRESENTER:

Siu Yan Scott, Case Western Reserve University School of Medicine

Poster Session

T3.3308 **Effective Grassroots Retention Efforts**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

Learn how the University of Connecticut conducts personalized, specific outreach efforts to encourage retention and graduation and how these students are identified and tracked. Learn techniques that you can easily implement with success.

PRESENTERS:
Lauren DiGrazia, University of Connecticut
Erin Mason, University of Connecticut

Poster Session

T3.3317 **Innovation at the Heart of Growth for the NAIA**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

This poster session explores the use of innovation, idea generation, and student-centric perspectives to move the NAIA towards growth. This session will lay out some of the methods, tactics, and tools that the NAIA used to jumpstart their growth campaign.

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

Poster Session

T3.3403 **A Registrar's Guide to Social Media: What One Registrar Learned by Using Twitter**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

Social media can help professional and graduate schools communicate important and timely information to their constituencies. The type and purpose of messages are important to using social media successfully. Come listen to what one registrar learned by using Twitter and how other forms of social media can be used.

PRESENTER:
Tracy Mourton, University of Virginia – Main Campus

Poster Session

T3.3893 **How the University of Pennsylvania Delivers World-Class Student Service and Enhanced Web Presence via "Ask Ben"**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

Are contacts to your office becoming unwieldy? Are you responding to the same questions? Do your students have difficulty navigating through your website? Come to this session and hear how the University of Pennsylvania's Office of Student Registration and Financial Services implemented the IntelliResponse Virtual Agent tool and significantly reduced their telephone volume.

PRESENTER:
Michelle Brown-Nevers, University of Pennsylvania

Poster Session

T3.3984 **The Relationships Between Noncognitive Characteristics and Student Engagement**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

The purpose of this study was to explore the perceptions of students of color at an urban commuter university as related to the constructs utilized within the engagement literature as well as within the noncognitive student characteristics literature. The findings underscore the importance of moving away from a monolithic understanding of engagement to a more complex consideration of the ways in which students interact with the campus environment.

PRESENTER:
Amir Law, University of Utah

Poster Session

T3.3985 **Creating a Culture of Student Success**

1:00 p.m. – 2:00 p.m. | Poster Area East, Level 300

In 2013, Virginia Commonwealth University's Division of Strategic Enrollment Management launched the "Do the math" campaign, which, in tandem with a number of other projects, brought the university community together with one common focus: enhancing student success.

PRESENTER:
Joanne Jensen, Virginia Commonwealth University

Related Publication: *The Transfer Handbook: Promoting Student Success*

T3.2897 **Practices on Enforcing Degree Progress**

1:00 p.m. – 2:00 p.m. | Room 328, Level 300

As institutions implement new goals and requirements that will help improve retention and graduation efforts, the increase in workload for the Enrollment Services units (Admissions, Registrar, Financial Aid) continue to grow. This session will focus on one small component of those hefty new goals—the creation and implementation of Major Completion Maps (transforming the program of study into an 8-semester plan).

PRESENTER:
Kelley Brundage, Colorado State University

T3.2920 **The Impact of Multiple College Closing Days Due to Mother Nature**

1:00 p.m. – 2:00 p.m. | Room 341, Level 300

The winter of 2014, say no more! How did snow days impact your office? Two registrar's offices will share their institutions' decisions regarding missed class time, student refunds, mid-term, withdrawal dates, and student services.

PRESENTERS:
Carol Harrison, College of Southern Maryland
Jan Kiphart, McDaniel College

T3.3038 Tail Wagging the Dog: Federal Financial Aid Regulations and the Academic Record

1:00 p.m. – 2:00 p.m. | Ballroom I/II, Level 400

Compliance can be impacted by how registrars manage business processes and the academic record. This session will focus on some of the more recent regulations, such as repeating classes, withdrawals, last date of attendance, and distance education, as well as common responses and best practices from a records standpoint. Hear perspectives from financial aid and registrar professionals, and come prepared to share your experiences and practices.

PRESENTERS:
James Kennedy, Indiana University-University Student Services & Systems
Kristi Wold-McCormick, University of Colorado Boulder

Related Publication: *The AACRAO Academic Record and Transcript Guide*

T3.3073 Avoid the Penalty Box! Making the Athletics Certification and APR Less Painful by Utilizing Technology Properly

1:00 p.m. – 2:00 p.m. | Room 329, Level 300

Athletic Certification and Academic Progress Reporting can be an overwhelming and sometimes chaotic experience. Get the basics on what's required for APR and NCAA/NJCAA certification. Should your campus be selected for an audit, learn how to prepare in advance by leveraging technology, primarily your SIS and distributed reporting tools, to ensure compliance at various stages.

PRESENTERS:
Rob Fitzgerald, Brown University
Erin Reeder, Anne Arundel Community College

T3.3134 Developing an Effective Law School Orientation Program

1:00 p.m. – 2:00 p.m. | Room 342, Level 300

While legal education reform slowly gains traction, there is very little discussion about how to use new student orientation—a built-in preparatory opportunity—to better educate students about the current reality of law school beyond administrative hurdles. The presenter took a long-term reflective approach to evaluating the orientation program and its utility in shaping the law school experience, and used the findings, along with research, to create holistic recommendations for improving the law school transition. This session will be structured as part presentation, part roundtable.

PRESENTER:
Theresa Gallo, Drexel University

T3.3210 What's the Latest in SIS Developments?

1:00 p.m. – 2:00 p.m. | Rooms 324/325, Level 300

Let's discuss the evolving vendor landscape of student information systems! What new players are emerging in the SIS field? What is on the horizon for technology and function? What isn't, but should be? Are technological advances driving innovation? Will the Cloud mean the end of customization and differentiation? Whether you are investigating new systems, content where you are, or just curious about recent and future developments, come join in the discussion.

PRESENTER:
Michael Burke, Harvard University

T3.3215 AACRAO Task Force on International Admissions and Credential Evaluation Update

1:00 p.m. – 2:00 p.m. | Room 327, Level 300

Members of the task force will provide an update on the project. The Task Force was convened by the AACRAO Board of Directors to look at international exchange trends over the next ten years and to examine how AACRAO can provide leadership and effective support to the international professional community. The Task Force charge provides a platform to identify key actions that will re-engage members of the professions and establish collegial relationships and professional best practices.

PRESENTERS:
Melanie Gottlieb, Cottey College
Gloria Nathanson, Retired UCLA
Jasmin Saidi-Kuehnert, Academic Credentials Evaluation Institute, Inc.

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

T3.3234 Update on Legislative and Regulatory Issues and Advocacy

1:00 p.m. – 2:00 p.m. | Rooms 347/348, Level 300

This panel session, including members of the AACRAO Public Policy Advisory Committee, will include an overview of how legislation is impacting higher education and a summary of the current hot topic issues. In addition, the panel will share ideas for resources that are available.

PRESENTERS:
Tim Amyx, Volunteer State Community College
Betty Huff, The University of Memphis
Reid Kisling, Western Seminary
Catherine Mund, Howard Community College

T3.3239 Hong Kong Diploma of Secondary Education: An Update

1:00 p.m. – 2:00 p.m. | Room 339, Level 300

Hong Kong introduced a new secondary curriculum in September 2009. This session will provide an overview of the new academic structure and the structure of the Hong Kong Diploma of Secondary Education Examination (HKDSE).

PRESENTERS:
LesLee Clauson Eicher, AACRAO International Education Services
Marcelle Heerschap, AACRAO International Education Services

T3.3259 The Functional to Technical Overview of Implementing Electronic Data Exchange of Student Academic Records

1:00 p.m. – 2:00 p.m. | Room 343, Level 300

This session will walk attendees through of 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

Related Publication: *Electronic Data Exchange Primer*

T3.3273 Reverse Transfer: With So Many Ways to Handle, What is the Best Way for You?

1:00 p.m. – 2:00 p.m. | Room 336, Level 300

Are you considering developing reverse transfer in your state? Find out the different questions to ask and learn what worked well, what difficulties were encountered, and how they were solved.

PRESENTERS:
Michelle Blackwell, University of North Carolina System
Amy Bruining, Central Piedmont Community College

Related Publication: *The Transfer Handbook: Promoting StudentSuccess*

T3.3301 State and Regional Officers: How Do You Communicate with Your Membership?

1:00 p.m. – 2:00 p.m. | Room 326, Level 300

In this age of electronic information, how has your AACRAO-affiliated state or regional organization decided to communicate with your membership? Have your tactics been successful? Come and talk to leaders and members from other state and regional organizations to discuss new and improved methods of communication.

PRESENTER:
Lara Medley, Colorado School of Mines

T3.3322 Second Chances: Admission of Academically At-Risk Students

1:00 p.m. – 2:00 p.m. | Rooms 345/346, Level 300

In order to enhance retention rates among students on probation, applicants with a cumulative grade point average of less than 2.50 were required to complete an interview and an essay writing assignment. The results were evaluated by a committee, which submitted a recommendation for admission. This session will present student academic progress and retention rates tracked over multiple trimesters.

PRESENTER:
Len Archer, Adventist University of Health Sciences

T3.3351 From Small College to Small University: Starting a Graduate Program

1:00 p.m. – 2:00 p.m. | Room 344, Level 300

The provost called and the college is going to start a graduate program. Now what? Hear from peers who have been there and done that. What do you need to consider, what steps need to be taken, and how do you plan for a new graduate degree program?

PRESENTERS:
Melissa Dean, California Northstate University College of Pharmacy
Anne Herman, Pacific University
Joseph Redington, Misericordia University
Irma Williams, University of Maryland – Baltimore County

T3.3359 Promising Practices for Advising Military and Veteran Students Through the Admissions Process

1:00 p.m. – 2:00 p.m. | Room 318, Level 300

This session will provide an overview of ACE's research on promising practices for advising service members and veterans through the application and admittance process. It will look at motivating factors for why military student populations choose to apply to the institutions they do. This session will also include a discussion on creative ways student services offices can work together collaboratively to successfully guide service members and veterans through the admissions process.

PRESENTER:
Tanya Ang, American Council on Education

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

T3.3408 In Charge: Now What?

1:00 p.m. – 2:00 p.m. | Rooms 319/320, Level 300

Many of us assume formal leadership positions (such as director or committee chair) after making long-term contributions in more individual or support roles (such as assistant director or local naysayer). The presenters will discuss similarities and differences in the role of the formal leader versus the role of the informal leader and what works and what may not work as one moves to a new role.

PRESENTERS:
Tchad Sanger, University of California, Santa Cruz
Walter Wong, University of California – Berkeley

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

T3.3897 The Implementation of the Common Core State Standards and Assessments: Finding Solutions to Cross-State Challenges

1:00 p.m. – 2:00 p.m. | Rooms 337/338, Level 300

Increasingly, students attend colleges and universities in states other than where they graduated from high school, and questions loom about how the standards and assessment results will be viewed, accepted, and used as students move among states. This session will include a discussion of the various challenges and possible resolutions associated with student movement across state lines and the effective implementation of the Common Core State Standards and Assessments.

PRESENTER:
Demaree Michelau, WICHE

T3.3907 International Perspectives on Student Recruitment

1:00 p.m. – 2:00 p.m. | Room 340, Level 300

Join a session on international student recruitment. With global perspectives underpinned by insight on technology, resources, culture and politics, this session will cover off-market changes, and how institutions can adapt to students being better informed in order to meet their expectations. Administering and managing students is no longer enough. How is technology helping institutions manage such changes?

PRESENTER:
Chris Cobb, University of London

T3.4011 Getting Your Curriculum Workflow Under Control is Easier Than You Think

1:00 p.m. – 2:00 p.m. | Rooms 322/323, Level 300

Changing accreditation requirements requires your curriculum to be a living, breathing organism that is evolving every day. Schools need flexible solutions that can keep up. This session will demonstrate how institutions increase efficiency, accountability, and collaboration through Curriculog, a fully configurable, state-of-the-art, web-based curriculum management system.

PRESENTERS:
John Schoenborn, DIGARC
Wes Miller, DIGARC

T3.4094 Reverse Transfer: An Automated National Approach to Student Academic Record Exchange

1:00 p.m. – 2:00 p.m. | Room 321, Level 300

Come and hear the latest on this exciting new process to facilitate the exchange of student academic records to support Reverse Transfer. The registrars on our panel will share their experiences as project steering committee members and beta testers for the solution. The Clearinghouse will also make a significant announcement regarding the project.

PRESENTERS:
Connie Garrick, Lone Star College
Scott Owczarek, University of Wisconsin–Madison
Brenda Selman, University of Missouri–Columbia
Dave Pelham, National Student Clearinghouse

Refreshment Break in Exhibit Hall

2:00 p.m. – 2:30 p.m. | Swing Hall and Exhibit Hall E, Level 100

T4.4065 NAIA Registrars Association Annual Business Meeting

2:00 p.m. – 3:30 p.m. | Rooms 349/350, Level 300

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.

T4.3920 Tuesday Plenary

2:30 p.m. – 3:30 p.m. | Ballrooms I/II, Level 400

U.S. Government Perspectives on Academic Mobility

Representatives from the U.S. Departments of State and Education will discuss the administration's approach to education diplomacy, mechanisms to increase student mobility, and the increased interest in cross-border education exhibited by many governments around the world.

PRESENTERS:

Heidi Arola,
U.S. Department of State

Rafael Nevárez,
U.S. Department of Education

Dale Gough, Director, AACRAO International Education Services (IES) (Moderator)

T4.3959 **Tuesday Plenary**

2:30 p.m. – 3:30 p.m. | Ballrooms III/IV, Level 400

Dumb Things Well-Intended People Say: Skills to Build Diversity Competency

Maura Cullen, Author/Trainer/Speaker

Have you ever found yourself saying, "Some of my best friends are…" or "I don't think of you as… or "I'm colorblind"? We often make statements intended to be supportive or complimentary, but instead they end up being problematic. Although well-meaning, these remarks often have the opposite effect of what is intended. As academic and enrollment leaders on campus, it is critically important that you continually increase your diversity competence to enhance departmental, institutional, and student success. Dr. Cullen will help you recognize and understand communication traps, how to avoid them, and what tools to use in their place.

(T5) Educational Sessions and Roundtables

TUESDAY, 3:45 P.M. – 4:45 P.M.

Poster Sessions: New for 2015!

Poster sessions offer presenters an opportunity to discuss their topic in an informal setting, somewhat like an information fair.

Poster Session

T5.2878 **Questions About International Recruitment or Admission? Ask Lucy**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

This poster session will be staffed by professionals in the field of international education who have knowledge about all aspects of the field: enrollment management [recruitment ideas and best practices], admissions guidelines [how to evaluate credit], and orientation and enrollment [having the right services for international students].

PRESENTERS:
Mary Baxton, California State University, Northridge
Lynn Perry, California State University - East Bay

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

Poster Session

T5.2929 **Resources for State and Regional Association Leaders from the AACRAO State and Regional Relations Committee**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

The AACRAO State and Regional Relations Committee serves officers and other leaders of ACRAO state and regional associations. Attend this poster session to meet with committee representatives and learn more about professional development opportunities, online resources, communication tools, and new technology resources coming soon from AACRAO.

PRESENTER:
Lara Medley, Colorado School of Mines

Poster Session

T5.3034 **Dipping into Clearinghouse Data to Increase Your Transfer Prospect Pool**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

The National Student Clearinghouse (NSC) is a reliable, yet underutilized, source of enrollment data. Each year we receive thousands of inquiries and applications from prospective freshman students. However, many students either self-select out or do not meet the minimum admission requirements. Accessing data from NSC allows universities to track the enrollment of these students and import them into the transfer prospect pool.

PRESENTER:
Jessica Bumpus, University of Alabama at Birmingham

Related Publication: *The Transfer Handbook: Promoting Student Success*

Poster Session

T5.3192 **Traumatic Brain Injuries and Campus Life: Creating and Sustaining a Supportive Campus Environment**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

This session will present a summary of the qualitative findings of five undergraduate students' journey to accomplish their academic goals while carrying a diagnosis of traumatic brain injury (TBI). The data will also explore students who reverse transfer due to lack of disability support, and the presenter will offer suggestions for improving services to this growing population of students.

PRESENTER:
Ashley Edwards, Elon University

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

Poster Session

T5.3206 **Exploring the Challenges of Academic Advising for Student Veterans**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

This is a mixed-methods study that intends to investigate how veterans are and were being advised on college campuses. The purpose of this study is to examine the challenges encountered when advising student veterans on their major and career goals, as well as helping to apply their military experiences and courses to these goals. Furthermore, this study intends to better understand how these students are presently being served by academic advising staff and to attempt to determine ways to improve advisement processes of these students in the future.

PRESENTER:
Ashley Edwards, Elon University

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

Poster Session

T5.3296 **Admissions Funnel and Enrollment Pipeline**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

This poster session will share how to strategize new tactics, business processes and models, and how to implement them in the SIS.

PRESENTER:
Helen Nakos, Cowley County Community College

Poster Session

T5.3334 **Service Matters: A Study of the Relationship Between Enrollment Services and Student Satisfaction as an Indicator of Institutional Effectiveness**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

This poster topic will seek to demonstrate the relationship between enrollment services and student satisfaction. Enrollment services are those services provided by administrative offices within postsecondary institutions to meet the non-academic and co-curricular needs of students. These offices assist students through the students' college lifecycle, from recruitment to graduation.

PRESENTER:
Kizzy Morris, East Stroudsburg University of Pennsylvania

Related Publications: *Handbook of Strategic Enrollment Management, Strategic Enrollment Management: Transforming Higher Education*

Poster Session

T5.3405 **Graduate Student Unions and Their Influence on the Institution**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

This poster session will outline how graduate student unions can have an influence on the institution.

PRESENTER:
Tracy Mourton, University of Virginia - Main Campus

Poster Session

T5.3416 **EducationUSA in China**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

Attend this poster session to meet an EducationUSA Advisor from Beijing, China. This poster session will have information and updates on the educational system in China and insights on how to connect and engage with students and the EducationUSA network there.

PRESENTER:
Jiawei (Will) Yang, EducationUSA Representative from China

Poster Session

T5.3423 **EducationUSA in Ghana**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

Attend this poster session to meet an EducationUSA Advisor from Kumasi, Ghana. This poster session will have information and updates on the educational system in Ghana and insights on how to connect and engage with students and the EducationUSA network there.

PRESENTER:
Marilyn Owusu, EducationUSA Representative from Ghana

Poster Session

T5.3424 **EducationUSA in Mexico**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

Attend this poster session to meet an EducationUSA Advisor from Hermosillo, 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:
Samira Alvarado, EducationUSA Representative from Mexico

Poster Session

T5.3463 **Mapping International Agreements**

3:45 p.m. – 4:45 p.m. | Poster Area West, Level 300

Using a standard MOU/Agreement as a map, this session will review key academic and logistical articles that must be discussed during the development of international exchange and collaborative agreements. Sections of special interest to admissions officers, registrars, and academic services will be highlighted, including the difference between dual and joint degrees, admissions criteria, visa status, balancing exchange ratios, and recognition and transfer of credit.

PRESENTER:
Lori Citti, Johns Hopkins University

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

T5.2954 **Roundtable: Large and Medium Schools Registrars**

3:45 p.m. – 4:45 p.m. | Rooms 337/338, Level 300

This roundtable discussion is designed for sharing of ideas, emerging issues, and best practices for registrars at institutions with enrollments of 15,000 or more.

FACILITATOR:
Julia Pomerenk, Washington State University

T5.3020 Love 'Em or Hate 'Em: The Co-Curricular Transcript Project on Your Campus

3:45 p.m. – 4:45 p.m. | Rooms 345/346, Level 300

Love them or hate them, many institutions are now using the co-curricular transcript/record to supplement the official transcript as part of the student record. This discussion will cover the entire spectrum starting with how to create campus buy-in for the project to discussing which alternatives will work best for your community.

PRESENTERS:
Yvette Ali, University of Toronto
Liesl Fowler, Augustana College
Rodney Parks, Elon University

T5.3070 Using the Joint Services Transcript (JST) and the ACE Military Guide

3:45 p.m. – 4:45 p.m. | Room 329, Level 300

ACE's Military Guide presents credit recommendations for formal courses and occupations offered by all branches of the military. ACE's credit recommendations populate the Joint Services Transcript (JST)—the major transcript model for the Army, Marine Corps, Navy, and Coast Guard. Participants will learn about the transcript process steps for service members, veterans, colleges and universities; review sample JST transcripts; analyze the JST leveraging the resources of the Military Guide; and discover more about future initiatives with the JST.

PRESENTERS:
Dawn Light, American Council on Education
Michele Spires, American Council on Education

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

T5.3145 What's in a Name? A Discussion of Current LGBTQA Acronyms, Definitions, Concepts, and Guides

3:45 p.m. – 4:45 p.m. | Room 339, Level 300

There are several pertinent issues and acronyms, concepts, and guides that help to better define and understand the LGBTQA community. The presenters will review all current concepts and trends and answer any related questions.

PRESENTERS:
Carl Stange, Winona State University
Susan Stoker, Tarleton State University

T5.3168 #TRENDING

3:45 p.m. – 4:45 p.m. | Room 342, Level 300

Learn how to maximize the use of your internal resources to build your social media presence. By collaborating with campus partners and students, you can use the power of crowdsourcing to get your networks "trending" where it matters. We will look at case studies from NC State's undergraduate admission's freshman yield campaigns (#ncstate18, #ExperienceNCState, and #EmbraceNCState) to get the conversation started.

PRESENTERS:
Angela Brockelsby, North Carolina State University at Raleigh
Joyce Mai, North Carolina State University at Raleigh
Natalie McCook, North Carolina State University at Raleigh

T5.3178 The Times, They are a-Changin?: Social Media in Higher Education

3:45 p.m. – 4:45 p.m. | Rooms 319/320, Level 300

Social media is two-way communication that builds relationships and engagement. With students actively involved in social media, it makes sense for registrar and admissions offices to integrate these platforms into their marketing and communications strategies. This presentation will provide tips and best practices to help launch, strategize, and cultivate social media at your institution.

PRESENTER:
Kess Knight, University of Minnesota

T5.3229 International Education Research: It's Easier Than You May Think!

3:45 p.m. – 4:45 p.m. | Room 340, Level 300

This session is geared toward newcomers to the international admissions profession, admission personnel who review international educational credentials, and other personnel with a need or desire to learn more about international education in general. The presenter will show you how easy it is to get started and will cover the basics of international education research.

PRESENTER:
Peggy Hendrickson, AACRAO International Education Services

Related Publications: *The AACRAO International Guide: A Resource for International Education Professionals, AACRAO EDGE (Electronic Database for Global Education)*

T5.3252 A First-Hand Look at How Higher Ed Data and Information Become Mainstream News

3:45 p.m. – 4:45 p.m. | Rooms 324/325, Level 300

Chronicle of Higher Education reporter Beckie Supiano reports extensively on admissions, financial aid, student finances, and college costs. Ms. Supiano will provide insights into how media determine what to report and on how the news often sets the agenda for higher ed decision makers. The session is an excellent opportunity for data and information providers to understand the role journalists play in the collection, synthesis, and dissemination of information. Extended Q&A for this session.

PRESENTERS:
James Roche, University of Massachusetts – Amherst
Beckie Supiano, Chronicle of Higher Education

T5.3261 Case Studies: Maximize the Benefit of Electronic Transcripts

3:45 p.m. – 4:45 p.m. | Room 327, Level 300

Ever wondered what happens to the transcript data after it's been received? Several presenters are using electronic transcripts in their evaluation process!

PRESENTER:
Tuan Anh Do, San Francisco State University

Related Publication: *Electronic Data Exchange Primer*

T5.3275 Making Your University Brand Come Alive: Advice and Anecdotes from the University of West Georgia

3:45 p.m. – 4:45 p.m. | Room 341, Level 300

In the Fall of 2010, the University of West Georgia endeavored to develop a brand from the ground up. The outcome has been a dramatic increase in interest, recognition, and enrollment at the university. Now 2+ years into the developing the "Go West" brand, this presentation reflects on both the essential pieces needed to make a brand launch successful and where UWG's brand launch is headed next.

PRESENTERS:
Justin Barlow, University of West Georgia
Jami Bower, University of West Georgia

T5.3281 Are You Ready? Leading Your Office Through Times of Change

3:45 p.m. – 4:45 p.m. | Ballrooms I/II, Level 400

Change is inevitable! As a manager you have a choice; you can be proactive and have a plan in mind, or you can be reactive and work just-in-time. This session will assist managers by looking at change management from an office-wide perspective and identify how to use your leadership skills to successfully keep your office moving forward. Specific examples of how a customer service improvement plan was implemented will be discussed.

PRESENTERS:
Kimberly Blair-Chambers, Michigan State University
Scott TerMeer, Michigan State University

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

T5.3337 The Registrar's Toolkit

3:45 p.m. – 4:45 p.m. | Room 326, Level 300

This session will give you some "tools" to make your Registrar's Office, or any other enrollment services office, run smoother and more efficiently. Aimed at newcomers to the profession, this session may be of use to experienced professionals as well.

PRESENTER:
Joe Papari, Southern Methodist University

Related Publication: *The Registrar's Guide: Evolving Best Practices in Records and Registration*

T5.3365 Research Findings in International Education: The Process of Making EDGE a Dynamic Reference and Instructional Tool

3:45 p.m. – 4:45 p.m. | Room 343, Level 300

Changes in education systems around the world require research and verification from reliable sources. Such research findings are documented and posted weekly to the AACRAO Electronic Database for Global Education (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.

PRESENTERS:
Chris Foley, Indiana University-Purdue University Indianapolis
Dale Gough, AACRAO International Education Services
Johnny Johnson, AACRAO International Education Services
Gloria Nathanson, Retired UCLA
William Paver, Foreign Credentials Service of America (FCSA)
Robert Watkins, The University of Texas at Austin

T5.3368 LGBTQA Resources for College Applicants: Is This the Right and Safest Place for Me?

3:45 p.m. – 4:45 p.m. | Rooms 322/323, Level 300

The presenter will share a collection of resources available to LGBTQA students applying for college, as well as initiatives by higher education institutions to acknowledge and provide outreach to potential LGBTQA students.

PRESENTER:
Joseph Salomone, Drexel University

T5.3372 What To Do When an Information Breach Has Occured

3:45 p.m. – 4:45 p.m. | Rooms 347/348, Level 300

Higher education institutions are experiencing an increase in data breaches where hackers are accessing personal information of students, faculty, and alumni. Our databases hold sensitive data, such as SSNs, credit card numbers and health care records, making them prime targets for cybercriminals. Since 2008, 158 university data breaches have been reported, compromising more than 2.3 million records. This panel will focus on handling real-life data breaches and tips for avoiding data hackers.

PRESENTERS:
Adrian Cornelius, University of Maryland – College Park
Karen Jarrell, Paul Quinn College
Mark McConahay, Indiana University – Bloomington

Related Publication: *AACRAO's Student Records Management: Retention, Disposal and Archive of Student Records*

T5.3389 Wake Forest Advantage: A Partnership to Ensure International Student Academic and Social Success

3:45 p.m. – 4:45 p.m. | Room 336, Level 300

How do admissions officers responsible for screening international applications ensure quality in the face of varying cultural expectations or application materials? How do you ensure social and academic success for international students? This session introduces Wake Forest Advantage, an international partnership that allows admissions officers to recruit highly qualified international students earlier in the admissions cycle, thereby ensuring a better fit between institution and student.

PRESENTERS:
Nelson Brunsting, Wake Forest University
Michelle Klosterman, Wake Forest University

T5.3427 Essential Toolkit for Prior Learning Assessment

3:45 p.m. – 4:45 p.m. | Room 344, Level 300

Whether you are in the first steps of planning or have a well-established Prior Learning Assessment (PLA) program, this workshop will explain best practices and offer usable tools to administer a successful PLA program. We will explore various aspects including the established standards for assessing outside learnings for credit, creating faculty buy-in, and communicating with students about this process.

PRESENTERS:
Daniel Butcher, Capella University
Kathryn Khosravi, Capella University

Related Publication: *Assessment's New Role in Degree Completion: A Registrar's Primer on Prior Learning Assessment and Competency-Based Education*

T5.3898 Thriving in an Era of Policy Attention to Postsecondary Outcomes, Mobility, Accountability, and ROI

3:45 p.m. – 4:45 p.m. | Room 328, Level 300

This session will feature a view of patterns of student mobility and the various debates occurring in the policy environment around accountability and return on investment, particularly with respect to the state of efforts focused on measuring employment outcomes. Participants will be invited to join a discussion with leaders in the field about the implications for enrollment management activities, as well as for advocacy and engagement both on campus and beyond.

PRESENTER:
Brian Prescott, WICHE

T5.3963 Contribute to the Profession through AACRAO

3:45 p.m. – 4:45 p.m. | Room 321, Level 300

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 be there to discuss processes for contributing to one of AACRAO's publications, hosting a live webinar, and teaching an online course.

PRESENTERS:
Brooke Barnett, AACRAO
Martha Henebry, AACRAO
Linda Smith, AACRAO
Janet Szamosszegi, AACRAO
Heather Zimar, AACRAO

T5.4008 Student Planning Tool Used by Over 125 Institutions

3:45 p.m. – 4:45 p.m. | Room 318, Level 300

Many institutions are challenged to raise graduation rates and increase service to their students. Imagine one solution that improves the student experience, academic advising, increases credit hours, and helps plan for future master schedules. College Scheduler provides a web-based schedule planner for use by students and advisors when planning for the upcoming semester.

PRESENTER:
Robert Strazzarino, College Scheduler LLC

T5.4046 Native American Caucus

3:45 p.m. – 4:45 p.m. | Room 334, Level 300

FACILITATOR:
Mechelle Aitson-Roessler, Rose State College

(T6) Educational Sessions and Roundtables

TUESDAY, 5:00 P.M. – 6:00 P.M.

T6.2718 Kuali Student Roundtable

5:00 p.m. – 6:00 p.m. | Room 328, Level 300

Not sure what Kuali Student is? Don't know if an open-source system will really work at your school? Come find out more about Kuali Student's open-source Student Information System (SIS) and how it really works.

FACILITATOR:
Adrian Cornelius, University of Maryland – College Park

T6.3066 EducationUSA Update

5:00 p.m. – 6:00 p.m. | Rooms 319/320, Level 300

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:
Matt Washburn, U.S. Department of State
Ishrat Jahan, EducationUSA Representative from India
Jiawei (Will) Yang, EducationUSA Representative from China
Nino Chinchaladze, EducationUSA Representative from Georgia
Samira Alvarado, EducationUSA Representative from Mexico
Marilyn Owusu, EducationUSA Representative from Ghana
Hasan Huseynli, Azerbaijan

T6.3120 The Status and Impact of State Authorization Requirements and Reciprocity Agreements (SARA)

5:00 p.m. – 6:00 p.m. | Rooms 347/348, Level 300

Receive regional updates on the nationwide State Authorization Reciprocity Agreement (SARA) and its evolving interaction with state authorization requirements. The presenters will discuss the processes by which states and their institutions can join SARA, and the variations in rates and levels of participation in SARA across the nation as they relate to and affect state-level and institutional-level decision-making.

PRESENTERS:
Sandy Doran, NEBHE
Mary Larson, Southern Regional Education Board

T6.3128 If You Judge a Fish By Its Ability to Climb a Tree....

5:00 p.m. – 6:00 p.m. | Rooms 324/325, Level 300

Situational leadership is more than just a buzz phrase. It is an essential element of successful leadership. This session will explore the theoretical concepts and practical applications of situational leadership in a university administration setting.

PRESENTER:
Diana Hull, University of Florida

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

T6.3139 A "How-to" on Determining Accreditation/ Recognition of Transnational International Institutions

5:00 p.m. – 6:00 p.m. | Room 318, Level 300

This session provides an in-depth look at how to determine the accreditation or recognition of educational institutions that may be operating amongst and between nations. Get an overview of the trends in transnational education and learn the methods and tools you will need back on campus to determine the recognition status of these institutions.

PRESENTERS:
Amy Santiago, International Education Research Foundation (IERF)
Emily Tse, International Education Research Foundation (IERF)

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

COURSE AND ROOM SCHEDULING TRACK

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THE SCHEDULING PEOPLE

T6.3180 Best Practices Regarding Offering Blended or Hybrid Classes

5:00 p.m. – 6:00 p.m. | Room 326, Level 300

A growing trend is to offer classes with blended (sometimes called hybrid) methods of instructional delivery. These may include traditional in-person instruction, computer-assisted instruction, video instruction, self-paced web-based instruction, etc. This session will address registrar-related issues associated with offering such classes.

PRESENTER:
Richard Morrell, University of Nebraska at Lincoln

T6.3193 Transfer Credit Best Practices

5:00 p.m. – 6:00 p.m. | Room 340, Level 300

Clep? ACE? IB? AP? College Credit? Online Courses? This session will share some industry-wide best practices in transfer credit 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!

PRESENTER:
Nicole Kragt, Kalamazoo College

Related Publication: *The Transfer Handbook: Promoting Student Success*

T6.3200 The Registrar's Role in Curriculum Management

5:00 p.m. – 6:00 p.m. | Room 342, Level 300

Registrars support the academic environment, and one aspect of this is curriculum management for the institution. However, the role of the registrar can differ based on institutional culture, governance structures, and even technology. This session will cover practical implications for professional development including working effectively with faculty and other student services personnel.

PRESENTERS:
Wendy Kilgore, AACRAO Consulting
Reid Kisling, Western Seminary

Related Publication: *The Registrar's Guide: Evolving Best Practices in Records and Registration*

T6.3219 Collaborative Relationships Between Academic Advising and Registrar's Offices

5:00 p.m. – 6:00 p.m. | Room 327, Level 300

This session will analyze the working dynamics and interdependencies between academic advising and the registrar's office and will suggest solutions that will increase their collaboration in a way that will benefit students' progress to degree.

PRESENTERS:
Carmen Etienne, Oakland University
Beth Merritt-Miller, California Polytechnic State University–San Luis Obispo
Steven Shablin, Oakland University
Cem Sunata, California Polytechnic State University–San Luis Obispo

T6.3231 AACRAO's Self Assessment for Registrars (Online and In Print)

5:00 p.m. – 6:00 p.m. | Rooms 337/338, Level 300

Join members of the editorial committee that updated the *Self Assessment* to review how it can help assess your office. This session will also include an overview of the online Registrar's Self Assessment, a benefit of AACRAO membership and how it can benefit your staff.

PRESENTERS:
Julie Ferguson, Rutgers Biomedical and Health Sciences
Jessica Montgomery, AACRAO
Susan Nelson Hamilton, Rutgers Biomedical and Health Sciences
Jeff von Munkwitz-Smith, Boston University

Related Publication: *AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment*

T6.3315 Challenges of Scheduling Preceptorships in the Health Professions

5:00 p.m. – 6:00 p.m. | Rooms 345/346, Level 300

Oklahoma State Center for Health Sciences has seen its third and fourth year clerkship program evolve significantly over the last decade. This included three different scheduling software changes, all implemented with little input from the registrar's office. This session will discuss the challenges of scheduling important clinical activities at multiple off-site locations and how to prevent problems from occurring.

PRESENTER:
Amanda Sumner, Oklahoma State University Center for Health Sciences

T6.3338 Building Bridges with the Registrar's Office

5:00 p.m. – 6:00 p.m. | Room 329, Level 300

Some see the registrar's office as a gatekeeper and some to assist the institution with compliance and federal regulations. It is very critical for various stakeholders in the institution to understand the value of the registrar, but unfortunately, building bridges within the organization is a known challenge to overcome. This session will provide best practices and scenerios to minimize the gap.

PRESENTERS:
Amynah Mithani, Chamberlain College of Nursing
Angela Lynn, Western Illinois University
Ann King, Elgin Community College

T6.3347 Small College Admissions Roundtable

5:00 p.m. – 6:00 p.m. | Rooms 322/323, Level 300

Looking for help with difficult admissions issues? Advice for advancement or professional development? This is your chance to bring your questions, answers, or frustrations to share with peers. Come get your answers to how others are handling difficult or new situations.

FACILITATOR:
Loralyn Taylor, Paul Smith's College of Arts and Sciences

T6.3371 Transforming the Transfer Experience: Changing Landscapes for Transfer Students in New York

5:00 p.m. – 6:00 p.m. | Room 339, Level 300

This session will discuss the many policy changes and ongoing projects occurring within the State University of New York related to transfer student mobility, completion, and success. Participants will learn about SUNY's efforts to improve completion rates and student success through policy changes, a system-wide degree audit initiative, and the development of a system-wide reverse transfer process.

PRESENTER:
Christopher Hockey, SUNY System Administration

Related Publication: *The Transfer Handbook: Promoting Student Success*

T6.3387 Asking Sexual Orientation on the Admissions Application: Lessons Learned from Ohio State

5:00 p.m. – 6:00 p.m. | Room 343, Level 300

In September of 2014, The Ohio State University began asking sexual orientation as part of the undergraduate application process. In addition, they allow currently enrolled students to self-identify this information in the student database. This move was an effort, encouraged by students, to promote diversity and to track efforts in diversity recruitment. This session will talk about the motivation behind the move and the extensive planning that went into the implementation.

PRESENTER:
Jack Miner, The Ohio State University

T6.3418 Happy Staff, Happy Students: Assessing Business Processes to Improve Student Service and Staff Satisfaction

5:00 p.m. – 6:00 p.m. | Room 344, Level 300

Too often we fall into the trap of doing things in whatever way is known and comfortable, without ever asking whether this is truly the best approach. In this session, we will discuss how to assess and redesign business practices in order to achieve greater efficiency and accuracy in our work, smarter integration of technology, increased staff satisfaction, and most importantly, better service to students.

PRESENTER:
Anna Jablonski, California Institute of the Arts

T6.3552 Haiti

5:00 p.m. – 6:00 p.m. | Room 321, Level 300

In this session, we will offer the current profile of the educational system of Haiti, and describe the changes that have occurred since 2010 and continue to take place on a daily basis. We will address the major challenges facing the system and attempt to shed some light on the issues that you may face in your international admission offices.

PRESENTER:
Liliane Bauduy, AACRAO International Education Services

T6.3899 FERPA and Vendors

10:30 a.m. – 11:30 a.m. | Room 341, Level 300

Is your vendor FERPA compliant? What is compliancy? Under which circumstances does FERPA apply to a third-party vendor? Come hear about AACRAO's FERPA compliance review process and why it is important for your institution when dealing with contracted vendors.

PRESENTERS:
LeRoy Rooker, AACRAO
Jim Wager, Former Penn State Registrar

Related Publications: *AACRAO 2012 FERPA Guide; AACRAO 2013 FERPA Quick Guide*

T6.4118 Talk FERPA to Me: Developing a FERPA Expert Curriculum for Staff Professional Development and Campus Outreach

5:00 p.m. – 6:00 p.m. | Room 336, Level 300

This session will highlight Oregon State University's efforts to cultivate FERPA awareness through a newly created and implemented FERPA Expert curriculum. The curriculum provides an opportunity for current registrar staff to grow their working knowledge of FERPA, and develops skills and materials for use in campus outreach.

PRESENTERS:
Rebecca Mathern, Oregon State University
Allyson Dean, Oregon State University

Receptions

International Educators Reception

(ticket at extra cost required)

6:30 p.m. – 8:00 p.m. | Watertable Ballroom, Fifth Floor, Renaissance Hotel

Musical entertainment this evening provided by Seth Schultheis, a 15 year old from Baltimore. He has been playing the piano since he was 5 years old and travels every Saturday to New York to attend Manhattan School of Music-Precollege. During the week, Seth is a student at Baltimore School for the Arts High School where he participates in classical ensemble, big band jazz, and chorus.

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State and Regional Receptions

Check with your organization or the AACRAO message board to see if your organization is hosting a reception.

- **Southern ACRAO (SACRAO)**
  6:30 p.m. – 8:00 p.m.
  Pratt Street Alehouse, 206 W. Pratt St.
- **Kansas ACRAO (KACRAO)**
  7:30 p.m. – 9:00 p.m.
  Pratt Street Alehouse, 206 W. Pratt St.
- **Rocky Mountain ACRAO (RMACRAO)**
  6:30 p.m. – 8:00 p.m.
  Cheesecake Factory, 201 E. Pratt St.
- **Middle States ACROA (MSACROA)**
  6:30 p.m. (Dutch Treat Dinner)
  Kona Grill, 1 E. Pratt St.
- **New England ACRAO (NEACRAO)**
  6:30 p.m. (dinner together as a group)
  Meet at 6:30 p.m. as a group in the Lobby of the Renaissance Harborplace Hotel (202 East Pratt St.). The group will walk to Phillips Seafood Restaurant, 610 E. Pratt Street
- **Ohio ACRAO (OHACRAO)**
  7:00 p.m.
  Chiapparelli's Restaurant
  237 S. High St.
- **UMACRAO/WACRAO Reception**
  6:30 p.m. – 8:30 p.m.
  Renaissance Harborplace Hotel, 202 East Pratt St.

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Wednesday, April 15 Events and Sessions

Registration
7:45 a.m. – 12:30 p.m.
Pratt Street Lobby, Level 300

AACRAO Bookstore
8:30 a.m. – 1:00 p.m.
Pratt Street Lobby, Level 300

Cyber Café Open
7:45 a.m. – 12:30 p.m.
Pratt Street Lobby, Level 300

Speaker Ready Room
7:30 a.m. – 10:30 a.m.
Room 331, Level 300

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
Room 334, Level 300

(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.
Ballroom, Level 400
PRESENTER: **Madeleine Albright**, Former U.S. Secretary of State and and Chair of Albright Stonebridge Group and Albright Capital Management LLC
MODERATOR: **Stan Henderson**, *Former AACRAO President*
Sponsored by National Student Clearinghouse. Hobsons, AACRAO

Program Committee Meeting
(2015-2016)
1:30 p.m. – 3:30 p.m.
Room 334, Level 300

Board of Directors Meeting
1:30 p.m. – 3:30 p.m.
Room 335, Level 300

(W1) Educational Sessions and Roundtables

WEDNESDAY, 8:00 A.M. – 9:00 A.M

W1.2898 Beyond the #Hashtag: How Small Colleges Can Use Social Media for Free Marketing

8:00 a.m. – 9:00 a.m. | Room 344, Level 300

"Hashtagging" has become a big part of social media, especially on Twitter and Instagram. This session will show how small colleges can use social media hashtags to promote their school during school events, such as visitation days and orientations.

PRESENTERS:
Travis Hinkle, West Liberty University
Leah Ripley, West Virginia Wesleyan College

W1.2911 CXCs and CAPE: An Update

8:00 a.m. – 9:00 a.m. | Room 321, Level 300

This session will present a brief overview of the Caribbean educational system (CXC, CAPE, CXC), asociate degrees, the Caribbean vocational qualifications, and will include recent updates and sample credentials.

PRESENTER:
Cleveland Sam, Caribbean Examinations Council

W1.2915 Making Admissions Easier for You and Your Prospects: The CommIT Project

8:00 a.m. – 9:00 a.m. | Rooms 345/346, Level 300

What if you could spend less money and time to onboard and manage accounts for new prospects in your admissions portal? And what if you could correctly match their third-party records without a second thought? And what if the approach reduced financial aid risk and made it easier for students to apply? Learn how your peers are doing just that through the community-driven CommIT Project.

PRESENTERS:
Steve Hahn, University of Wisconsin – Madison
Stewart Uyeda, University of Southern California

W1.3100 Financial Aid Changes You Need to Know

8:00 a.m. – 9:00 a.m. | Rooms 347/348, Level 300

This session will provide an update on recent changes from the U.S. Department of Education that impact the institution beyond the financial aid office. Topics will include state authorization for distance education, reporting requirements for the new 150 percent limitation on borrowing Direct Subsidized Loans, and upcoming changes to gainful employment requirements.

PRESENTERS:
Tiffany Gibbs, NASFAA
Jennifer Martin, NASFAA

W1.3118 Starting Out As Registrar

8:00 a.m. – 9:00 a.m. | Rooms 337/338, Level 300

The first two years as a registrar are key to success. From learning the culture, to assessing the department's effectiveness, to setting goals and implementing new ideas, taking on a new leadership role is daunting and fraught with unspoken expectations and hidden agendas. Learn how to navigate this new opportunity.

PRESENTER:
Jeff Rhodes, The University of Texas – Pan American

Related Publication: *The Registrar's Guide: Evolving Best Practices in Records and Registration*

W1.3137 The Plight of Being a Minority Student in Law School

8:00 a.m. – 9:00 a.m. | Room 327, Level 300

This session will discuss what it is like being a minority law student and the challenges these students face.

PRESENTER:
Kent Lollis, Law School Admission Council

W1.3141 An Update on Education in the Francophone World

8:00 a.m. – 9:00 a.m. | Room 318, Level 300

The French educational system has been the basis for other systems around the world from Asia to Africa. In this session, the presenter will inform attendees of recent changes in French-based systems. These changes include developing and implementing Bologna-compliant degrees as well as joint degree programs with other countries. The emphasis will be on countries in North and West Africa that are undergoing significant change.

PRESENTER:
Margaret Wenger, Educational Credential Evaluators, Inc.

Related Publications: *The AACRAO International Guide: A Resource for International Education Professionals, AACRAO EDGE (Electronic Database for Global Education)*

W1.3174 Performance Management...Why Bother?

8:00 a.m. – 9:00 a.m. | Room 336, Level 300

Managers and employees dread the "yearly report card" called performance evaluation. We are so busy managing our responsibilities, that how can we find time for staff performance management? This session will explore the importance of performance management and share practical suggestions for writing and conducting performance evaluations.

PRESENTER:
Aigi Adesogan, University of Florida

W1.3186 Military Friendly: The Difference Between an Award and a Commitment

8:00 a.m. – 9:00 a.m. | Room 340, Level 300

This session will share how to be a military-friendly school. Topics covered include: steps to creating a veteran lounge, assistance with local partners, daycare assistance initiatives, relief with out-of-state tuition and fees, marketing to veterans and dependents, tuition and fee deferments, on-campus student veteran groups, referrals for off-campus service providers, and recognizing heroes on campus.

PRESENTER:
Kevin Flanary, Tennessee Tech University

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

W1.3258 Case Studies: The Secure Electronic Exchange of PDF Student Transcripts

8:00 a.m. – 9:00 a.m. | Room 341, Level 300

Several schools that have implemented the secure electronic exchange of PDF student transcripts will share their success stories and the problems they encountered in the implementation.

PRESENTERS:
Tina DeNeen, University of Alabama at Birmingham
Susan Dorsey, University of Colorado Boulder
Naomi Nash, University of Delaware
Joellen Shendy, University of Maryland University College

Related Publication: *Electronic Data Exchange Primer*

W1.3306 Stay Positive: New Tricks from Old Dogs (and the Registrars Who Love Them)

8:00 a.m. – 9:00 a.m. | Rooms 319/320, Level 300

Dogs respond best to positive reinforcement, and so do people. Come to this session. Sit and learn from the reflections of registrars with 30+ years of combined experience. Stay and share your best advice about staying positive. Fetch favorite ideas to carry back to your campus, to make your office as happy as a dog park. Learn ways to "leave it" when negative things happen in the work environment. Be ready to run in happy circles by the end of the session.

PRESENTERS:
Mary Pat Dutton, University of Saint Mary
Nancy Roe, Washington State University – Tri Cities

W1.3318 Valid High School Diploma and Official College Transcripts: Curse or Opportunity?

8:00 a.m. – 9:00 a.m. | Room 328, Level 300

Students must now document a valid high school completion and submit official college transcripts for title IV eligibility. How do you know if a high school is valid and where does responsibility to determine validity reside at your institution? How will you manage thousands of extra college transcripts? Learn about the steps Anne Arundel Community College took to establish our policy and process to maintain compliance with federal regulations.

PRESENTERS:
Richard Heath, Anne Arundel Community College
Erin Reeder, Anne Arundel Community College

W1.3328 Planning Academic Ceremonies: Inauguration Edition

8:00 a.m. – 9:00 a.m. | Rooms 324/325, Level 300

Planning commencements is a regular occurrence for registrars, but what happens when you are asked to handle other ceremonies like convocations and presidential inaugurations? This session will discuss planning for and executing a presidential investiture ceremony as a part of a full week of inaugural activities. Protocol, tradition, and contingencies will be reviewed.

PRESENTER:
Timothy Drueke, Winthrop University

W1.3330 Using Mentoring to Encourage Others (and Ourselves)

8:00 a.m. – 9:00 a.m. | Room 329, Level 300

This session will offer suggested ways to extend mentoring roles across the institution. The presenters will share practical advice, change management, and leadership therapy, along with funny stories.

PRESENTERS:
Heather Chermak, University of Idaho
Julia Pomerenk, Washington State University

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

W1.3370 Caucus 101: Come Learn About the Mission and Purpose of the AACRAO Caucuses

8:00 a.m. – 9:00 a.m. | Room 339, Level 300

The role of the caucuses at AACRAO is to help promote more diverse and inclusive campuses. Each caucus plays an integral part in helping to achieve this goal. Learn more and get involved!

PRESENTERS:
Mechelle Aitson-Roessler, Rose State College
Jackie Carter, Washington University in St. Louis
Hue Haslim, Western International University
Cindy Lambert, University of St. Francis
Joseph Salomone, Drexel University

W1.3399 Data, Data, and More Data: A Business Intelligence Approach

8:00 a.m. – 9:00 a.m. | Room 342, Level 300

The University of Iowa is in the process of implementing an institutional-wide Business Intelligence solution, that relies heavily on data cube technology, to meet increasingly challenging data requests. The campus demands a solution that offers in-depth analysis of institutional performance, enables fast and better decision making, and facilitates quick response to opportunities and threats.

PRESENTERS:
Guangming Du, University of Iowa
Tom Kruckeberg, University of Iowa

W1.3413 What are They Thinking? The Mindset of Prospective Students and its Impact on Enrollment Management

8:00 a.m. – 9:00 a.m. | Room 343, Level 300

We've all been baffled at the reasoning (or lack thereof) behind students' decisions of which college to attend and which major to pursue. But there is a scientific reason for what seems to be a lack of rational thought. Learn more about what brain research tells us about the minds of our students and how we can use that insight in enrollment management strategy.

PRESENTER:
Beth Wolfe, Marshall University

Related Publication: *Strategic Enrollment Management: Transforming Higher Education*

W1.3434 Study Abroad as a Retention Strategy

8:00 a.m. – 9:00 a.m. | Rooms 322/323, Level 300

Study abroad is more than an opportunity for your students to gain international experience or even to gain global citizenship skills. Many institutions are now viewing study abroad as part of their retention strategy, with particular attention to the knowledge production that it brings and the civil engagement that it fosters. This session aims to encourage a discussion of ways study abroad can be effectively used to retain students and propel them toward graduation.

PRESENTERS:
Charles Carabello, University of Georgia
Cas Sowa, Butler University

W1.3514 Roundtable: Community Colleges

8:00 a.m. – 9:00 a.m. | Room 326, Level 300

Join your peers from other community colleges for this roundtable discussion of current trends and topics affecting your institutions.

FACILITATOR:
Chris Dorsten, Cincinnati State Technical and Community College

Related Publication: *Applying SEM at the Community College*

(W2) Educational Sessions and Roundtables

WEDNESDAY, 9:15 A.M. - 10:15 A.M.

W2.2917 Registrar's Office Audit OH NO!!

9:15 a.m. – 10:15 a.m. | Room 328, Level 300

An audit of your office is not aways cause for panic! Find out how to prepare for an audit of your office, what gaps and risks were found in the CSM audit, and how this was a great learning experience for all staff in the Registrar's Office.

PRESENTER:
Carol Harrison, College of Southern Maryland

W2.3044 How to Work Like a Cat...Walking With Confidence Through a Dog-Eat-Dog World

9:15 a.m. – 10:15 a.m. | Rooms 345/346, Level 300

Are you stressed and feel like you are working like a dog? This session will teach you how to work like a cat; to break free of the leash and leap up the workplace ladder.

PRESENTERS:
David Jenkins, Georgia Southwestern State University
Donna Webb, Abraham Baldwin Agricultural College

W2.3048 Enrollment Management Marketing and New Media in the Era of Big Data

9:15 a.m. – 10:15 a.m. | Rooms 337/338, Level 300

Technology trends continue to change the nature of communications, information, media, marketing, and recruitment in enrollment management. These shifts happen daily and our institutions need to be aware of the opportunities and challenges they represent. Topics will include the marketing and communications implications of big data, social media, monitoring and listening, viral and personalized video, CRM, predictive analytics, mobile computing, and online student communities.

PRESENTER:
Jim Bouse, University of Oregon

Related Publications: *Handbook of Strategic Enrollment Management, Strategic Enrollment Management: Transforming Higher Education*

W2.3104 Roundtable: Proprietary Schools

9:15 a.m. – 10:15 a.m. | Room 326, Level 300

Schools in the 'for-profit' sector may find that they have a different organizational structure, student body, and technical infrastructure than many public institutions. Join your colleagues from other proprietary institutions to share strategies and best practices in managing student admissions and records in this environment. Come with your questions!

FACILITATOR:
Janet Sabri, Delta Career Education Schools

W2.3140 There's a New Sheriff in Town: How to Handle (Or Be Handled By) a New Boss

9:15 a.m. – 10:15 a.m. | Room 327, Level 300

Change in upper administration is inevitable. Whether you have just received news that your boss is leaving or you have decided to make a move yourself, each of us will probably come face to face with a new "sheriff." Knowing how your life might change can help you adjust to the new leadership while allowing you the opportunity to enhance your department's reputation.

PRESENTER:
Sondra Tennessee, University of Houston Law Center

W2.3190 Transfer Student Orientation: Smoothing the Transition

9:15 a.m. – 10:15 a.m. | Rooms 322/323, Level 300

Learn how three schools approach orientation for transfer students including scheduling, topics included, registration for classes, and advising.

PRESENTERS:
Nicole Kragt, Kalamazoo College
Joseph Redington, Misericordia University
Michael Sherman, Resurrection University

Related Publication: *The Transfer Handbook: Promoting Student Success*

COURSE AND ROOM SCHEDULING TRACK

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W2.3246 Modeling Space: Using Current Classroom Data to Project Future Need

9:15 a.m. – 10:15 a.m. | Room 329, Level 300

Whether your institution is temporarily losing classroom space due to renovation, is facing enrollment growth, or is adding teaching space through new construction, your scheduling software and SIS can help forecast how the changes will impact classroom availability. Come hear how scheduling software can be used to model changes in classroom inventory and provide strong data to influence decisions made about teaching space.

PRESENTER:
Emily Shandley, Yale University

Related Publication: *Managing Academic Space: A Guide for Higher Education Institutions*

W2.3264 Wringing Electronic Data From Paper and PDF Transcripts

9:15 a.m. – 10:15 a.m. | Room 339, Level 300

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

PRESENTERS:
Tuan Anh Do, San Francisco State University
Susan Reyes, San Diego State University

Related Publication: *Electronic Data Exchange Primer*

W2.3348 Saving Your Sanity: Sometimes a Little Technology Can Save You BIG… Time and Effort

9:15 a.m. – 10:15 a.m. | Rooms 347/348, Level 300

When you are a small office, or when you ARE the office, efficiency is critical. You can't just put your three-person IT team on a problem! Come learn some technology tips and tricks that can save you time AND your sanity. Focusing on free or commonly available programs, a panel of practitioners will share their favorite time-saving technologies.

PRESENTERS:
Liesl Fowler, Augustana College
Michelle Kelley, Edgewood College
Loralyn Taylor, Paul Smith's College of Arts and Sciences

W2.3357 Document Imaging Best Practices

9:15 a.m. – 10:15 a.m. | Room 342, Level 300

This presentation will offer tips and tricks for implementing document imaging solutions on campus in either admission or registrar offices.

PRESENTER:
Jay Haugen, Saint Louis University

W2.3382 Mining Student Data in Search of "The Graduates"

9:15 a.m. – 10:15 a.m. | Room 344, Level 300

Three elements drive student behavior: policy, curriculum, and student services. The University of Minnesota is mining student data to improve graduation/retention rates. Explore using data-driven analysis to promote timely student degree progress and to identify barriers to achieving that progress.

PRESENTERS:
Tina Falkner, University of Minnesota – Twin Cities
Rachel McKessock, University of Minnesota – Twin Cities

W2.3396 Developing a Strategic Plan to Deliver Successful Change

9:15 a.m. – 10:15 a.m. | Room 336, Level 300

Participants will learn about a variety of change management techniques to build engagement and optimize resources to implement successful change initiatives, regardless of scale. Participants will have the opportunity to walk through a real-world scenario and put strategy to use.

PRESENTER:
Amber Cellotti, University of Minnesota – Twin Cities

W2.3411 Blended Staff Model

9:15 a.m. – 10:15 a.m. | 340, Level 300

North Seattle Community College went through a tough budget crunch while student enrollment was at its highest. Learn how a blended staff model was created, how it works, and what the impacts are to students and staff.

PRESENTERS:
Kathy Rhodes, North Seattle Community College
Jayne Strom-Strebe, North Seattle Community College

W2.3415 Financial Aid and Enrollment Management: Forces at Play

9:15 a.m. – 10:15 a.m. | Rooms 319/320, Level 300

This session will review the intersections of recruitment and retention, merit and need-based aid, goals and allocated funds, compliance, leveraging and equity, and outreach and literacy—all with the purpose of understanding the complexity of financial aid's role in enrollment management.

PRESENTERS:
Katherine Allen, University of Michigan – Dearborn
Stanley Henderson, University of Michigan – Dearborn
Christopher Tremblay, Western Michigan University

Related Publication: *SEM and Institutional Success: Integrating Enrollment, Finance and Student Access*

W2.3428 Study Abroad 101 for Registrars

9:15 a.m. – 10:15 a.m. | Room 343, Level 300

New professionals, as well experienced professionals who are new to study abroad, are invited to attend this introductory session. Presenters who are seasoned study abroad administrators and members of AACRAO's Study Abroad Committee 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

Related Publication: *The AACRAO International Guide: A Resource for International Education Professionals*

W2.3454 Update on the Advanced Placement Capstone Program

9:15 a.m. – 10:15 a.m. | 341, Level 300

The Advanced Placement (AP) Capstone Program launched in Fall 2014 in more than 130 high schools nationally and internationally. The presenter will share curriculum descriptions, information about the flexible curriculum models in place, and first-year observations. Discussion is welcome, and handouts will be provided that will include the additional schools offering this program in 2015.

PRESENTER:
Pamela Kerouac, College Board

W2.3515 I am Woman: See Me Achieve My Dream

9:15 a.m. – 10:15 a.m. | Rooms 324/325, Level 300

This interactive panel of professional women from different cross-cultural backgrounds—African-American, Chicano-Latino, Asian/Pacific Islander, and Lesbian—will share their challenges, obstacles, and strategies for achieving personal and professional success.

PRESENTERS:
Mechelle Aitson-Roessler, Rose State College
Evelyn Andrews, California State University Maritime Academy
Jackie Carter, Washington University in St. Louis
Cindy Lambert, University of St. Francis
Courtney Sanders, Governors State University

W2.4001 Serving the Student You Can't See: Registrar and Admissions Challenges for Online Students

9:15 a.m. – 10:15 a.m. | 321, Level 300

Providing courses online serves on-campus students with scheduling conflicts, but it also opens college study to a much broader and dispersed student population. How does this impact your work as an admissions professional, registrar, or strategic enrollment manager? Join a discussion of challenges, best practices, and new ideas for attracting, admitting, and serving students who study online, whether they are on campus or off.

PRESENTERS:
Jacquelyn Elliott, University of Missouri–St. Louis
Rodney Parks, Elon University
Linda Smith, AACRAO

W2.4013 CourseLeaf: Streamlining the Schedule of Classes Process

9:15 a.m. – 10:15 a.m. | Room 318, Level 300

CourseLeaf Section Scheduler (CLSS) allows institutions to plan and coordinate their offerings across campus. CLSS includes powerful tools that allow registrars and departments to build a schedule to maximize room resources and provide students access to classes.

PRESENTER:
Shari Friedman, CourseLeaf from Leepfrog Technologies

(W3) Educational Sessions and Roundtables

WEDNESDAY, 10:30 A.M. – 11:30 A.M.

COURSE AND ROOM SCHEDULING TRACK

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W3.2885 Roundtable: Academic Scheduling and Classroom Utilization

10:30 a.m. – 11:30 a.m. | Rooms 322/323, Level 300

This roundtable will cater to those who work with academic scheduling, including classroom scheduling procedures, classroom utilization and reporting, communication processes and techniques across campus, local vs. central classroom ownership, and prime-time scheduling patterns. Bring your questions and ideas!

FACILITATOR:
Michael Driscoll, University of Baltimore

Related Publication: *Managing Academic Space: A Guide for Higher Education Institutions*

W3.2949 Partnering with One-Stop Shops

10:30 a.m. – 11:30 a.m. | Rooms 347/348, Level 300

The One-Stop Student Services concept has become a popular trend, and this session will provide information on the typical function of a One-Stop operation as well as tips for reorganizing departmental functions and redirecting staff toward acceptance and partnership.

PRESENTER:
Tina DeNeen, University of Alabama at Birmingham

W3.3024 Creating a State-Wide Student Ambassador Conference to Enhance Student Leadership

10:30 a.m. – 11:30 a.m. | Room 340, Level 300

Ever wish your student ambassadors had a leadership conference like SGA or PTK? Find out how community colleges in Missouri filled a need in their state by creating a State Student Ambassador Conference. Learn how this conference, in its fifth year, has created positive networking and leadership opportunities for its students. Leave with an outline of the conference, planning involved, four-year partnerships, and outcomes.

PRESENTERS:
Chris Adams, Three Rivers Community College
Marcia Bailey, East Central College
Misty Chandler, Metropolitan Community College – Longview

W3.3086 Data Everywhere: Managing Increasing Required State Data Collections

10:30 a.m. – 11:30 a.m. | Room 321, Level 300

This session will focus on the increasing amount of data collections by state governments and the impact on higher education. This presentation will include a discussion of the type of information being requested, the inconsistency between states, and what the future may hold.

PRESENTER:
Shonda Ireland, Columbia College

W3.3144 Law School Registrars & Admissions Roundtable

10:30 a.m. – 11:30 a.m. | Room 326, Level 300

Join in this roundtable discussion and learn how colleagues at other institutions deal with similar challenges and gain ideas on how you might change or make improvements to your own processes.

FACILITATOR:
Colleen Timmons, Tulane University of Louisiana, School of Law

W3.3182 Bologna Update

10:30 a.m. – 11:30 a.m. | Room 343, Level 300

Four years after full implementation of the Bologna process, where do things stand? This session will review the Bologna process and then note the progress to date. The presenter will discuss how the process affects some of the signatory countries and how American higher education institutions are approaching the process.

PRESENTER:
Robert Watkins, The University of Texas at Austin

Related Publication: *The Impact of Bologna and Three-Year Degrees on U.S. Admissions*

W3.3211 Creating an Infrastructure for Access!

10:30 a.m. – 11:30 a.m. | Room 342, Level 300

Community college professionals can no longer discuss access in a vacuum. Access has a new dance partner named completion and it is at the top of the community college agenda. Funding has shifted to completion, but there is no completion without access. Learn how the School Counseling Office at Northeast HS partnered with Anne Arundel Community College's Admissions Office and Testing Center to create an infrastructure for access that is inclusive and targeted to distinct populations.

PRESENTERS:
Cassandra Moore, Anne Arundel Community College
Sue Smith, Northeast High School
Kristen Vickery, Anne Arundel Community College

W3.3243 Azerbaijan and Georgia: Education System Updates and EducationUSA Perspectives

10:30 a.m. – 11:30 a.m. | Room 344, Level 300

The countries of the South Caucasus are continuing with educational reforms in the context of the Bologna process. Learn about the latest developments in the region's educational systems, as well as EducationUSA resources for student outreach.

PRESENTERS:
Nino Chinchaladze, EducationUSA Republic of Georgia
Hasan Huseynli, Azerbaijan
Ann Koenig, AACRAO International Education Services

W3.3257 Innovative Electronic Student Data Portability Using the Latest PDF/XML Standard

10:30 a.m. – 11:30 a.m. | Rooms 319/320, Level 300

Hear from two institutions that have implemented this new PESC Standard (PDF with embedded XML) to provide students with data portability of their academic records. Learn more about how you too can receive and utilize this standard to provide increased services for your students.

PRESENTERS:
Thomas Black, Stanford University
James Feigert, University of Southern California

W3.3268 You say "Po-tot-to" and I Say "Pa-ta-toe": Welcome to the World of Credential Evaluations

10:30 a.m. – 11:30 a.m. | Room 336, Level 300

Does this credential represent high school graduation? How many credits should transfer for this credential? Is this equivalent to a U.S. bachelor's degree? A panel of experienced credential evaluators will discuss how they would review the same credential and come to different conclusions.

PRESENTERS:
Jeannie Bell, University of Colorado
Jennifer Minke, Texas A&M University – Kingsville
Ellen Silverman, CUNY Central Office
Margaret Wenger, Educational Credential Evaluators, Inc.

W3.3270 Exceptions to the Rule: How Do Schools Make Admission Exceptions

10:30 a.m. – 11:30 a.m. | Room 327, Level 300

This panel discussion will examine how institutions make exceptions to standard admission requirements.

PRESENTERS:
Melinda Roelfs, Pittsburg State University
Blair Brown, Virginia Commonwealth University
Lesa Harris, Murray State University
Linda Johnson, University of Nebraska Kearney
Katharine Suski, Iowa State University

W3.3274 Change Management in Small Offices

10:30 a.m. – 11:30 a.m. | Rooms 324/325, Level 300

Each individual in a smaller office has a wide range of responsibilities, and any change whether can have a significant impact on the individuals within that office. This session will explore some of the changes that have occurred in 3 different universities, and how those offices navigated through those changes.

PRESENTERS:
S. Reed Cooper, Midwestern University
Daniel Reck, Midwestern University

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

W3.3294 Military Outreach: Strategies for Serving Our Veterans

10:30 a.m. – 11:30 a.m. | Room 318, Level 300

Does your institution truly understand student veterans and their unique challenges? Is your school really veteran friendly and prepared to recruit, admit, and then assist this unique and exceptional population? This session will present the current situation and trends surrounding student veterans. You will then receive examples of proven strategies, practices, and policies that promote the successful transition of veterans from military life to postsecondary education.

PRESENTER:
Mark Eister, Georgia Perimeter College

Related Publication: *Helping Veterans Succeed: A Handbook for Higher Education Administrators*

W3.3303 Access Granted: Identity Verification for Student Portals

10:30 a.m. – 11:30 a.m. | Room 339, Level 300

Be certain of the identity of the students logging into your portal. The use of widely available information to authenticate identity, such as name, date of birth, or SSN was deemed not reasonable in the 2009 updates to FERPA regulations. Learn how Anne Arundel Community College changed its process to set and reset student passwords to comply with FERPA.

PRESENTER:
Erin Reeder, Anne Arundel Community College

W3.3313 Mid-Career Malaise: We Can Help!

10:30 a.m. – 11:30 a.m. | Room 341, Level 300

Are you feeling a little burned out? Come and learn how three directors spent the last year experimenting with strategies to combat their own mid-career malaise. From these case studies and other research, you will learn low-cost techniques to rekindle your interest in your job.

PRESENTERS:
Cindy Sanders, University of Kansas Main Campus
Marla Herron, Northern Kentucky University
Ava Nienaber, Northern Kentucky University

W3.3339 Empowering Student Employees Through Mentoring

10:30 a.m. – 11:30 a.m. | Room 328, Level 300

Hear how Brigham Young University implemented student mentoring to increase student success.

PRESENTERS:
Jason Meldrum, Brigham Young University – Idaho
Tyler Williams, Brigham Young University – Idaho

Related Publication: *Leadership Lessons: Vision and Values for a New Generation*

W3.3468 NCAA Academic Reform Update: Improving the Academic Performance of Student-Athletes

10:30 a.m. – 11:30 a.m. | Rooms 345/346, Level 300

This session will review current standards and new legislation adopted by the NCAA Division I and II academic governance committees. Come learn how these changes will impact NCAA initial eligibility, transfer, and progress toward degree eligibility certifications. This session will also share best practices of the NCAA's Academic Performance Program data collection and submission.

PRESENTERS:
Andrew Cardamone, National Collegiate Athletic Association (NCAA)
Emily Capehart, National Collegiate Athletic Association (NCAA)

W3.4014 Charting a Plan for Student Completion and Campus Efficiencies

10:30 a.m. – 11:30 a.m. | Room 329, Level 300

How can campuses improve student outcomes during this ongoing period of dwindling resources? Navigating complex issues such as program evaluations, cuts, and campus & system consolidations can be challenging. Learn how campuses are aligning existing academic resources—faculty, classroom space, and course offerings—to advance student completion, while increasing efficiencies campus-wide.

PRESENTER:
Stacey White, Ad Astra Information Systems

W4.3895 Closing Plenary: In Conversation with Madeleine Albright

11:45 a.m. – 12:45 p.m. | Ballroom, Level 400

Dr. Madeleine Albright

Stan Henderson, Former AACRAO President (Moderator)

In an up-close-and-personal format, former Secretary of State Madeleine Albright sits down for a candid discussion, sharing her perspective on the current state of world affairs and on the personalities who shape today's headlines. Audiences are given unprecedented access to one of the globe's most powerful, respected and vibrant women as Albright sheds light on challenges both personal and public.

What makes this session so engaging for AACRAO is what comes after the opening remarks. Dr. Albright will sit down for an AACRAO conversation with our members, moderated by former AACRAO president Stan Henderson. Dr. Albright will share her thoughts about what›s on AACRAO›s collective mind as Stan and audience members ask questions for a full half hour. We encourage your questions about not only the history she witnessed and made but also about breaking the glass ceiling in diplomacy, about her love of higher education—maybe even those pins and brooches she's famous for wearing. Join our AACRAO Conversation with Dr. Albright.

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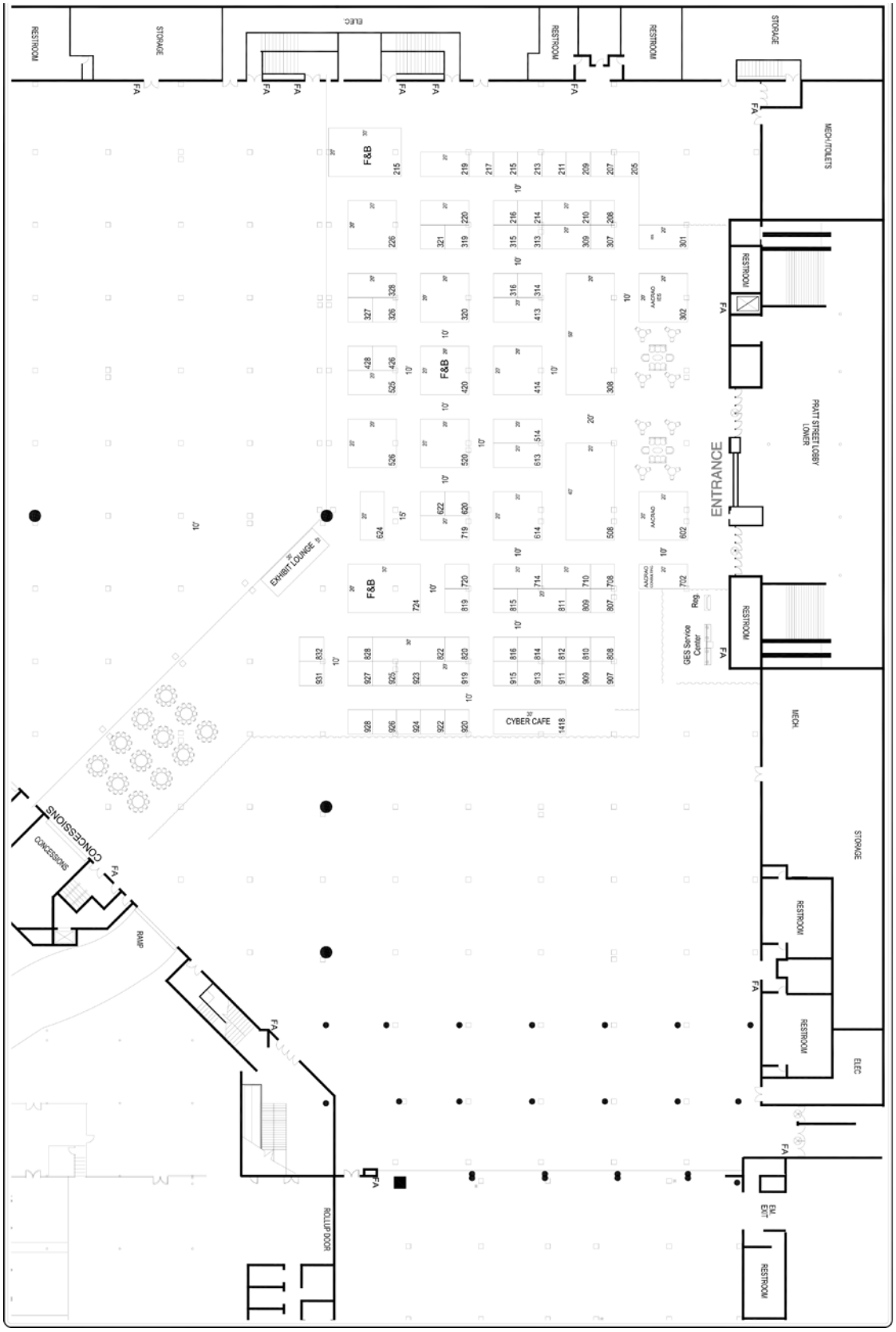

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Association of International Credential Evaluators (AICE)
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Atlas Flags Inc.
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BookWear
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Cambridge International Examinations
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Booth #520

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DIGARC
Booth #414

DocFinity
Booth #426

DSST Credit by Exam Program/ Prometric
Booth #807

Educational Credential Evaluators
Booth #217

Educational Perspectives, nfp
Booth #323

EducationDynamics Student Acquisition Solutions
Booth #926

Ellucian
Booth #525

EMPOWER Student Information System
Booth #820

EMS Software
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Qmatic helps colleges and universities dramatically improve operational efficiencies and student satisfaction. Our patented Customer Flow Management (CFM) methodology manages, monitors, and plans the student visit from pre-arrival to post-service. Ranging from single-site systems to multi-site networks, our solutions also capture data at each point of contact with a staff member or self-service touch point that result in real-time, actionable reporting that helps drive your operations.

Qnomy — Booth #927

Sid Mandelberger
419 Park Avenue South
Suite 1407
New York, NY 10016
Phone: 212-813-2300
E-mail: sales@qnomy.com
www.qnomy.com

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Ruffalo Noel Levitz — Booth #216

Anthony Ropkin
6300 S. Syracuse Way
Centennial, CO 80111
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SCRIP-SAFE Security Products — Booth #719

Elizabeth Wright
136 Commerce Blvd.
Loveland OH 45140
Phone: 800-736-7319
E-mail: ewright@scrip-safe.com
www.scrip-safe.com

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SEAtS Software — Booth #925

Nadine Walsh
111 Main Street
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Ireland
Phone: 01 2866126
E-mail: marketing@seatssoftware.com
www.seatssoftware.com

SEAtS Software is the global provider of student success software, services, and solutions for universities, colleges, and schools. SEAtS will showcase their software, which supports and optimizes student engagement, attendance, regulatory compliance, financial aid, and student retention processes across campus. Attendees will be shown how SEAtS connects to existing campus systems to create a Unified Student Perspective and Early Warning System, delivering the best outcome for every student.

SIGNiX — Booth #915

Shawn White
1203 Carter Street
Chattanooga, TN 37402
Phone: 423-305-7081
E-mail: swhite@signix.com
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Anne Valentine
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SpanTran Evaluation Services — Booth #924

Agron Matoshi
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Phone: 646-475-2575
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A member of NACES and a standard-bearer in the field of international education, SpanTran Evaluation Services provides credential evaluations, and translations, and verification services. With over thirty years of experience, SpanTran's evaluations are trusted by academic institutions, professional licensing boards, and employers. Offices are located in Houston, TX, and New York, NY. Learn more at **SpanTran.com**.

StraighterLine — Booth #207

Christine Saba
1201 S. Sharp Street
Suite 110
Baltimore, MD 21230
Phone: 443-842-5824
E-mail: csaba@straighterline.com

StraighterLine helps students reach their full potential by putting them on a straighter line towards the degree of their choice, the career of their dreams, and the life they've always wanted—on their budget and on their schedule.

Susan Leigh Consulting — Booth #215

Stephen Gray
3632 Boyce Avenue
Los Angeles, CA 90039
Phone: 323-407-6327
E-mail: susanleighconsulting@gmail.com
susanleighconsulting.com

Susan Leigh Consulting helps re-envision customer service to improve student success, recruitment, and retention. SLC trains both frontline staff and managers in techniques for service excellence, student services integration, and business process redesign. Re-Envision Training: Customer Service Certification, which is presented in national workshops or at on-campus sessions, empowers staff as a SEM team to improve the student experience to better match your institutional brand and enrollment services vision.

The Award Group — Booth #923

Jamie George
132 Nassau Street
11th Floor
New York, NY 10038
Phone: 212-473-7000
E-mail: jgeorge@theawardgroup.com
www.theawardgroup.com

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Three Rivers Systems Inc — Booth #708

Molly Eifert
174 Clarkson Road
Suite 200
Chesterfield, MO 63006
Phone: 636-386-8616
E-mail: mollye@threeriverssystems.com
www.threeriverssystems.com/

Three Rivers Systems, Inc. is a privately-held, independent provider of enterprise resource planning (ERP) software focused solely on higher education. Its ERP solution, CAMS Enterprise, manages the entire student lifecycle—admissions, registration, billing, financial aid, student services, fundraising, fiscal management, human resources, and payroll—and eliminates the expense and hassle of managing pieced together systems that result in duplicated effort and information.

Tribal — Booth #514

Steve Hope
Vision House, Hesslewood Office Park
Hessle HU13 0PD
United Kingdom
Phone: +44 7867 506335
E-mail: steve.hope@tribalgroup.com
www.tribalgroup.com

Tribal helps colleges and universities stay ahead in a competitive global marketplace by developing high quality technology systems and robust analytics. Our flagship product SITS: Vision manages student administrative processes, from initial enquiry through to graduation and beyond. It acts as the central point of information on students and their journey. Tribal is a global provider of products and services to the international education, training, and learning markets.

U.S. News Academic Insights — Booth #812

Taylor Suggs
1050 Thomas Jefferson Street, NW
Washington. DC 20007
Phone: 202-955-2116
E-mail: tsuggs@usnews.com
ai.usnews.com

Built specifically for institutions, Academic Insights is the best benchmarking tool available in higher education. Academic Insights provides schools the ability to quickly analyze their relative position to other institutions based on single data points or ranking criteria. Peer group creation can be generated based on manual school selection or by ranking cohort. Through a variety of visualizations, the platform clearly shows how your institution compares to others over time.

University Business — Booth #720

Joyce Kacin
488 Main Avenue
Norwalk, CT 06851
Phone: 203-663-0100
www.universitybusiness.com

University Business is the leading provider of business and management solutions for higher education administrators at two-and-four year colleges and universities nationwide. University Business also produces the annual UBTech Conference, where higher education leaders combine visionary thinking with practical solutions.

Visual Schedule Builder — Booth #213

Alan Weeks
1155 W René-Lévesque Blvd
Suite 2500
Montreal QC H3B 2K4
Canada
Phone: 514-813-2257
E-mail: alanw@vsbuilder.com
vsbuilder.com

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Diana Kuhiwczak
1415 W 22nd Street
Suite 500
Oak Brook, IL 60523
Phone: 630-590-2736
E-mail: elise.povejsil@deltak-innovation.com
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Workday, Inc. — Booth #314

Sales
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World Education Services — Booth #815

Desiree Ansari
Bowling Green Station
PO Box 5087
New York, NY 10274
Phone: 212-219-7330
E-mail: support@wes.org
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World Education Services (WES) is a not-for-profit organization specializing in international credential verification and evaluation. WES provides accurate and reliable evaluations that help more than 2,000 academic institutions make prompt, well-informed decisions regarding admission, placement, and/or transfer credit for students who hold academic credentials earned outside the U.S.

Xap Corporation — Booth #814

Matt Stevenson
100 Corporate Pointe
Suite 100
Culver City, CA 90230
Phone: 424-750-3915
E-mail: mstevenson@xap.com
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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 #832

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Ruffalo Noel Levitz	Booth #216

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IERF International Education Research Foundation	Booth #319
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Pearson	Booth #214
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U.S. News Academic Insights	Booth #812

Electronic Admissions Applications

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Electronic Data Interchange (EDI)

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Workday, Inc	Booth #314
ZAP Solutions	Booth #832

Financial Aid Services and Software

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Jenzabar	Booth #328
National Student Clearinghouse	Booth #308
OnBase by Hyland	Booth #624
Perceptive Software	Booth #210
Qmatic	Booth #907
Qnomy	Booth #927
Ruffalo Noel Levitz	Booth #216
SEAtS Software	Booth #925
SIGNiX	Booth #915
Three Rivers Systems Inc	Booth #708
Tribal	Booth #514

Financial Reporting – AP, GL, Budgeting

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Workday, Inc	Booth #314

Foreign Credential Evaluation

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IERF International Education Research Foundation	Booth #319
SEAtS Software	Booth #925
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World Education Services	Booth #815

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Three Rivers Systems Inc	Booth #708

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Information Services and Software

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Qmatic	Booth #907
SEAtS Software	Booth #925
SmartCatalog	Booth #822
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Tribal	Booth #514
Visual Schedule Builder	Booth #213

International Credential Evaluation

AACRAO IES	Booths #301, 302
Association of International Credential Evaluators *(AICE)*	Booth #909
Chegg Enrollment Services	Booth #307
China Higher Education Student	Booth #809
Educational Credential Evaluators	Booth #217
Educational Perspectives, nfp	Booth #323
IERF International Education Research Foundation	Booth #319
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World Education Services	Booth #815

International Recruiting Services

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Chegg Enrollment Services	Booth #307
China Higher Education Student	Booth #809
ETS - Educational Testing Service	Booth #208
Metrologo	Booth #834
SmartCatalog	Booth #822
World Education Services	Booth #815

Internet Services

Metrologo	Booth #834

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Chegg Enrollment Services	Booth #307
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EducationDynamics Student Acquisition Solutions	Booth #926
Jonesville Paper Tube Corporation	Booth #819
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Metrologo	Booth #834
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Ruffalo Noel Levitz	Booth #216
SCRIP-SAFE Security Products	Booth #719
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U.S. News Academic Insights	Booth #812

Online Applications

DIGARC	Booth #414
Enrollment Rx	Booth #209
Higher Education Publications, Inc	Booth #810
National Student Clearinghouse	Booth #308
Perceptive Software	Booth #210
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SIGNiX	Booth #915
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Publications and Publishing Services

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Records Management Services, Support and Software

AACRAO Consulting	Booth #702
Credentials eScrip-Safe	Booth #226
DocFinity	Booth #426
EducationDynamics Student Acquisition Solutions	Booth #926
Laserfiche	Booth #919
Leepfrog	Booth #320
National Student Clearinghouse	Booth #308
OnBase by Hyland	Booth #624
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Jenzabar	Booth #328
Metrologo	Booth #834
National Student Clearinghouse	Booth #308
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Perceptive Software	Booth #210
Qmatic	Booth #907
Qnomy	Booth #927
SIGNiX	Booth #915
SmartCatalog	Booth #822
Susan Leigh Consulting	Booth #215
Visual Schedule Builder	Booth #213
Wiley	Booth #321

Scanning Software, Equipment and Services

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OnBase by Hyland	Booth #624

Scheduling/Events Management Software

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AdviseStream	Booth #922
EMS Software	Booth #913
Enrollment Rx	Booth #209
Infosilem	Booth #309
Leepfrog	Booth #320
Qnomy	Booth #927
SEAtS Software	Booth #925
Visual Schedule Builder	Booth #213

Security Documents

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SCRIP-SAFE Security Products	Booth #719
SIGNiX	Booth #915

Student Enrollment Status Supporting Services

ACT	Booth #315
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National Student Clearinghouse	Booth #308
SEAtS Software	Booth #925
Workday, Inc	Booth #314
ZAP Solutions	Booth #832

Student Information Access/Kiosks

AdviseStream	Booth #922
Qmatic	Booth #907
Qnomy	Booth #927

Student Recruitment

AACRAO Consulting	Booth #702
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Army Recruiting	Booth #220
BookWear	Booth #316
Chegg Enrollment Services	Booth #307
CollegeSource, Inc.	Booth #520
EducationDynamics Student Acquisition Solutions	Booth #926
Ellucian	Booth #525
Enrollment Rx	Booth #209
ETS - Educational Testing Service	Booth #208
Jenzabar	Booth #328
Ruffalo Noel Levitz	Booth #216
SmartCatalog	Booth #822
StraighterLine	Booth #207
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Wiley	Booth #321
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Student Tracking

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SEAtS Software	Booth #925
Tribal	Booth #514
Workday, Inc	Booth #314

Surveys

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Parchment	Booth #508

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Perceptive Software	Booth #210
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WHY CHOOSE US?

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All IES evaluators are country and/or region specialists who have previously worked in international admissions at US institutions.

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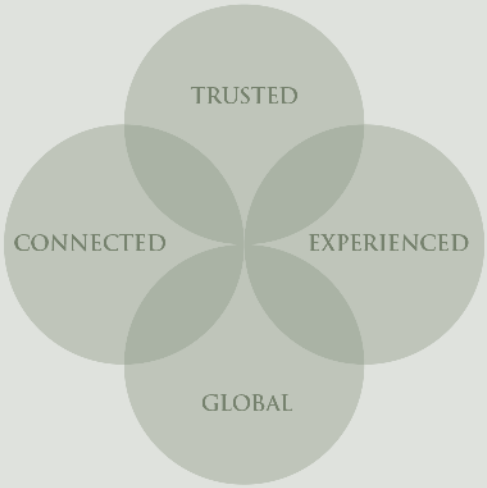

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