

ANNUAL MEETING PROGRAM

EDUCATION ON THE VERGE: THE PRECIPICE OF CHANGE



1 0 0 T H A N N U A L M E E T I N G

March 30–April 2, 2014 • Colorado Convention Center • Denver, Colorado



Advancing Global Higher Education





AACRAO

Advancing Global Higher Education

Driving Student Success Initiatives in Higher Education

April 12-15, 2015

Baltimore Convention Center

Baltimore, Maryland



www.aacrao.org

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Welcome to Denver

“Education on the Verge: The Precipice of Change”

Dear Colleague,

On behalf of AACRAO, we are delighted to welcome you to our 100th Annual Meeting in Denver! With today’s colleges and universities facing opportunities and challenges that did not exist just a decade ago, we remain committed to expanding the scope and breadth of our programmatic offerings to meet this changing landscape.

From the expanding global scale of higher education, to the growing presence of social media and its many uses in recruitment and retention, coupled with the need to quickly adapt to rapidly evolving technology and innovation on our campuses, higher education administrators are operating in a highly dynamic environment. We are constantly facing the possibility of change – in the way we operate, how our institutions function, and how we deal with our various constituencies.

Over the past century, AACRAO has positioned itself as a recognized source for information on student admissions, academic records, international education, and enrollment management. 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 101st Annual Meeting in Baltimore. We wish you a very successful and productive Annual Meeting experience, and hope you will join us in Baltimore, April 12-15, 2015.

Sincerely,



Adrienne McDay
AACRAO President



Mike Reilly
AACRAO Executive Director

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



jobs.aacrao.org



GUIDING *the* **Mobility** *of* KNOWLEDGE



ITEM #0129 | \$110 | \$80 (MEMBERS)

In the age of globalization, the demand for multicultural educational experiences—from both scholars and the workplace—is on the rise, providing colleges and universities market-expanding opportunities both at home and abroad. Meeting these expectations requires both a solid foundation and the most up-to-date intelligence and methods in the field of international education. That's why professionals across the country rely on *The AACRAO International Guide*. Its latest edition, authored by proven experts in the field, is a 23-chapter reference and how-to guide containing:

- ❖ **compelling overviews** of the current and future states of the field;
- ❖ **analysis of core issues** (such as international recruitment and enrollment management, technology, study abroad, undocumented students, fraudulent documents, and the Bologna Process); and
- ❖ **practical guidance on vital concerns** (such as international credential evaluation, office policies and procedures, undergraduate and graduate admissions questions, community college issues, student visas, and English proficiency assessment).

Education is on the move. Expand your global perspective with AACRAO's *International Guide*. Order today!

AMERICAN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

To order this or other AACRAO publications, go to www.aacrao.org/publications/publications_catalog.aspx or call (301) 490-7651.

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

NATIONAL STUDENT CLEARINGHOUSE®

Henry Winkler Opening Plenary
 General Session:
 "Efforts in Federal and State Higher Education Policy"
 General Session:
 "America's International Student Enrollments in a Global Context"
 Joseph A. Garcia Closing Plenary
 First-Time Attendees Orientation and Reception
 Pens

NATIONAL STUDENT CLEARINGHOUSE® RESEARCH CENTER

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Course and Room Scheduling Track



Evaluations



Research Partnership



Awards



Conference Photography



The Student Hub™

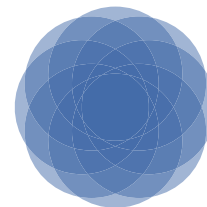
Research Partnership

PAVER FAMILY FOUNDATION

International Educators Reception



Badge Holders



AACRAO
 INTERNATIONAL
 EDUCATION
 SERVICES

International Educators Reception



International Educators Reception

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

Colorado Convention Center

700 14th Street
Denver, Colorado

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

Important Locations

Exhibit Hall

Mile High Ballroom, Lower Level

Cyber Café

Located in the Exhibit Hall on Sunday, Monday, and Tuesday; Located in F Lobby (Street Level) near Registration on Wednesday.

AACRAO Bookstore

Located in F Lobby, Street Level

Denver Publicity Booth

Located in F Lobby, Street Level

Baltimore Publicity Booth

Located outside of the Mile High Ballroom, Lower Level

Session Data Entry Room & Session Evaluations

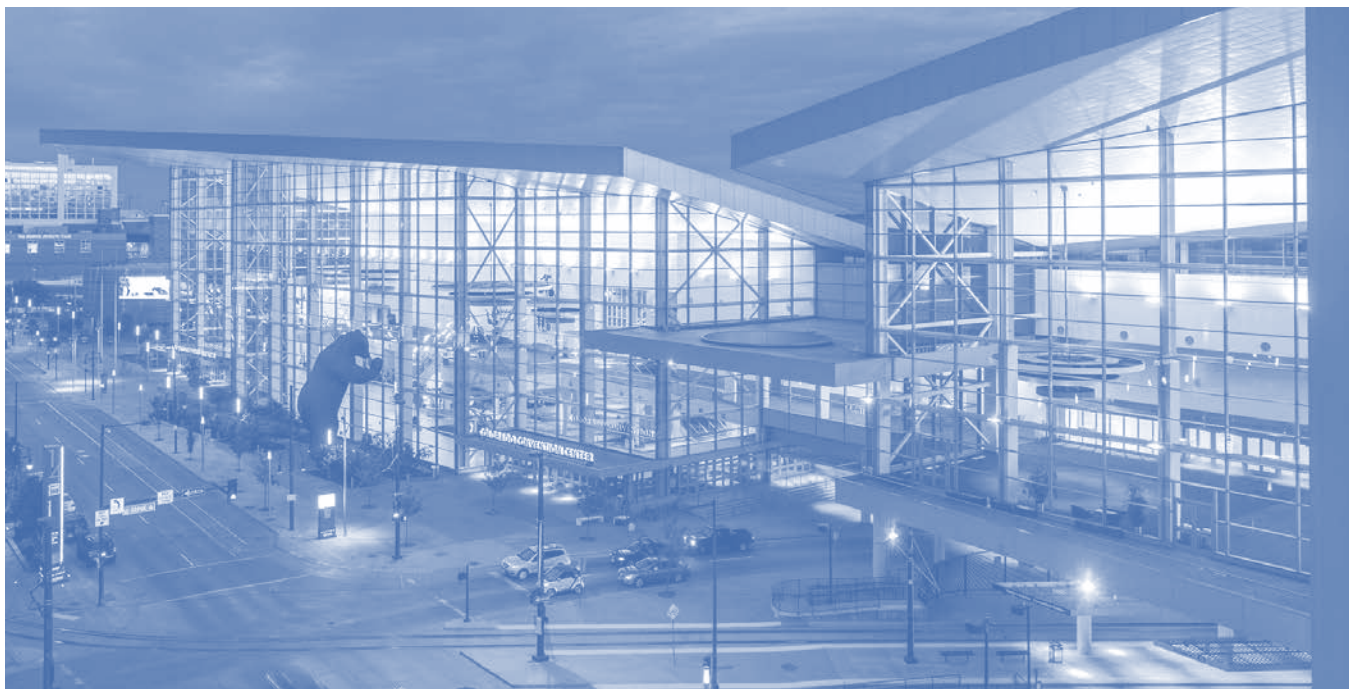
Room 111, Street Level

Speaker Ready Room

Room 105, Street Level

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



July 6–8, 2014

AACRAO
**Technology & Transfer
Conference**

Charting the Course



mobility
MOOCs
articulation
data
enrollment
success
analysis
students
information

Technology Sponsored by

OnBase
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 **CollegeSource**

Stay Connected With the AACRAO Community Through Social Media

“AACRAO Engage”

The “AACRAO Engage” Meeting App is designed to enhance your experience at the AACRAO Annual Meeting. Use your mobile device to get updates, search the meeting program, find exhibitors, view maps, submit session evaluations, and more. To download the app, visit: <http://mobile.aacrao.org>, using your institutional e-mail address and the initial password “engage” to get started.

I Tweet for #aacrao



Share your conference experience with others in real-time by tweeting your thoughts on Twitter and tagging them with #aacrao. See what others are tweeting at the conference by searching for “#aacrao” using the search text box.

Time for a “Tweetup”

Join our Twitter community and meet your colleagues at an informal “tweetup” on Monday, March 31 during the 3:30 p.m. break. We will send the location and other details to all of our followers. 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 \$100 cash prize! Just find and “like” us on Facebook and post your Annual Meeting conference comments and pictures...it’s that easy! By being actively engaged with us on Facebook, you will not only be eligible for the prize, you will be up-to-date with the latest higher education news and events that shape our industry. Three winners will be randomly selected for posting comments and also for posting pictures. Be sure to “like” us, and the more you post, the more chance you have to win!

Visit the AACRAO Bookstore

While at the Annual Meeting, don’t miss out on the opportunity to add valuable resources to your office library. Stop by the AACRAO Bookstore to browse special, onsite-only promotions. AACRAO publications offer something for everyone, and 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 F Lobby (street level) for the duration of the meeting.

Visit Denver and Baltimore Booths

Visit the 2014 and 2015 Annual Meeting booths. Stop by to say hello, pick up some treats, and learn about what to see and do in Denver and Baltimore.

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 (Booth 607) or at the Denver Hospitality Booth, located in F Lobby, Street Level.

Speak to an AACRAO Consultant

Have your consulting questions answered by 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 302**) 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 613**). 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 Courses

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!

Entertainment

Thank you to the Native American Women Warriors, the first all-female Native American Color Guard, for performing at the Opening General Session and to the Denver Indian Singers and Dancers for performing at both our Opening and Closing General Sessions.

Photography

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

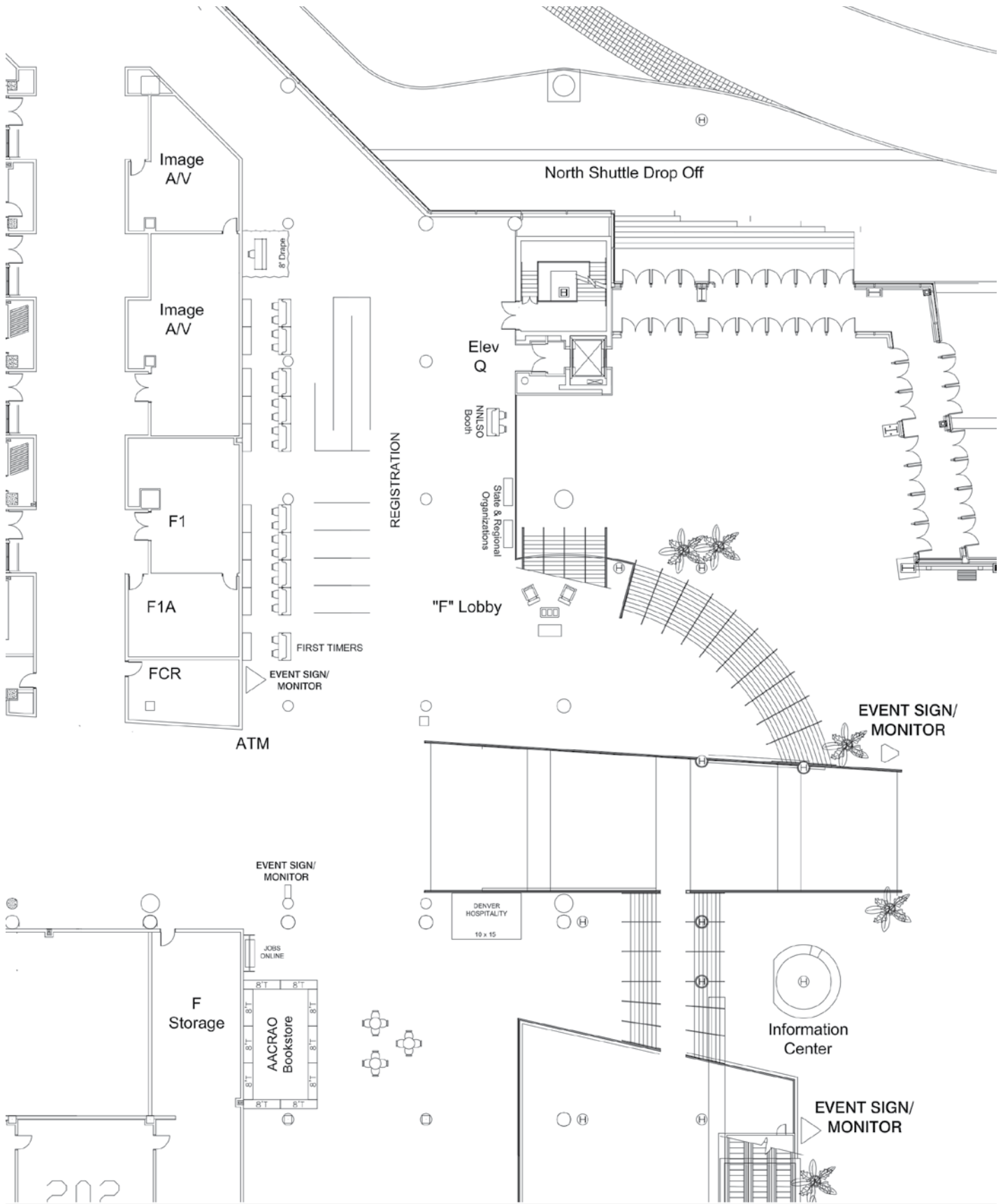


Denver City and Dining Information Desk

Are you looking for information on what to see, where to shop, the best places to dine, and how to get around in Denver? Then look no further than the City and Dining Information Desk located in A/F Lobby across from the Blue Bear on the street level of the convention center. Representatives will be available from Sunday – Wednesday to provide all the information you need for an enjoyable day of sightseeing or a memorable night on the town!

Wi-Fi Access

The Colorado Convention Center offers complimentary wireless access in public spaces and in the meeting rooms, but not in the ballrooms and exhibit hall.



AACRAO's 100th Annual Meeting March 30 - April 2, 2014

● DOWNTOWN DENVER ACCOMMODATIONS

- 1 Embassy Suites Denver Downtown at the Convention Center
- 2 Hilton Garden Inn Denver Downtown
- 3 Homewood Suites Denver Downtown - Convention Center
- 4 Hyatt Regency at the Colorado Convention Center

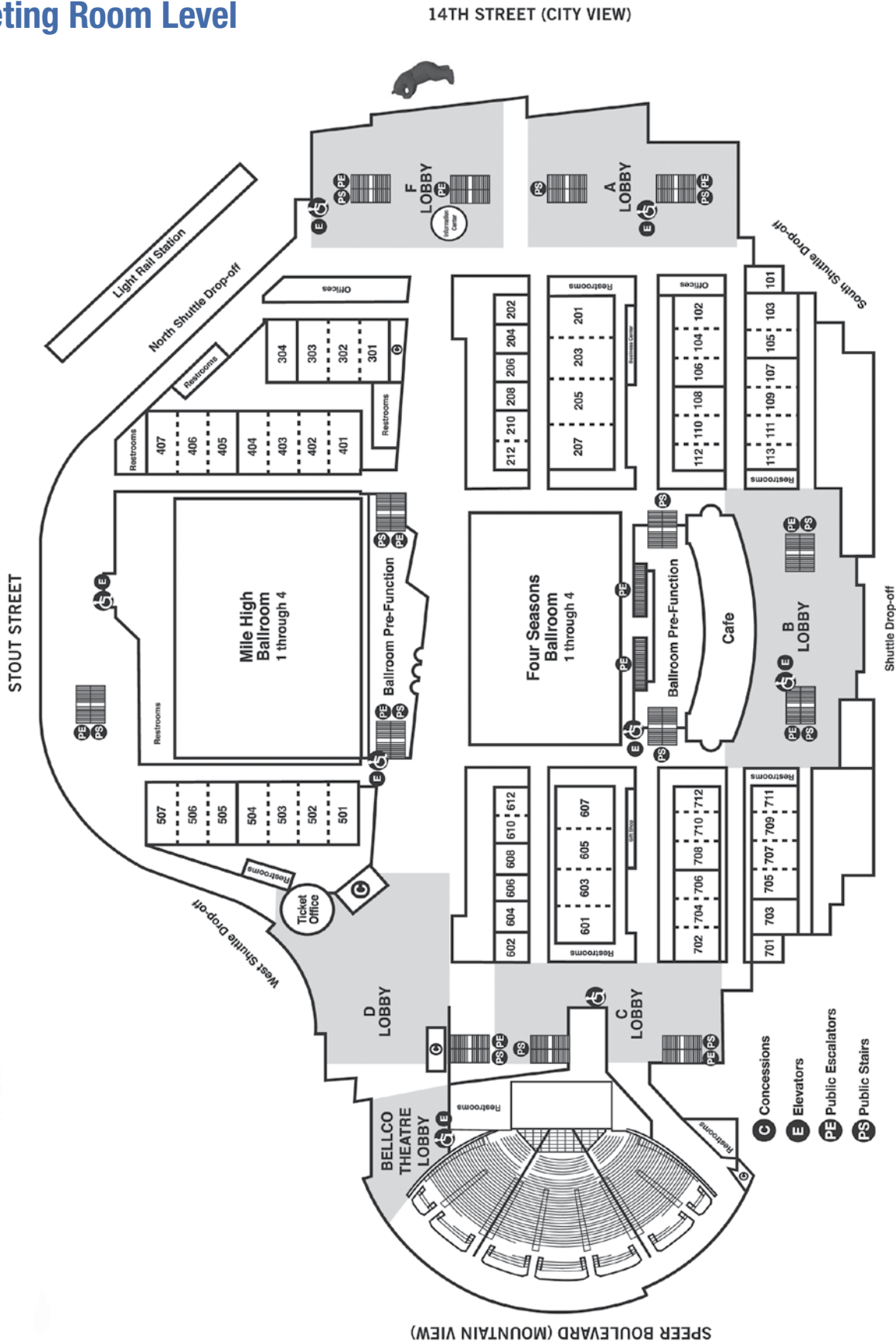
● MAJOR ATTRACTIONS

- 1 U.S. Mint
- 2 Denver City & County Building
- 3 Civic Center Park
- 4 Denver Art Museum
- 5 Denver Public Library
- 6 History Colorado Center
- 7 Colorado State Capitol Building

① VISIT DENVER Information Center

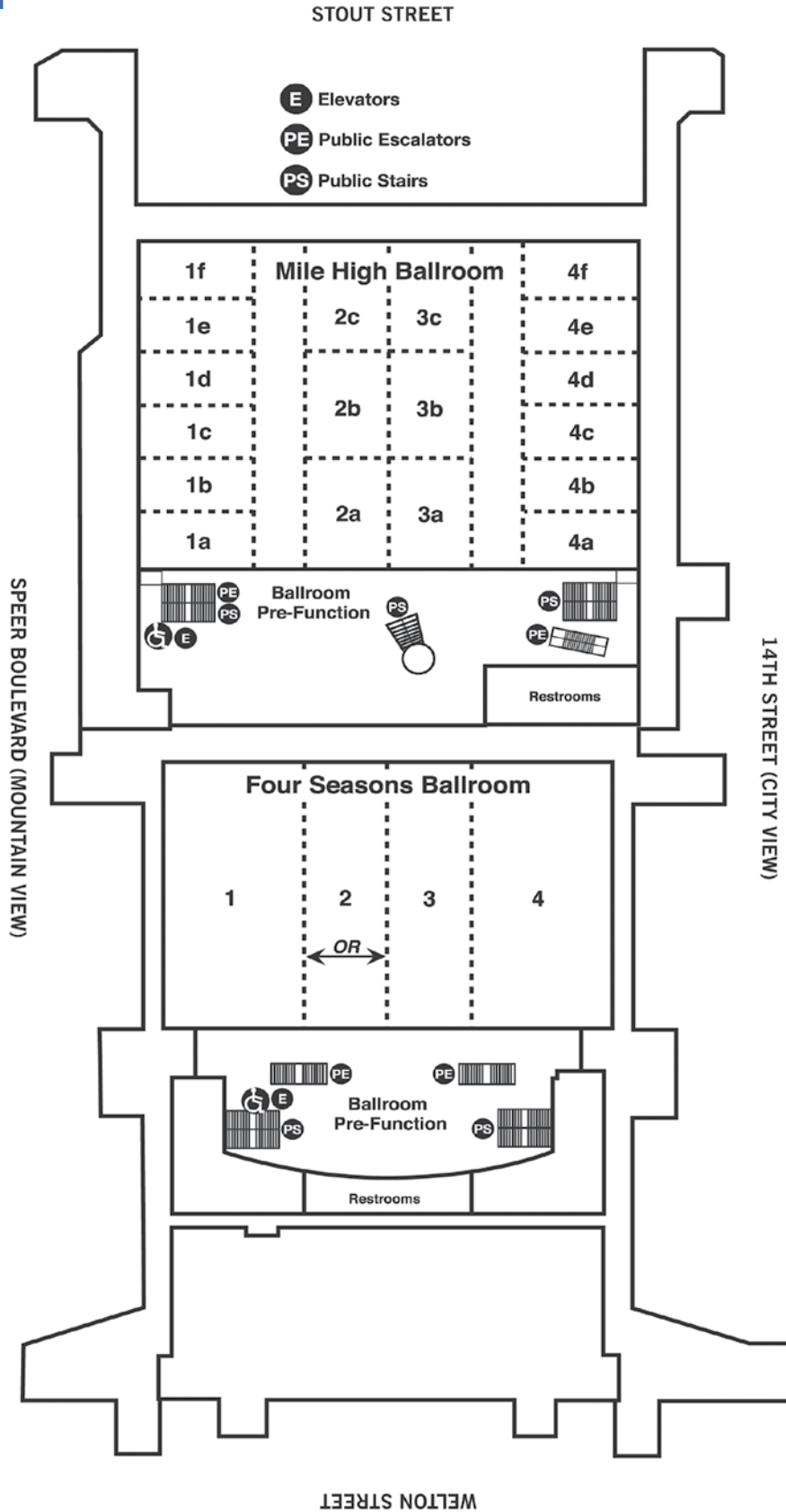


Meeting Room Level



- C** Concessions
- E** Elevators
- PE** Public Escalators
- PS** Public Stairs

Ballroom Level



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“Touch-Free” Electronic Transcript Processing & Delivery Is Here!

See It for Yourself at Booth #501!

The National Student Clearinghouse Transcript OrderingSM service has joined forces with EllucianTM to enable the first “touch-free,” real time electronic transcript processing and delivery solution: Ellucian eTranscripts. Every electronic transcript processing and delivery step between Transcript Ordering and your Ellucian administrative system is automated:

- Student authentication and identification
- Transcript order submission
- Transcript PDF customization and generation
- Immediate, secure electronic transcript delivery
- Ellucian software auto-configured to link to the Clearinghouse

Our solution is available at no cost to institutions that participate in the Clearinghouse’s free Transcript Ordering service and use Banner[®] by Ellucian, Colleague[®] by Ellucian, or PowerCampusTM by Ellucian.

Only the Clearinghouse

- Is an Ellucian Strategic partner for transcript order integration
- Is enabled by default in Ellucian software
- Has conducted extensive end-to-end testing with Ellucian to ensure the delivered solution performs successfully
- Jointly determines what enhancements will be added to the solution

Find Out How to Revolutionize Your Transcript Processing

One school cut transcript processing time from days to minutes using our solution. Learn how during our session **“eTranscript Solution – Tested, Tried, and True,”** on **Mon., Mar. 31, at 9:30 am, in room 201** of the Convention Center (street level). And stop by **booth #501** to see our “touch-free” solution for yourself!

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CLEARINGHOUSE[®]**

www.transcriptservices.org/etranscripts.php



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Evaluation Results

Course: [] Term: 2007 Summer Department: []

Sort By 1: [] Sort By 2: [] Output: Summary Records: 500 Search: []

Only Courses with Surveys
 Only Courses without Surveys
 Show Comparative Averages
 Show Number Response Counts
 Include Min / Max / Median
 Display term Code
 Hide Text Entry / Comments

Term	Division	Department	Course ID	Course	Description	Professor	Evaluations Taken	Total Enrollment	% Complete	Reporting Disabled
2007SU	FA	ENG	ENG 101 1	EN101	English 101	Dr. John Kipling	16	50	32	
2007SU	FA	ENG	ENG 102 2	EN102	English 102	Dr. John Kipling	8	50	16	
2007SU	FA	ENG	ENG 201 1	EN201	English 201	Dr. Jenn Stalder-Spauler	1	50	2	
2007SU	BU	MGT	MGT 301 1	MC301	Management 301	Dr. Peter Balance	1	50	2	
Total:							26	200	13%	

Records: 4 Time: 0.08 Seconds



Advancing Global Higher Education

Stay Connected With the AACRAO Community Through Social Media



The “AACRAO Engage” Meeting App is designed to enhance your experience at the AACRAO Annual Meeting. Use your mobile device to get updates, search the meeting program, find exhibitors, view maps, submit session evaluations, and more. To download the app, visit: <http://mobile.aacrao.org>, using your institutional email address and the initial password “engage” to get started.



Stay current with higher education news by **LIKING** us at [facebook.com/AACRAO](https://www.facebook.com/AACRAO)



Take advantage of your **NETWORK** and **FOLLOW** us at [linkedin.com/company/AACRAO](https://www.linkedin.com/company/AACRAO)



Share your conference experience with others in “real time” by tweeting your thoughts on Twitter and tagging them with **#aacrao**. See what others are tweeting at the conference by searching for “**#aacrao**” using the search text box.

Visiting AACRAO’s Facebook Page Pays Off

Join AACRAO on Facebook for a chance to win a \$100 cash prize! Just find and “like” us on Facebook and post your Annual Meeting conference comments and pictures...it’s that easy! By being actively engaged with us on Facebook, you will not only be eligible for the prize, you will be up-to-date with the latest higher education news and events that shape our industry. Three winners will be randomly selected for posting comments and also for posting pictures. Be sure to “like” us, and the more you post, the more chance you have to win!

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Coordinator of Registration
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American Association of Collegiate
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Bradley University

PROGRAM COMMITTEE VICE CHAIR

Patrick McLaughlin
Indiana University-Purdue University-
Fort Wayne

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Enrollment Management**

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Servicemembers Opportunity Colleges

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The University of Texas at Austin

**Group 3: Records and
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Sarah Harris
University of Iowa

**Group 4: Leadership and
Management Development**

Bob Kubat
Penn State

Group 5: Access and Equity

Dan Wilson
Muskingum College

Group 6: Information Technology

Jack Miner
The Ohio State University

**Group 7: Workshops and
Special Sessions**

John Lenzi
University of Massachusetts - Amherst

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Evaluations Committee**
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Lamar University

Annual Meeting Volunteers
CO-CHAIR, VOLUNTEERS

Kelley Christman
University of Northern Colorado

CO-CHAIR, VOLUNTEERS

Lara Medley
Colorado School of Mines

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

Year	City	President	Attendance
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. McCracken	2,343
1978	Miami Beach, FL	Stan Berry	2,407
1979	Chicago, IL	Albert L. Clary	2,445
1980	New Orleans, LA	Elbert W. Ockerman	2,638
1981	San Francisco, CA	Ruth Jass	2,670
1982	Kansas City, MO	Cliff Sjogren	1,878
1983	Boston, MA	Kenneth H. Bogard	2,452
1984	Denver, CO	Leo J. Sweeney	2,438
1985	Cincinnati, OH	James E. Thomas	2,399
1986	Baltimore, MD	Bruce T. Shutt	2,569
1987	Las Vegas, NV	Mary Elizabeth Randall	2,811
1988	Nashville, TN	John F. Collins, Jr.	2,680
1989	Chicago, IL	Robert Cyphers	2,750
1990	New Orleans, LA	Robert N. Melott	3,253
1991	Honolulu, HI	Gerald D. Bowker	2,037
1992	Dallas, TX	Charles W. McKinney	2,177
1993	Orlando, FL	Gary L. Smith	2,305
1994	Boston, MA	Jeffery Tanner	2,706
1995	Indianapolis, IN	Nancy C. Sprotte	2,646
1996	Reno, NV	Stanley E. Henderson	2,920
1997	Salt Lake City, UT	Kathleen Plante	2,202
1998	Chicago, IL	Frederick A. Fresh	2,797
1999	Charlotte, NC	Paul H. Anderson	2,227
2000	New Orleans, LA	William R. Haid	2,740
2001	Seattle, WA	Louise Lonabocker	2,967
2002	Minneapolis, MN	R. Eugene Schuster	2,478
2003	Washington, DC	Heather C. Smith	2,361
2004	Las Vegas, NV	Paul F. Taylor	3,270
2005	New York, NY	Thomas A. Bilger	3,380
2006	San Diego, CA	Joseph Roof	3,274
2007	Boston, MA	Angé Peterson	3,142
2008	Orlando, FL	Paul Aucoin	3,030
2009	Chicago, IL	Paul Wiley	2,191
2010	New Orleans, LA	Wanda Simpson Munson	2,011
2011	Seattle, WA	Betty Huff	2,026
2012	Philadelphia, PA	Nora McLaughlin	2,134
2013	San Francisco, CA	Jeff von Munkwitz-Smith	2,347

24th Annual AACRAO Strategic Enrollment Management Conference The Origin and Future of SEM

October 26–29, 2014
JW Marriott Los Angeles L.A. Live

www.aacrao.org



Thank you to  for sponsoring the awards.



William DeWolf
Thomas A. Bilger Citation
for Service

William “Bill” DeWolf has been a member of AACRAO for 25 years and has been in higher education even longer. Bill’s career began in the ‘70s when he taught both art instruction and art history at several

colleges on the East coast. In 1976, Bill began his first position as Campus Registrar at the Shenango campus of Pennsylvania State University. He has served as Registrar at a total of four institutions over his career and is the current Registrar of Emerson University, where he has been since 2001. Bill’s dedication to service is not limited to administration. Despite his demanding schedule as Registrar and his numerous AACRAO involvements, Bill still teaches one section of drawing as an adjunct professor at Emerson. Bill also served 35 years in the US Army Reserves, from which he retired in 2004 as Command Sergeant Major. Bill has presented at many AACRAO and NEACRAO meetings over the past decade on topics ranging from advice to new registrars and creating a “one stop” environment in your institutions’ Administrative Services – a concept that he uses to run his Registrar’s office today. Bill recently served on the Nominations & Elections committee, and is the current Chair of the Public Policy Advisory Committee. This committee played a significant role in the development of the AACRAO Public Policy Agenda and allows Bill to ensure continued outstanding service to AACRAO by nominating and adding to this experienced group of members, individuals that will contribute to and become leaders in AACRAO. Through his Chairmanship of the Public Policy Committee, Bill has kept the AACRAO membership engaged and informed of public policy development, discussion, and implications for changes to the profession. His commitment to AACRAO is not an occasional engagement; his daily contributions to the PPAC listserv display a constant and ongoing desire to produce and present timely and relevant information to our members. Bill is an ideal recipient of the Bilger Citation for Service; his service to AACRAO has been constant during his tenure as an AACRAO member and continues in full force today.



Ingrid Nuttall
Exemplary New Member Award

Ingrid Nuttall has been an AACRAO member for only seven years, but she jumped headfirst into her work with AACRAO from day one. Every year since 2007, Ingrid has presented at least one conference session or full-day workshop on topics ranging

from succession planning to communications in the Registrar’s Office. In 2011, she stepped up to become Chair of the AACRAO Student Academic Records Committee. Ingrid had not served on an AACRAO committee prior to becoming the Chair, but when the previous chair could not serve, Ingrid was singled out specifically to serve and happily agreed to join the committee. In her role as Chair, Ingrid took time to mentor all members of the committee so the Vice-Chair was well equipped to take the lead when her role as chair ended. Though it was her first time as a chair for AACRAO, Ingrid had experience in such a position with UMACRAO, where she chaired three separate committees prior to taking on her Chair role for the SAR committee. As a Chair and member of so many committees, Ingrid has consistently found a way to engage members and continually provides a wealth expertise and enthusiasm. She is always quick to share her knowledge and to help others develop their skills. Ingrid is also extensively involved with UMACRAO, serving as President in 2013. In 2006, Ingrid was awarded UMACRAO’s Exemplary New Member Award. She has worked tirelessly to expand the UMACRAO membership and to encourage the involvement of its members. Ingrid has also worked to streamline the annual meeting process by exploring hosted solutions for various parts of the UMACRAO meeting. Ingrid is very involved and dedicated to both AACRAO and UMACRAO and understands the importance of contributing to these national and local organizations. She has established strong working relationships with AACRAO colleagues around the country, especially in regards to communicating the value of the work of the registrar. Ingrid exemplifies what this organization wants from members of our profession and this New Member Award is a fitting testament to her work.



Glenn Munson Honorary Membership

From the time **Glenn Munson** first started in higher education as an Admissions Counselor at Rhodes College in 1973, he has exhibited the attitude, skills, and grace we should all aspire to emulate as admissions professionals. With a total of 41 years in the profession, his many committee assignments, presentations and other creative involvements in AACRAO deserve our thanks. Most recently, Glenn was Registrar at the University of Memphis; prior to that he spent 28 years as Registrar at Rhodes College. In fact, Glenn has spent fewer than ten years away from Rhodes during his 4 decades long career. Glenn has been an AACRAO member for 28 years and has been an active participant in the organization for equally as long. In the mid '80s, Glenn began presenting on topics ranging from Small College Issues to registration systems and ensuring a successful and satisfying career in higher education. In total, he has presented nearly 25 times for AACRAO alone, and has presented a similar number of times at SACRAO and Tennessee ACRAO conferences. Glenn has also been a facilitator and presenter for Registrar 101 since 2006 in both the live and online versions. He is currently presenting the continuation of that program, Reg 201. Glenn's participation, however, has not been limited to presentations and workshops. On the early end of his career Glenn published twice in *College & University* and later served on the C&U Editorial Board. Glenn applied his tireless worth ethic to eight different AACRAO committees, serving as Chair for four of these committees. His first role as Chair came in 1992-1993 with the Publications and Calendars Committee; he subsequently chaired the Small College Issues Committee in 1996-1997, the Registration Systems Committee in 2001-2002, and the Nominations and Elections Committee in 2004-2005. This same year, Glenn was a part of publishing the Nominations and Elections Committee Handbook. Glenn has also chaired multiple committees for SACRAO and TACRAO, even

staying on as Chair for multiple years in some cases. It is not only in committee service that Glenn found success as a leader. He served on the AACRAO Board of Directors from 2007-2010 as Vice President for Records and Academic Services. He was President of TACRAO in 1988 and was TACRAO's VP for Records and Registration in 1984-85. Glenn has also participated in several Task Forces, such as the 1999 Bylaws Review Task force and then 2003 Taskforce on Leadership and Diversity. Glenn's impressive efforts have been recognized by AACRAO before. In 2005 Glenn was awarded the APEX Award for his work in support of student success. More recently, in 2011, Glenn was given Honorary Membership to SACRAO for his lifetime of contributions to the profession. AACRAO is pleased to further recognize Glenn's prolific contributions to the association and profession with this years' Honorary Membership Award. Upon his retirement Glenn plans to run marathons, of which he has completed 46 since his 50th birthday, and to travel more with his wife, Christine.





Johnny Johnson Honorary Membership

Johnny Johnson is Professor Emeritus and Former Director of International Programs at Monterrey Peninsula College. Johnny was with Monterrey Peninsula from 1994-2006. He began his career in higher education at the University

of Kentucky in 1973 and has been an AACRAO member for 39 years. Only two years after starting at University of Kentucky, Johnny was co-author on a joint Workshop Report between AACRAO and NAFSA: *The Admission and Placement of Students from Selected Arab Countries*. Johnny continued to publish extensively over the next several decades, authoring or editing more than 20 articles and books for AACRAO. He authored the 1978 World Education Series on Thailand, edited the 1984 Joint Committee on Workshops Report on Bahrain, Oman, Qatar, UAE, and Yemen and has published four articles in C&U. He was a major participant in a joint project initiated by the Russian Ministry of Education that led to the publication of AACRAO's 2008 guide to *The Educational System of the Russian Federation*. Johnny managed this extensive publication history while teaching internationally in Malaysia and Aruba in the early '90s. Later, Johnny served on the Board of Directors as Vice President for International Education from 1997 to 2000. He has also served on the Graduate and Professional Admissions Committee and the World Education Series Committee, of which he was Chair. Though Johnny's efforts with AACRAO are far reaching, it is clearly in the realm of international education where Johnny's lifetime of efforts truly shines. He has given more than 100 professional presentations at state, regional, national, and international meetings and conferences for AACRAO, NAFSA, and the European Association of International Educators (EAIE). Johnny's impressive list of accomplishments spans the breadth of many associations, but it is certain that one of his most laudable contributions to AACRAO is his work with EDGE (the Electronic Database for Global Education). Not only is he one of the primary authors of the database, but he also founded the EDGE IESC (International Education Standards Council) Committee, which determines the credential advice in EDGE. Through EDGE, Johnny makes his mark not only on institutions, but also on the government agencies, law firms, and other evaluators that all use EDGE for their placement guidelines. Currently, Johnny is Director at the Foreign Credentials Service of America (FCSA) which uses EDGE to determine its standards and is committed to the identification of best practices in the evaluation of international credentials. Johnny's contributions to AACRAO far exceed the requirements for this Award and after 39 years of membership, AACRAO is happy to confer onto him a lifetime membership.



SACRAO Elbert W. Ockerman State and Regional Professional Activity Award

At SACRAO's 2013 Annual Conference, the SACRAO Professional Development Committee of unveiled its first **Poster Session** for graduate-related research presentations at the Masters or Doctoral level. These Poster Sessions add a new academic dimension to the SACRAO conference. Unlike typical conference sessions, the more informal process of conversation and engagement in poster sessions fosters a greater transfer of knowledge in subjects that are important but perhaps make for less popular sessions. Research presented is specifically related to the mission of SACRAO, and promotes the standards and best practices affecting admission officers, registrars, and other academic support and student-service professionals. Five sessions were launched in the inaugural year of the event on the topics of veterans' issues, baby boomers returning to college, career consultation, students displaced by Hurricane Katrina, and changes in academic rigor over time. These sessions helped expand the academic rigor of the conference, as well as provide an outlet for professionals and students to present scholarly work for the advancement of knowledge and professional growth. The posters were set up in the hallway leading to the Town Hall and Business Meeting, where large volumes of participants were gathered to better facilitate prior access to the posters before the official session, and bolster interest and participation. Authors/presenters were able to hold discussions with the registrants who were circulating among the posters. The interaction with other conference attendees provided formative evaluations of the author's work, and summative evaluations were captured at the end of the program. Participants are able to gather scholarly works in a manner not forced upon them while presenters are given an excellent opportunity to hone their research and make final edits to their articles before submitting for scholarly publication and are also given a chance to expand their CVs. Members and the content they provide to their colleagues are the lifeblood of any Association like SACRAO or AACRAO. Through the success of its Poster Sessions, SACRAO has found a way to encourage participation and provide valuable information to its members, truly raising the quality of activity in their Association.



David Bergeron
AACRAO Centennial Award for Excellence

David Bergeron is currently Vice President of Postsecondary Education Policy at the Center for American Progress (CAP), an independent nonpartisan educational institute that is dedicated to developing

progressive policy ideas in effort to improve the lives of Americans in areas like energy, education, and immigration. Here David is spearheading the postsecondary policy agenda and continues to be a strong advocate for changes to improve higher education in the US. Prior to CAP, David was with the U.S. Department of Education (ED) for 34 years, most recently in the Office of Postsecondary Education. With the ED, David used his expertise on the issues of access and persistence of low-income postsecondary students to lead policy efforts to simplify the financial aid application process. As a Chair and participant in numerous working groups and committees related to reauthorization of the Higher Education Act (HEA), David played a key leadership role in the 1998 and 2008 reauthorizations of the HEA. David also oversaw the development of the program budget from 1995 to 2013 for the Office of Postsecondary Education (OPE). The programs administered by the OPE generate more than \$160 billion in financial aid, which gets distributed to more than 25 million students enrolled at public and private postsecondary institutions.

In his time with the CAP, David has published on numerous noteworthy subjects, such as the future of financial aid, the future of public higher education, moving away from credit hours, and most extensively, on student loans. He has also participated in the peer-review of countless publications with the Department of Education. David is a member of several standing data and policy review committees like the Integrated Postsecondary Education Data System (IPEDS) Technical Review Panel, of which he has been a member since 1999; and the National Postsecondary Student Aid Survey (NPASA) Technical Review Panel, of which he has been a member since 1985. David's postsecondary policy agenda with CAP is built on the belief that high-quality and affordable postsecondary education is key to rebuilding the middle class and advancing national competitiveness. To quote a nominator, David "is a great friend to higher education and to AACRAO."



Ann West
AACRAO Centennial Award for Excellence

Ann West has worked in collaboration with AACRAO for more than a decade. She currently manages the InCommon Identity Assurance Program and works with the US Research and Education community

and its corporate partners on collaborative projects and services. Previously, Ann held a joint appointment with Internet2 and EDUCAUSE to lead the outreach and education efforts surrounding identity management. In 2002 Ann began reaching out to AACRAO members and related audiences about the uses of technology and digital identities and understanding their role in academe. Since then, she has collaborated on 16 presentations including workshops at AACRAO's Technology Conference and various webinars, all of which are well-attended and well-reviewed. In 2007, Ann participated in a preconference seminar entitled *AACRAO Identity Management Workshop: Developing Effective Identity Management Strategies for Your Institution* that provided an introduction to Identity Management (IdM) and what can be accomplished by working with your IT team. The basic tenets presented in this workshop were subsequently published in an article in *College & University*. Ann has actually published four times in C&U since 2004; three of these articles are related to IDM and the fourth is about FERPA access in the digital age. Also in 2007, the InCommon Student Services Group that Ann currently manages was established. This group consists of registration, enrollment, and IT supervisors at leading institutions, as well as AACRAO Board members; they developed outreach materials on IdM in collaboration with Stanford and the National Student Clearinghouse. Ann has also focused on bringing together Student Services and IT departments like in a 2009 workshop under the EDUCAUSE/Internet2 banner called *CAMP: Delivering, Sourcing and Securing Services Throughout the Student Identity Lifecycle*. Over the past two years, Ann has been working on the CommIT project, which hopes to "enable single sign-on for prospects applying to college and schools that outsources prospect authentication, saving time and money and increasing security." Its pilot program has seen strong interest from its leading campuses. Ann has presented on this game changing approach at the last three AACRAO Tech Conferences. While some AACRAO members may not have met Ann, they can be assured she has been a tireless advocate for getting the AACRAO community involved in the discussion and adoption of identify and access management standards and practices.



William Paver
Distinguished Service Award

William “Bill” Paver worked at the University of Texas at Austin from 1980 up to his retirement in 2001. During his tenure, he increased the visibility of international education and directed the Graduate and International Admissions Center. Bill was awarded

Honorary Membership to AACRAO upon his retirement from UT Austin. Throughout his career Bill has continually applied his skills and creativity to address one of the most complex and important responsibilities facing higher education administrators: the task of identifying, describing, and publicizing the key components of the admission and placement of foreign students in our colleges and universities. Bill has presented on the subject of international education domestically and internationally at numerous AACRAO conferences, as well as those of NAFSA, SACRAO, the European Association of International Educators (EAIE), and many others. From 1995 until 2001, Bill was a member of the TOEFL Board of Directors during which time he chaired three separate committees. He also served on the Board for NAFSA and Chaired the NAFSA Admissions Section (ADESC) team. Bill’s work in international education has led to his collaboration with countless associations and government agencies, and AACRAO has benefited considerably from Bill’s involvement. From 1994 to 1997, Bill served on the AACRAO Board of Directors as Vice President for International Education. As a member of the Projects in International Education Research (PIER) committee, he helped to oversee the publication of several country studies, like 1992’s profile on China. In 2008, Bill was Chair of the AACRAO Project Joint Russian Federation/U.S. Commission on the Mutual Understanding of Education and was an Author and Editor of the subsequent update on the *Educational System of the Russian Federation*. Bill was also instrumental in the creation of AACRAO EDGE. During his Vice-Presidency, Bill laid the groundwork that, under his leadership, evolved into EDGE as we know it today. Bill also helped to support the funding of EDGE via the Paver Family Foundation. Since the inception of EDGE, Bill has authored several profiles and is a continuing editor and research coordinator. Due to his extensive work in international education and in no small part to his impressive work with EDGE, Bill was awarded the Award for International Excellence in 2008. Bill is a Founder and current Director of the Foreign Credentials Service of America (FCSA). Established in 1987, the FCSA has set the national standard for international academic certification and serves as a source of continuing leadership in the field of international education. Bills desire to give back to the Association and to higher education has led him to become a major figure in his field. Bill has consistently shown dedication and service to AACRAO and is greatly deserving of this award and recognition of his peers.



Paul Wiley
Founders Award for Leadership

Since 1999, **Paul Wiley** has served as University Registrar and Secretary of the Corporation at the University of the South in Sewanee, Tennessee. In addition, he served that institution as Director of Institutional Research from 1999 until 2007. Before coming

to Sewanee, Paul was Registrar of the College, Director of Institutional Research, and Director of Information Technology at Sweet Briar College and University Registrar and Director of Institutional Research at Shenandoah University, where he was also a member of the faculties of music history and theory.

Paul has served AACRAO as member and Chair of the Small College Issues Committee, member of the *ad hoc* working group on small colleges, member of the Annual Meeting Program Committee, *ex officio* representative to the Dues Task Force and Governance Task Force, Vice Chair of the Nominations and Elections Committee, Vice President for Finance, and President and Chair of the Board of Directors. His many professional presentations have addressed a wide array of topics, including systems implementations and conversions, web services, student privacy, dual enrollment, federal policy, and organizational context and leadership in higher education. Currently, he directs the Peabody Professional Institute for Senior Academic and Enrollment Services Professionals, which is jointly sponsored by Vanderbilt University and AACRAO. Paul is also the Past-President of the Virginia Association of Collegiate Registrars and Admissions Officers and has held leadership positions in the Tennessee and Southern Associations of Collegiate Registrars and Admissions Officers, as well as The Virginia Association of Management Analysis and Planning. He has published two critical editions of works by Carl Phillip Emanuel Bach and lectured on music in the works of author Willa Cather.

Paul Wiley holds the Bachelor of Arts in English, the Bachelor of Music Education, and the Master of Music Education degrees from Shenandoah University and the Doctor of Education degree in higher education leadership, policy, and organizations from Vanderbilt University.

Honorary Membership – Established 1926

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 in accordance with AACRAO's policy on complimentary benefits. These benefits include free Annual Meeting registration and a waiver of annual dues.

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. Other significant contributions can be included at the discretion of the Board of Directors. Recipients are selected by the Board of Directors.

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

Distinguished Service – Established 1959

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)

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		

APEX Award – Established 1997

The APEX Award for Student Success recognizes an individual for achieving professional excellence in support of student success. The award will be presented based on the nominee's commitment to student success as demonstrated by involvement on their campus or presentations and activities at the state, regional, or national level. The recipient is recommended by the AACRAO Awards Committee and approved by the Board of Directors.

(25 points toward honorary membership)

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

Elbert W. Ockerman State and Regional Professional Activity Award – Established 1991

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.

1991	Carolinas ACRAO – The Educational Consultants Program	1995	Southern ACRAO – SACRAO Journal	2002	Texas ACRAO – Archived TACRAO Historical Records
1991	Indiana ACRAO – A History of Indiana ACRAO	1996	Michigan ACRAO – FERPA Brochure	2003	Kansas ACRAO – Planning for College Workshop
1991	Kansas ACRAO – “The Varsity Team”	1996	Rocky Mountain ACRAO – Planning for a Successful State/Regional Meeting Manual	2004	Virginia ACRAO – Virginia Tour and Roadrunner Gazette
1992	Rocky Mountain ACRAO – Profile of Admissions’ and Registrars’ Offices and Institutional Characteristics	1997	Michigan ACRAO – New Admissions Professional Workshop	2005	Pacific ACRAO – The Writers Group
1992	Southern ACRAO – Management of Student Information Systems (MOSIS) Workshop	1997	Nebraska ACRAO – Clerical Workshop	2006	Georgia ACRAO – Enrollment Management Workshop
1992	Texas ACRAO – Newcomer Orientation and Mentoring Program	1997	Ohio ACRAO – Records Fraud and Misrepresentation Workshop	2006	Rocky Mountain ACRAO – A Year in the Life of RMACRAO
1993	Louisiana ACRAO – Articulation Workshop for High School Counselors and Recruiters	1998	Middle States ACRAO – www.msacroa.org	2007	Nebraska ACRAO – Nebraska On Wheels
1993	Michigan ACRAO – Support Staff of the Year Award/Support Staff Workshop	1998	Pacific ACRAO – Program for Diversity	2008	Upper Midwest ACRAO and Wisconsin ACRAO – First-Ever UMACRAO/WACRAO Joint Conference
1993	Texas ACRAO – Texas Common Course Numbering System	1998	Carolinas ACRAO – 75th Anniversary videotape	2008	Michigan ACRAO – Michigan Transfer Network
1994	Kentucky ACRAO – Kentucky College and University Transcript Practices	1999	Kentucky ACRAO – Communication and Technology – a Website Show and Tell	2008	New England ACRAO – Reverse College Day
1994	Texas ACRAO – Fraud Forum	1999	Nebraska ACRAO – NACRAO Board of Directors Retreat	2009	Kentucky ACRAO – College to College Electronic Transcript Exchange
1995	Kansas ACRAO – “Quality Leadership” Scholarship Program	1999	Ohio ACRAO – OACRAO Website	2009	Ohio ACRAO – Membership & Mentoring
1995	Nebraska ACRAO – Adventures in Higher Education	2000	Kansas ACRAO – “Mission Possible” Video	2010	Kentucky ACRAO – Transfer College Fairs
1995	Pacific ACRAO – Summer Success Seminar	2000	Michigan ACRAO – Summer Articulation Conference	2011	Ohio ACRAO – Scholarship Program
		2001	Southern ACRAO – Journal	2012	Pacific ACRAO – PACRAO Review
		2001	Arizona ACRAO – Staff Development Workshop	2013	Georgia ACRAO – GACRAO W.E.A.L.T.H.
		2001	West Virginia ACRAO – Summer Drive-in Retreat		
		2001	Wisconsin ACRAO – Professional Development Committee Projects		

Award for Excellence in International Education – Established 2004

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)

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		

Founders Award for Leadership – Established 2006

The Founders Award for Leadership is presented in recognition of consistent vision and leadership in AACRAO by a member 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 named in honor of those who had the foresight to recognize the needs of the profession and founded AACRAO. The recipient is recommended by the AACRAO Awards Committee and approved by the Board of Directors.

(15 points toward honorary membership)

2006	Mary Jones	2008	Stanley Henderson	2012	Heather Eckstein
2006	Carolyn Bartlett	2009	Dennis J Dulniak	2013	Joseph Roof
2007	Paul Anderson	2010	R. Gerald Pugh		
2008	Kimra Schipporeit	2011	Paul Aucoin		

Thomas A. Bilger Citation for Service – Established 2006

Named for a Past President of AACRAO, the Thomas A. Bilger Citation for Service is presented to a member who has provided an outstanding contribution to the Association in either an appointed role or as an outstanding volunteer in support of programs and services. The recipient is recommended by the AACRAO Awards Committee and approved by the Board of Directors.

(15 points toward honorary membership)

2006	Michael Allen	2009	Kathi Baucom	2012	Dennis Hicks
2006	Michele Sandlin	2010	Robert Doolos	2013	Katherine Beaty
2007	Brad Myers	2010	Dorene Root		
2008	Heather Eckstein	2011	Tina Falkner		

Exemplary New Member Award – Established 2006

The New Member Award is presented to professionals who have, early in their AACRAO 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 recipient(s) are recommended by the AACRAO Awards Committee and approved by the Board of Directors.

(5 points toward honorary membership)

- 2006** Melinda Roelfs
- 2007** Lee Furbeck
- 2008** Luke Schultheis
- 2011** Nathan Fuerst

Centennial Award for Excellence – Established 2010

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.





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OPENING PLENARY SPEAKER

Henry Winkler*Actor, Author, Director, and Producer***Sunday, March 30****5:45 p.m. – 6:45 p.m.****Four Seasons Ballroom 1-3, Lower Level***Sponsored by***NATIONAL STUDENT
CLEARINGHOUSE®**

Winkler's portrayal of "The Fonz" for 10 seasons on *Happy Days* (1974-84) made him one of the most recognized actors in the world. He won two consecutive Golden Globe Awards for Best Actor in a Comedy Series (1976 and 1977), and three Emmy nominations in the same category.

In 2003, he began writing a series of children's novels with his partner, Lin Oliver, entitled, *Hank Zipzer: The World's Greatest Under-Achiever*. The books are inspired by Winkler's struggle throughout his education due to his learning challenges and have appeared on several Best Seller lists.

As Winkler became increasingly visible, he found that he could use his position to help others, particularly children. The list of groups with which he is associated includes honorary chairman of United Friends of the Children; founding member of the Children's Action Network; co-host of the annual Cerebral Palsy Telethon; National Chairman of the annual Toys for Tots campaign; the first National Honorary Chairman of the Epilepsy Foundation of America; The National Committee for arts for the handicapped; the Special Olympics; and the Los Angeles Music Center's Very Special Arts Festival for Children.

Winkler's efforts have been recognized by a variety of prestigious organizations. He received the Chevallier de l'Ordre des Artes et Lettres, the French Government's highest honor, and most recently, her Majesty Queen Elizabeth II awarded Winkler with an Honorary Officer of the Most Excellent Order of the British Empire (OBE) in recognition of his services to children with special education needs.

CLOSING PLENARY SPEAKER

Joseph A. Garcia*Lieutenant Governor and Executive Director,
Colorado Department of Higher Education***Wednesday, April 2****11:45 a.m. – 12:45 p.m.****Four Seasons Ballroom 1-3, Lower Level***Sponsored by***NATIONAL STUDENT
CLEARINGHOUSE®**

Lieutenant Governor Joseph A. Garcia is the Executive Director of the Colorado Department of Higher Education. Prior to his appointment by Governor John Hickenlooper in January 2011, Mr. Garcia served as president of Colorado State University-Pueblo, a regional, comprehensive university. During his tenure at CSU-Pueblo, the University added academic, athletic, and

residential programs and facilities, and enrollment grew faster than at any point in its long history.

Garcia previously served as president of the second-largest community college in Colorado, Pike's Peak Community College. There, he oversaw three campuses that serve more than 16,000 students annually.

Before beginning his career in higher education, Garcia served on Gov. Roy Romer's Cabinet as the Executive Director of the Colorado Department of Regulatory Agencies, and as an appointee of President Clinton as the Regional Director of the U.S. Department of Housing and Urban Development for the Rocky Mountain states.

Garcia has continuously participated in community and non-profit organizations throughout his professional career. These experiences taught him to find solutions, not by driving a partisan agenda but by working with all stakeholders to reach a common ground. He and his wife, Dr. Claire Garcia, became deeply involved in public education when their own children entered grade school in Colorado Springs. Mr. Garcia served in roles as varied as president of an elementary school parent/teacher organization and as Legal Counsel for the District 11 School Board. He is committed to increasing the quality of our publicly supported schools and colleges, as well as the success of all students from all communities and all demographic groups.

GRADUATE AND PROFESSIONALS SCHOOLS LUNCHEON PRESENTER

MICHAEL WISHNIE

William O. Douglas Clinical Professor of Law, Deputy Dean for Experiential Education, and Director of the Jerome N. Frank Legal Services Organization, Yale Law School

Monday, March 31

11:45 a.m. – 1:15 p.m.

(ticket required)

Room 207, Street Level

“Experiential Education in the Early 21st Century: The Pressure for More Practical Training in Higher Education and Its Implications for Educational Administration”



Michael J. Wishnie is the William O. Douglas Clinical Professor of Law, Deputy Dean for Experiential Education, and Director of the Jerome N. Frank Legal Services Organization at Yale Law School. Professor Wishnie's teaching, scholarship, and law practice have focused on immigration, labor and employment, habeas corpus, civil rights, government transparency,

and veterans law. For years, Professor Wishnie and his students have represented low-wage workers, immigrants, and veterans in federal, state, and administrative litigation. He and his students have also represented unions, churches, veterans' groups, and grassroots organizations in a range of legislative, media, and community education matters, and have been recognized with local, state, and national awards for their fierce and creative civil rights work.



MONDAY GENERAL SESSION

“Reform Efforts in Federal and State Higher Education Policy”

Monday, March 31

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 4, Lower Level

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David Longanecker
*President, Western Interstate
Commission for Higher
Education (WICHE)*

David Longanecker has served as the president of the Western Interstate Commission for Higher Education in Boulder since 1999. Previously, Longanecker served for six years

as the assistant secretary for postsecondary education at the U.S. Department of Education. Prior to that he was the state higher education executive officer in Colorado and Minnesota. He was also the principal analyst for higher education for the Congressional Budget Office.

Longanecker has served on numerous boards and commissions. He has written extensively on a range of higher education issues. His primary interests in higher education are: expanding access to successful completion for students within all sectors of higher education, promoting student and institutional performance, assuring efficient and effective finance and financial aid strategies, and fostering effective use of educational technologies, all for the purpose of sustaining the nation's strength in the world and increasing the quality of life for all Americans, particularly those who have traditionally been left out in the past.

MONDAY GENERAL SESSION

“Telling New Stories: Native Americans and the Rich History of Excellence in Higher Education”

Monday, March 31

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 1-3, Lower Level



Mark Trahant
*Atwood Journalism Chair,
University of Alaska Anchorage*

Journalist Mark Trahant serves as the 20th Atwood Chair of Journalism at the University of Alaska Anchorage. Trahant is an editor, reporter, columnist, television correspondent and the author of several books.

A member of Idaho's Shoshone-Bannock Tribes and former president of the Native American Journalists Association, he has been reporting on Native American issues since the 1970s.

Trahant was recently awarded a fellowship to the Rockefeller Bellagio Center in Italy and for the past three years, he was an editor in residence at the University of Idaho, School of Journalism and Mass Media. In 2009, he was awarded a Kaiser Media Fellowship and wrote about health care reform, focusing on its impact in Indian Country. He also reported for PBS' Frontline series, featuring a program titled "The Silence," a piece about sexual abuse committed by priests in an Alaska native village.

Trahant is the former editor of the editorial page for the Seattle Post-Intelligencer, where he chaired the daily editorial board, directed a staff of writers, editors and a cartoonist. He has been chairman and chief executive officer at the Robert C. Maynard Institute for Journalism Education and a former columnist at The Seattle Times. He has been publisher of the Moscow-Pullman Daily News in Moscow, Idaho; executive news editor of The Salt Lake Tribune; a reporter at the Arizona Republic in Phoenix; and has worked at several tribal newspapers.

TUESDAY GENERAL SESSION PANEL

“Emerging Trends in State Policy: What AACRAO Members Need to Know About Changes in American Education”

Tuesday, April 1

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 1-3, Lower Level



Matt Gianneschi
Vice President of Policy and Programs, and Director of the Postsecondary and Workforce Development Institute, Education Commission of the States (ECS)

On June 1, 2013, Matt Gianneschi joined ECS as the Vice President of Policy and Programs and Director

of the Postsecondary and Workforce Education Development Institute. Prior to that, he was the Deputy Executive Director for the Colorado Department of Higher Education (DHE). In 2011, Gianneschi served as the Vice President of Student Services and Enrollment Management at the Community College of Aurora and before that he was the Senior Policy Advisor for Education to Governor Bill Ritter, during which time he directed the state’s P-20 Education Coordinating Council. He also served on the “pipeline” subcommittee for the recent Higher Education Strategic Plan process and was the co-chair of the education transition team for Governor Hickenlooper and Lt. Governor Garcia. Gianneschi has taught at the University of Denver and Community College of Aurora.



Jennifer Dounay Zinth
Co-Director, Information Clearinghouse, and Senior Policy Analyst, Education Commission of the States

Jennifer Dounay Zinth joined the ECS staff in 1997. Since 2005, she has managed the ECS High School Policy Center, a project to provide state

policy information, analysis and research findings on a number of high school reform issues, including graduation requirements and high school assessments, graduation rates, P-16 and dual credit. She currently co-directs the work of the ECS Clearinghouse. She has been cited by numerous media outlets nationwide, including the *New York Times*, National Public Radio, *Newsweek* and the *Washington Post*, as well as by academic publications. A writer, Dounay Zinth has served as the “Stateline” columnist for *Phi Delta Kappan* magazine, and has been published in *Education Digest* and the *State Education Leader*. She contributed a chapter to the book *Promising Practices during High School*, and an article to The Council of State Governments’ 2009 *Book of the States*, both released in 2009.



Emmy Glancy
Policy Analyst, Education Commission of the States (ECS)

In December 2013, Emmy Glancy joined ECS as a policy analyst and project coordinator for the Postsecondary and Workforce Education Development Institute. In her role, she focuses on The Blueprint

for College Readiness initiative, which is designed to help states maximize recent policy changes that share a common vision: to increase the number of students who are college and career ready, decrease the need for remedial education, and increase the rate of students who complete a high-quality postsecondary credential. Before joining ECS, Glancy was the P-20 Alignment director for the Colorado Department of Higher Education. She also served as program manager in the Office of Standards and Assessments for the Colorado Department of Education, and staffed Colorado’s P-20 Education Alignment Council.



Mary Fulton
Policy Analyst, Education
Commission of the States (ECS)

Mary F. Fulton is a policy analyst in the Information Clearinghouse and has been with ECS since 1990. Mary is a lead staff member for the organization's No Child Left Behind work, and has overseen the NCLB

database and publications, including "ECS Report to the Nation: State Implementation of the No Child Left Behind Act" and "No State Left Behind: The Challenges and Opportunities of ESEA 2001." She has served as a generalist in the Clearinghouse and has tracked, analyzed, and produced policy briefs on a variety of education issues. She also is responsible for ECS' e-Clips service that delivers relevant news articles to constituents on a daily basis. Throughout the 1990s, Fulton served as the organization's school finance expert, and provided technical assistance and testimony to policymakers regarding their education funding systems.

TUESDAY GENERAL SESSION PANEL

"America's International Student Enrollments in a Global Context"

Tuesday, April 1

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 4, Lower Level

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Peggy Blumenthal
Senior Counselor to the President,
Institute of International
Education (IIE)

Before joining IIE, Ms. Blumenthal served as Assistant Director of Stanford University's Overseas Studies and then as Coordinator of Graduate Services/Fellowships for

the University of Hawaii's Center for Asian and Pacific Studies. Her earlier work focused on the development of U.S.-China exchanges as a staff member of the National Committee on U.S.-China Relations and the Asia Society's China Council, following work on U.S. domestic urban challenges, as staff to John D. Rockefeller 3rd Fund's Business-Youth Task Force and NYC Mayor Lindsay's Urban Action Task Force.

Selected publications include *International Students and Global Mobility in Higher Education: National Trends and New Directions* (Palgrave MacMillan, 2011), co-edited with Dr. Rajika Bhandari, and an earlier co-edited volume, *Academic Mobility in a Changing World: Regional and Global Trends* (Jessica Kingsley, 1990). Articles include "Virtual and Physical Mobility: A View from the U.S." in ACA's *The Virtual Challenge to International Cooperation in Higher Education*; a co-authored article in The Europa World of Learning, "Global Student Mobility: Moving Towards Brain Exchange," and "Expanding Study Abroad in the STEM Fields: A Case Study of U.S. and German Programs," in *The Online Journal for Global Engineering*. Ms. Blumenthal holds a B.A. from Harvard University in Modern Chinese History and an M.A. in American Studies from the University of Hawaii at Manoa. She chairs the Board of JCIE-USA (Japan Center for International Exchange) and serves on the Boards of the Hong Kong-America Center and the Global Engineering Education Exchange, a consortium of 65 engineering schools around the world, exchanging undergraduates on a tuition-swap basis for a semester/year abroad.



Christine Farrugia
*Senior Research Officer with
the Center for Academic
Mobility Research, Institute of
International Education (IIE)*

Christine A. Farrugia is Senior Research Officer at the Institute of International Education (IIE) where she manages Open Doors, a large-scale annual survey of international educational exchange in the U.S. She has over twelve years of experience as a university administrator and researcher of higher education. Her areas of expertise include cross-border higher education, the organization

and administration of higher education institutions, quality assurance, access to higher education, and higher education policy. She has published and presented widely in the U.S. and abroad. Christine is a current Ph.D. candidate in Educational Administration & Policy Studies at the State University of New York at Albany where her dissertation research focuses on the perceived legitimacy of cross-border higher education policies in the United Arab Emirates. She also holds Ed.M. and M.A. degrees in Higher & Postsecondary Education from Teachers College, Columbia University.



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SATURDAY, MARCH 29

Board of Directors Meeting

8:00 a.m. – 6:00 p.m.

Granite, Level 3, Hyatt Regency Denver

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 301, Street Level

Registrar 201 Pre-meeting Workshop (Part 1 of 2)

(ticket at extra cost required)

1:30 p.m. – 5:30 p.m.

Room 302, Street Level

All events will be held at the Colorado Convention Center unless noted otherwise.

SUNDAY, MARCH 30

Registration

7:00 a.m. – 7:30 p.m.

F Lobby, Street Level

AACRAO Bookstore

8:00 a.m. – 7:00 p.m.

F Lobby, Street Level

AACRAO Booth

6:45 p.m. – 8:00 p.m.

Mile High Ballroom, Lower Level

Exhibit Hall Open

6:45 p.m. – 8:00 p.m.

Mile High Ballroom, Lower Level

Cyber Café

6:45 p.m. – 8:00 p.m.

Mile High Ballroom, Lower Level

IPEDS Pre-Meeting Workshop

7:30 a.m. – 3:30 p.m.

Room 303, Street Level

For information, contact: Tinsley Smith at tsmith@airweb.org

Pre-meeting Workshops

(ticket at extra cost required)

- Full day:
(S1) 8:30 a.m. – 3:30 p.m.
- Half day:
(S2) 8:30 a.m. – 11:30 a.m.
(S3) 12:30 p.m. – 3:30 p.m.

State and Regional Officers Workshop

8:30 a.m. – 11:30 a.m.

Room 304, Street Level

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

(ticket at extra cost required)

8:30 a.m. – 3:30 p.m.

Room 301, Street Level

Registrar 201 Pre-meeting Workshop (Part 2)

(ticket at extra cost required)

8:30 a.m. – 3:30 p.m.

Room 302, Street Level

Program Committee Meeting

(2013-2014)

9:30 a.m. – 11:00 a.m.

Room 101, Street Level

National Network of Law School Officers Board of Directors Meeting

9:30 a.m. – 3:30 p.m.

Granite, Level 3, Hyatt Regency Denver

Luncheon for Professional Activities Committees Chairs

(2013-2014, 2014-2015)

11:15 a.m. – 12:30 p.m.

Mineral Hall D-E, Level 3, Hyatt Regency Denver

Meeting for Chairs & Members of Professional Activities Committees

(2013-2014, 2014-2015)

12:30 p.m. – 3:00 p.m.

Centennial Ballroom ABC, Level 3, Hyatt Regency Denver

LGBTQA Pre-Conference Meeting

3:15 p.m. – 3:45 p.m.

Room 208, Street Level

(S4) First-Time Attendees Orientation & Welcome

3:45 p.m. – 4:45 p.m.

Capitol 1-4, Level 4, Hyatt Regency Denver

Sponsored by National Student Clearinghouse

(S4) Nominations & Elections Committee Meeting

(2013-2014, 2014-2015)

3:45 p.m. – 4:45 p.m.

Room 101, Street Level

National Network of Law School Officers Welcome Reception

3:45 p.m. – 4:45 p.m.

Granite, Level 3, Hyatt Regency Denver

(S5) Opening General Session

5:00 p.m. – 6:45 p.m.

Four Seasons Ballroom 1-3, Lower Level

- Welcome and Awards Presentation

5:00 p.m. – 5:45 p.m.

- Opening Plenary Presenter:
Henry Winkler, Actor, Author,
Director & Producer

5:45 p.m. – 6:45 p.m.

Sponsored by National Student Clearinghouse

Welcome Reception

(cash bar and hors d'oeuvres)

6:45 p.m. – 8:00 p.m.

Mile High Ballroom, Lower Level

MONDAY, MARCH 31

Registration

7:30 a.m. – 5:30 p.m.

F Lobby, Street Level

AACRAO Bookstore

8:30 a.m. – 5:00 p.m.

F Lobby, Street Level

AACRAO Booth

9:00 a.m. – 1:30 p.m. &

2:30 p.m. – 4:30 p.m.

Mile High Ballroom, Lower Level

Exhibit Hall Open

9:00 a.m. – 1:30 p.m. &

2:30 p.m. – 4:30 p.m.

Mile High Ballroom, Lower Level

Cyber Café

9:00 a.m. – 1:30 p.m. &

2:30 p.m. – 4:30 p.m.

Mile High Ballroom, Lower Level

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Room 202, Street Level

AACRAO Past Presidents' Breakfast

By invitation

8:00 a.m. – 9:30 a.m.

Granite Level 3, Hyatt Regency Denver

(M1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

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.

Room 207, Street Level

Presenter: Michael Wishnie, Deputy Dean for Experiential Education, Yale University Law School

(ML) Nominations & Elections 2014-2015 Committee Luncheon

By invitation

Room 202, Street Level

(M4) Educational Sessions & Roundtable Discussions

1:15 p.m. – 2:15 p.m.

(M5) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 4, Lower Level

Presenter: David Longanecker, President, Western Interstate Commission for Higher Education (WICHE)

Sponsored by National Student Clearinghouse

(M5) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 1-3, Lower Level

Presenter: Mark Trahan, Atwood Journalism Chair, University of Alaska Anchorage

Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m.

(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 206, Street Level

(M6) LGBTQA Caucus Reception

4:00 p.m. – 5:00 p.m.

Room 207, Street Level

(M7) AACRAO Town Meeting

5:15 p.m. – 6:15 p.m.

Four Seasons Ballroom 4, Lower Level

Board of Directors Reception for Honorees

By invitation

6:15 p.m. – 7:30 p.m.

Granite, Level 3, Hyatt Regency Denver

National Network of Law Schools Social

7:30 p.m. – 9:00 p.m.

For information and registration, contact:

Jerri Cunningham at (254) 710-4115

or orjerri_cunningham@baylor.edu

TUESDAY, APRIL 1

International Day

Registration

7:45 a.m. – 4:30 p.m.

F Lobby, Street Level

AACRAO Bookstore

8:30 a.m. – 5:00 p.m.

F Lobby, Street Level

AACRAO Booth

9:00 a.m. – 12:00 p.m. &

1:00 p.m. – 3:00 p.m.

Mile High Ballroom, Lower Level

Exhibit Hall Open

9:00 a.m. – 12:00 p.m. &

1:00 p.m. – 3:00 p.m.

Mile High Ballroom, Lower Level

Cyber Café

9:00 a.m. – 12:00 p.m. &

1:00 p.m. – 3:00 p.m.

Mile High Ballroom, Lower Level

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Room 202, Street Level

(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.

(T2) AACRAO Business Meeting

10:00 a.m. – 11:30 a.m.

Four Seasons 1-3, Lower Level

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

11:30 a.m. – 1:00 p.m.

Room 207, Street Level

For information and registration, contact:

Jerri Cunningham at (254) 710-4115 or

jerri_cunningham@baylor.edu

(TL) Annual Meeting Planners Luncheon

By invitation

11:30 a.m. – 1:00 p.m.

Hall F Foyer, Upper Level

(TL) Caucus Meetings/Box Lunch

(ticket required to receive box lunch)

11:30 a.m. – 1:00 p.m.

- **Asian/Pacific Islander Caucus**
Room 204, Street Level
- **Black Caucus**
Rooms 210/212, Street Level
- **Latino/Latina Caucus**
Room 206, Street Level
- **Native American Caucus**
Room 202, Street Level

(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.

NAIA Registrars Association Professional Development Meeting and Discussion

2:00 p.m. – 3:30 p.m.

Rooms 210/212, Street Level

(T4) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 1-3, Lower Level

Presenters: **Matt Gianneschi**,

Vice President of Policy and Programs,
Education Commission of the States (ECS)

Jennifer Dounay Zinth, Senior Policy
Analyst and Co-director of the Information
Clearinghouse, ECS

Emmy Glancy, Policy Analyst, ECS

Mary Fulton, Policy Analyst, ECS

(T4) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 4, Lower Level

Presenters: **Peggy Blumenthal**, Senior
Counselor to the President, Institute of
International Education (IIE)

Christine Farrugia, Senior Research Officer
with the Center for Academic Mobility
Research, Institute of International
Education (IIE)

Sponsored by National Student Clearinghouse

(T5) Educational Sessions & Roundtable Discussions

3:45 p.m. – 4:45 p.m.

(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)

Mineral Hall F-G, Level 3,
Hyatt Regency Denver

*Sponsored by AACRAO International
Services (IES), ETS TOEFL, and The Paver
Family Foundation*

WEDNESDAY, APRIL 2

Registration

7:45 a.m. – 12:30 p.m.

F Lobby, Street Level

AACRAO Bookstore

8:30 a.m. – 1:00 p.m.

F Lobby, Street Level

AACRAO Booth

8:30 a.m. – 1:00 p.m.

F Lobby, Street Level

Cyber Café Open

7:45 a.m. – 12:30 p.m.

F Lobby, Street Level

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Room 202, Street Level

(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.

Program Committee Meeting

(2014-2015)

9:15 a.m. – 10:15 a.m.

Room 204, Street Level

(W3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:30 a.m.

(W4) Closing General Session

11:45 a.m. – 12:45 p.m.

Four Seasons Ballroom 1-3, Lower Level

Closing Plenary Presenter: **Joseph A. Garcia**,
Lieutenant Governor and Executive Director of
the Colorado Department of Higher Education

Sponsored by National Student Clearinghouse

Board of Directors Meeting

2:00 p.m. – 3:30 p.m.

Room 113, Street Level



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Saturday, March 29 Events and Workshops

SATURDAY EVENTS

Board of Directors Meeting

8:00 a.m. – 6:00 p.m.

Granite, Level 3, Hyatt Regency Denver

Conference of Registrars in Jesuit Institutions (CRe) 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 301, Street Level, Colorado Convention Center

Registrar 201 Pre-meeting Workshop (Part 1 of 2)

(ticket at extra cost required)

1:30 p.m. – 5:30 p.m.

Room 302, Street Level, Colorado Convention Center

(Sa) Saturday and Sunday Two-Part Workshops

(additional fee required)

Sa.2402 Registrar 101 and FERPA (Parts 1 & 2)

Saturday, March 29, 9:30 a.m. – 5:30 p.m.

Sunday, March 30, 8:30 a.m. – 3:30 p.m.

Room 301, Street Level, Colorado Convention Center

FEE: \$300

Spend a day and a half 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's office. 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:

Stanley DeMerritt, Wayland Baptist University

Tina Falkner, University of Minnesota-Twin Cities

Glenn Munson, The University of Memphis

Kimra Schipporeit, University of Nebraska at Kearney

LeRoy Rooker, AACRAO

Sa. 2401 Registrar 201 (Parts 1 & 2)

Saturday, March 29, 1:30 p.m. – 5:30 p.m.

Sunday, March 30, 8:30 a.m. – 3:30 p.m.

Room 302, Street Level, Colorado Convention Center

FEE: \$300

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, FERPA beyond the basics, and what issues we may be facing in the near future. Come prepared to share and learn.

PRESENTERS:

Tim Amyx, Volunteer State Community College

Stanley DeMerritt, Wayland Baptist University

Tina Falkner, University of Minnesota-Twin Cities

Glenn Munson, The University of Memphis

Brad Myers, The Ohio State University

Kimra Schipporeit, University of Nebraska at Kearney

Sunday, March 30 Events and Workshops

Registration

7:00 a.m. – 7:30 p.m.
F Lobby, Street Level, Colorado Convention Center

AACRAO Bookstore

8:00 a.m. – 7:00 p.m.
F Lobby, Street Level, Colorado Convention Center

AACRAO Booth

6:45 p.m. – 8:00 p.m.
Mile High Ballroom, Lower Level, Colorado Convention Center

Exhibit Hall Open

6:45 p.m. – 8:00 p.m.
Mile High Ballroom, Lower Level, Colorado Convention Center

Cyber Café

6:45 p.m. – 8:00 p.m.
Mile High Ballroom, Lower Level, Colorado Convention Center

SUNDAY EVENTS

IPEDS Pre-Meeting Workshop

7:30 a.m. – 3:30 p.m.
Room 303, Street Level, Colorado Convention Center
For information, contact: Tinsley Smith at tsmith@airweb.org

Pre-meeting Workshops

(ticket at extra cost required)

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

State and Regional Officers Workshop

8:30 a.m. – 11:30 a.m.
Room 304, Street Level, Colorado Convention Center

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

(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
Room 301, Street Level, Colorado Convention Center

Registrar 201 Pre-meeting Workshop (Part 2)

(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
Room 302, Street Level, Colorado Convention Center

Program Committee Meeting

(2013-2014)
9:30 a.m. – 11:00 a.m.
Room 101, Street Level, Colorado Convention Center

National Network of Law School Officers Board of Directors Meeting

9:30 a.m. – 3:30 p.m.
Granite, Level 3, Hyatt Regency Denver

Luncheon for Professional Activities Committees Chairs

(2013-2014, 2014-2015)
11:15 a.m. – 12:30 p.m.
Mineral Hall D-E, Level 3, Hyatt Regency Denver

Meeting for Chairs & Members of Professional Activities Committees

(2013-2014, 2014-2015)
12:30 p.m. – 3:00 p.m.
Centennial Ballroom ABC, Level 3, Hyatt Regency Denver

LGBTQA Pre-Conference Meeting

3:15 p.m. – 3:45 p.m.
Room 208, Street Level, Colorado Convention Center

(S4) First-Time Attendees Orientation & Welcome

3:45 p.m. – 4:45 p.m.
Capitol 1-4, Level 4, Hyatt Regency Denver
Sponsored by National Student Clearinghouse

(S4) Nominations & Elections Committee Meeting

(2013-2014, 2014-2015)
3:45 p.m. – 4:45 p.m.
Room 101, Street Level, Colorado Convention Center

National Network of Law School Officers Welcome Reception

3:45 p.m. – 4:45 p.m.
Granite, Level 3, Hyatt Regency Denver

(S5) Opening General Session

5:00 p.m. – 6:45 p.m.
Four Seasons Ballroom 1-3, Lower Level,
Colorado Convention Center

- **Welcome and Awards Presentation**
5:00 p.m. – 5:45 p.m.
- **Opening Plenary Presenter: Henry Winkler, Actor, Author,
Director, and Producer**
5:45 p.m. – 6:45 p.m.

Sponsored by National Student Clearinghouse

Welcome Reception

(cash bar and hors d'oeuvres)
6:45 p.m. – 8:00 p.m.
Mile High Ballroom, Lower Level, Colorado Convention Center

(S1) Sunday Full-Day Workshops

(additional fee required)

SUNDAY, 8:30 A.M. – 3:30 P.M.

S1.2549 *Becoming a More Effective Admissions Manager*

Sunday, 8:30 a.m. – 3:30 p.m. | Room 204, Street Level, Colorado Convention Center

FEE: \$275

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. At the end of the workshop, participants will have the opportunity to join a listserv made up of your session colleagues for all of those times when you are back in your offices dealing with every-day challenges, and wondering, “what do other admissions offices do about _____?”

PRESENTERS:

Paul Seegert, University of Washington-Seattle Campus

Carrie Trentham, University of Nevada-Las Vegas

Pamela Horne, Purdue University

Paul Johnson, Rutgers University

S1.1932 *Coaching Your Team: Managing By Personality to Achieve Success*

Sunday, 8:30 a.m. – 3:30 p.m. | Room 202, Street Level, Colorado Convention Center

FEE: \$190

Using a “coaching-the-coach” perspective, this workshop uses sports theories and practices to show how a team at one large university in the California State University system developed a mission statement and a set of core values and then used these tools to advance two-year strategic goals. Attendees will learn how to coach and motivate different personality types to deliver their best work and contribute to a department’s long-term strategic success.

PRESENTER:

Dwayne Cantrell, California State University-Northridge

(S2) Sunday Morning Workshops

(additional fee required)

SUNDAY, 8:30 A.M. – 11:30 P.M.

S2.2587 *Enhancing Student Success: Definitions, Data, and Decisions*

Sunday, 8:30 a.m. – 11:30 a.m. | Room 206, Street Level, Colorado Convention Center

FEE: \$100

This workshop focuses on ways in which available student data can be used to develop and implement strategies to enhance student success. Following a discussion defining student success, participants will learn how data and data mining can be integrated with action plans to create effective student success initiatives. The workshop will close with a discussion of determining what and how data can be used to plan strategically for continuous improvement of student success initiatives.

PRESENTER:

Karen Thurmond, The University of Memphis

S2.1889 *The Registrar’s Role in Enrollment Management: Setting Priorities and Getting Results*

Sunday, 8:30 a.m. – 11:30 a.m. | Room 212, Street Level, Colorado Convention Center

FEE: \$100

The role of the registrar in enrollment management continues to evolve. There are many ways in which the registrar’s office contributes to the success of the enrollment management model, and to institutional success in the broader sense. This workshop will provide insights into registrars’ top priorities with regards to supporting their institutions’ enrollment goals and strategic plan.

PRESENTERS:

Jerry Montag, Northern Illinois University

Reta Pikowsky, Georgia Institute of Technology-Atlanta

Angie Byrd, Northern Illinois University

Judy Doyle, Northern Illinois University

S2.1897 Implementing the FRED Factor of Customer Service

Sunday, 8:30 a.m. – 11:30 a.m. | Room 208, Street Level, Colorado Convention Center

FEE: \$115

This session will give attendees an overview of the FRED Factor of customer service as well as some hands-on tools for improving customer service in your area. Learn the four principles of customer service and then discover ways to develop the FREDs in your organization. The session will be full of FREducation, with specific applications to higher FREducation. Attendees will receive a copy of the Mark Sanford book, as well as materials to help them apply these principles.

PRESENTER:

Tammy Aagard, University of Florida

(S3) Sunday Afternoon Workshops

(additional fee required)

SUNDAY, 12:30 P.M. – 3:30 P.M.

S3.2677 U.S. Education for International Participants

Sunday, 12:30 p.m. – 3:30 p.m. | Room 206, Street Level, Colorado Convention Center

FEE: NONE

This pre-conference workshop will explain various aspects of the U.S. educational system with special emphasis on the higher education segment. All international registrants are invited to attend.

PRESENTERS:

Dale Gough, AACRAO's International Education Services

Jeff Petrucci, AACRAO

LeRoy Rooker, AACRAO

Matthew Washburn, EducationUSA

Nancy Keteku, EducationUSA

Chenguang (Alex) Lu, EducationUSA

Marina Lhullier Lugao, EducationUSA

S3.2403 The Core Concepts of SEM

Sunday, 12:30 p.m. – 3:30 p.m. | Room 304, Street Level, Colorado Convention Center

FEE: \$160

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:

Bob Bontrager, AACRAO Consulting

William Serrata, El Paso Community College

S3.1798 Color Lingo: A Colorful Approach to Communication Skill Building

Sunday, 12:30 p.m. – 3:30 p.m. | Room 212, Street Level, Colorado Convention Center

FEE: \$100

Knowing the 'Color Lingo' of various personality styles helps you recognize the value of different approaches, opens up lines of communication, and fosters synergy by welcoming diverse input and honoring a variety of contributions. Join us as we learn to identify the communication patterns of others in order to reduce friction and increase personal effectiveness.

PRESENTERS:

Sara Marchello, College of William and Mary
Tana Miller, West Texas A&M University

S3.1830 Business Management 101 for Registrars and Admissions Officers

Sunday, 12:30 p.m. – 3:30 p.m. | Room 208, Street Level, Colorado Convention Center

FEE: \$120

Registrars and admissions officers often arrive at their positions through different paths, and for many, the path may not include business management training or experience. Suddenly, through a hard-earned promotion, they often now find themselves supervising many people, who expect great leadership from the new manager. The course is designed to equip new managers in Records or Admissions with some basic management concepts and the skills for supervising others.

PRESENTER:

Tod Martin, York College

LGBTQA Pre-Conference Meeting

Sunday, 3:15 p.m. – 3:45 p.m. | Room 208, Street Level, Colorado Convention Center

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) First-Time Attendees Orientation & Welcome

Sunday, 3:45 p.m. – 4:45 p.m. | Capitol 1-4, Level 4, Hyatt Regency Denver

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®**

(S5) Opening General Session

Sunday, 5:00 p.m. – 6:45 p.m.

Four Seasons Ballroom 1-3, Lower Level, Colorado Convention Center

- **Welcome and Awards Presentation**
5:00 p.m. – 5:45 p.m.
- **Opening Plenary Presenter: Henry Winkler, Actor, Author, Director, and Producer**
5:45 p.m. – 6:45 p.m.

Sponsored by National Student Clearinghouse

S5.2695 Opening Plenary Presentation
Henry Winkler
Actor, Author, Director, and Producer

Sunday, 5:45 p.m. – 6:45 p.m. | Four Seasons Ballroom 1-3, Lower Level, Colorado Convention Center

Winkler’s portrayal of “The Fonz” for 10 seasons on *Happy Days* (1974–84) made him one of the most recognized actors in the world. He won two consecutive Golden Globe Awards for Best Actor in a Comedy Series (1976 and 1977), and three Emmy nominations in the same category.

In 2003, he began writing a series of children’s novels with his partner, Lin Oliver, entitled, *Hank Zipzer: The World’s Greatest Under-Achiever*. The books are inspired by Winkler’s struggle throughout his education due to his learning challenges and have appeared on several Best Seller lists.

As Winkler became increasingly visible, he found that he could use his position to help others, particularly children. The list of groups with which he is associated includes honorary chairman of United Friends of the Children; founding member of the Children’s Action Network; co-host of the annual Cerebral Palsy Telethon; National Chairman of the annual Toys for Tots campaign; the first National Honorary Chairman of the Epilepsy Foundation of America; The National Committee for arts for the handicapped; the Special Olympics; and the Los Angeles Music Center’s Very Special Arts Festival for Children.

Winkler’s efforts have been recognized by a variety of prestigious organizations. He received the Chevallier de l’Ordre des Artes et Lettres, the French Government’s highest honor, and most recently, her Majesty Queen Elizabeth II awarded Winkler with an Honorary Officer of the Most Excellent Order of the British Empire (OBE) in recognition of his services to children with special education needs.

Sponsored by **NATIONAL STUDENT CLEARINGHOUSE®**

Thank you to the Native American Women Warriors, the first all-female Native American Color Guard, for performing at the Opening General Session.

VISIT THE AACRAO BOOTH IN THE EXHIBIT HALL

Be sure to visit the AACRAO Booth in the exhibit hall (Booth 607). Get your questions answered, find out about AACRAO’s upcoming meetings and online courses, and learn about the products and services we provide. If your phone or laptop is running low on battery, drop by and power up your device at the AACRAO Charging Station. The AACRAO Booth is a great place to relax and meet AACRAO staff and our conference directors too!

Welcome Reception
(cash bar and hors d’oeuvres)

Sunday, 6:45 p.m. – 8:00 p.m. | Mile High Ballroom, Lower Level, Colorado Convention Center

Attend the Welcome Reception, where you can preview the exhibit hall, visit with exhibitors, and network with colleagues.

THE DENVER INDIAN SINGERS AND DANCERS

The Denver Indian Singers and Dancers are a Northern Plains style of Native American Singing and Dancing group. The group was organized in 1978 by Frank Sherwood, Arikara and Hidatsa Indian from the Fort Berthold Indian Reservation in North Dakota. The dancers are family members and friends of the Denver Indian Singers. The group has performed with the Denver Symphony Orchestra, they performed for Vice President Al Gore, Senator Ben Nighthorse Campbell, and for Pope John Paul II. The group performs Native American Dances that originated with Indian Tribes of the Plains. The songs have been passed down from generation to generation, and some of the songs are over a hundred years old. The Denver Indian Singers and Dancers perform as a living history.



Monday, March 31 Events and Sessions

Registration

7:30 a.m. – 5:30 p.m.

F Lobby, Street Level, Colorado Convention Center

AACRAO Bookstore

8:30 a.m. – 5:00 p.m.

F Lobby, Street Level, Colorado Convention Center

AACRAO Booth

9:00 a.m. – 1:30 p.m. & 2:30 p.m. – 4:30 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

Exhibit Hall Open

9:00 a.m. – 1:30 p.m. & 2:30 p.m. – 4:30 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

Cyber Café

9:00 a.m. – 1:30 p.m. & 2:30 p.m. – 4:30 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

Monday Events

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Room 202, Street Level, Colorado Convention Center

AACRAO Past Presidents' Breakfast

By invitation

8:00 a.m. – 9:30 a.m.

Granite Level 3, Hyatt Regency Denver

(M1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:15 a.m.

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.

Room 207, Street Level, Colorado Convention Center

Presenter: Michael Wishnie, Deputy Dean for Experiential Education, Yale University Law School

(ML) Nominations & Elections 2014-2015 Committee Luncheon

By invitation

Room 202, Street Level, Colorado Convention Center

(M4) Educational Sessions & Roundtable Discussions

1:15 p.m. – 2:15 p.m.

(M5) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 4, Lower Level,
Colorado Convention Center

Presenter: David Longanecker, President, Western Interstate
Commission for Higher Education (WICHE)

Sponsored by National Student Clearinghouse

(M5) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 1-3, Lower Level,
Colorado Convention Center

Presenter: Mark Trahan, Atwood Journalism Chair, University of
Alaska Anchorage

Refreshment Break in Exhibit Hall

3:30 p.m. – 4:00 p.m.

(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 206, Street Level, Colorado Convention Center

(M6) LGBTQA Caucus Reception

4:00 p.m. – 5:00 p.m.

Room 207, Street Level, Colorado Convention Center

(M7) AACRAO Town Meeting

5:15 p.m. – 6:15 p.m.

Four Seasons Ballroom 4, Lower Level,
Colorado Convention Center

Board of Directors Reception for Honorees

By invitation

6:15 p.m. – 7:30 p.m.

Granite, Level 3, Hyatt Regency Denver

National Network of Law Schools Social

7:30 p.m. – 9:00 p.m.

*For information and registration, contact: Jerri Cunningham at
(254) 710-4115 or jerri_cunningham@baylor.edu*

(MI) Educational Sessions and Roundtables

MONDAY, 8:00 A.M. – 9:15 A.M.

M1.1647 The Poor Person's Data Modeling Survival Guide

8:00 a.m. – 9:15 a.m. | Room 404, Street Level, Colorado Convention Center

Data collection, reporting, and analysis are necessary activities for successful enrollment management. However, many institutions lack the infrastructure or established process to enable enrollment managers to effectively use data. This session will describe means by which one may craft methods “on the fly” in order to meet current enrollment demands as well as to build a base upon which more strategic platforms can be established.

PRESENTERS:

Stephen Schultheis, Monroe College
Luke Schultheis, Virginia Commonwealth University

M1.1738 Where Did They Get That Number?! Data Replicated, Repurposed, and Redistributed

8:00 a.m. – 9:15 a.m. | Room 203, Street Level, Colorado Convention Center

Admissions and Registrar's Offices produce plenty of data every academic year. The figures you send to Institutional Research and Public Relations wind up in guidebooks, rankings, media releases, federal databases, and all over the internet. Come find out where your numbers may be going and discuss what kind of effect they have on your professional life and the life of your institution.

PRESENTERS:

Elizabeth Morgan, Claremont McKenna College
Colleen Wynn, Claremont McKenna College

M1.1787 Curriculum And Regulations Routing System

8:00 a.m. – 9:15 a.m. | Room 403, Street Level, Colorado Convention Center

Bradley University's Curriculum and Regulations forms are now available online and are electronically routed through the Curriculum and Regulations Committee Routing System. Items that are to be added, modified, or deleted that pertain to programs, majors, minors, and concentrations are fully routed online. This is a totally paperless process, including updating the Master Course List and University catalogs. Come see how we made it work.

PRESENTERS:

Andreas Kindler, Bradley University
Vicky Stoughton, Bradley University
Becky Snyder, Bradley University

M1.1843 FERPA: What You Need to Know: The “Overview”

8:00 a.m. – 9:15 a.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education, will provide an overview of FERPA.

PRESENTER:

LeRoy Rooker, AACRAO

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

M1.1865 Evaluating Credentials from the Middle East (Jordan, Saudi Arabia, and the UAE)

8:00 a.m. – 9:15 a.m. | Room 407, Street Level, Colorado Convention Center

This session will provide an overview of the educational systems of Jordan, Saudi Arabia, and the United Arab Emirates. In addition to coverage of their secondary and postsecondary systems, the presenters will also explore issues related to accreditation and the types of educational providers that exist there. This session will include many sample academic records to help supplement one's admissions library.

PRESENTERS:

Peggy Hendrickson, AACRAO's International Education Services (IES)
Emily Tse, International Education Research Foundation, Inc.
Alice Tang, International Education Research Foundation, Inc.

Related Publications: *Foreign Educational Credentials Required*, *AACRAO Electronic Database for Global Education (EDGE)*

M1.1874 Intertwining Technologies Across Departments

8:00 a.m. – 9:15 a.m. | Room 405, Street Level, Colorado Convention Center

With so many college and university departments tapping into the plethora of technological tools and resources to get their work done, this session will show how one institution selected and customized a single CRM platform across three units to tackle their online application, communication and document management.

PRESENTER:

Eric Wirth, SIT Study Abroad

M1.1901 *Where Did the Day Go? Making Effective Decisions and Prioritizing Daily Responsibilities*

8:00 a.m. – 9:15 a.m. | Room 205, Street Level, Colorado Convention Center

A job description is a snapshot of what the job is about, but what do we really do all day? Administrators are constantly juggling multiple tasks and projects, deciding what needs to be done immediately, today, or as soon as possible. Principles related to decision-making strategies and frameworks will be reviewed.

PRESENTER:

Kimberly Blair-Chambers, Michigan State University

Related Publication: *Managing for Outcomes: Shifting from Process-Centric to Results-Oriented Operations*

M1.1948 *Perspectives on the Transfer and Awarding of Credit for Military Training and Experience*

8:00 a.m. – 9:15 a.m. | Room 302, Street Level, Colorado Convention Center

Credit awarded for military experience varies widely depending on the institution and the degree the student is seeking, making it a sometimes confusing and frustrating situation for service members. This panel will discuss different models for applying military experience towards degree requirements and the pitfalls that students may encounter when transferring.

PRESENTERS:

John Evans, Argosy University

Leila Sopko, Argosy University

Arfsten Cheri, Pikes Peak Community College

Teresa Theisen, Minnesota State Colleges and Universities Support Center

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

M1.1957 *The MOOCs Are Coming! Are They Here to Stay?*

8:00 a.m. – 9:15 a.m. | Room 401/402, Street Level, Colorado Convention Center

This session will offer quick updates on the growth and direction of MOOCs. We will then explore some practical considerations for registrars and admissions officers such as: rationalizing, reconciling, and reimagining practices for records management, student privacy, transfer credit, admission and curriculum requirements, and identity management between traditional student information systems and MOOC platforms.

PRESENTERS:

Hanrahan Lynne, CedarCrestone, Inc.

Michael Burke, Harvard University

M1.1972 *NCAA Academic Reform Update: Improving the Academic Performance of Student-Athletes*

8:00 a.m. – 9:15 a.m. | Room 303, Street Level, Colorado Convention Center

This session will review current standards and new legislation adopted by the NCAA Division I Board of Directors and other NCAA governance groups. Come learn how these changes will impact NCAA Initial Eligibility, Transfer, and Progress Toward Degree certifications. This session will also share the NCAA's Academic Performance Program data collection and submission best practices.

PRESENTER:

Andrew Cardamone, National Collegiate Athletics Association (NCAA)

M1.1993 *MOOCs: A Year In Review and Where We Go From Here*

8:00 a.m. – 9:15 a.m. | Room 304, Street Level, Colorado Convention Center

MOOCs have been one of the hottest and most controversial trends leading to disruptive, transformation change in higher education for the past year. This session will focus on what institutions have learned during the MOOC infancy stage and what the future likely holds for enrollment services professionals. Best practices developed after last year's session will be reviewed, including topics such as identity proofing, course approval, awarding credit, and recording MOOCs on transcripts.

PRESENTERS:

Mark McConahay, Indiana University – Bloomington

Thomas Black, Stanford University

M1.2009 *National Network of Law School Officers Opening Session*

8:00 a.m. – 9:15 a.m. | Room 108, Street Level, Colorado Convention Center

The Executive Director of the National Network of Law Schools Officers and the Deputy Dean of Experiential Learning at Yale Law School will discuss experiential learning in law schools and how administrators can work with experiential faculty in the development and support of experiential learning programs.

PRESENTERS:

Michael Wishnie, Yale University Law School

Judith Calvert, Yale University Law School

M1.2058 The Functional to Technical Overview of Implementing Electronic Data Exchange of Student Academic Records

8:00 a.m. – 9:15 a.m. | Room 106, Street Level, Colorado Convention Center

This session will provide a walk-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*

M1.2086 LGBTQ Resources for College Applicants: Is This the Right Place for Me?

8:00 a.m. – 9:15 a.m. | Room 104, Street Level, Colorado Convention Center

The presenters will share a collection of resources available to LGBTQA students applying for college, as well as initiatives by Enrollment Management to acknowledge and provide outreach to potential LGBTQA students.

PRESENTERS:

Joseph Salomone, Drexel University
Ryan Boyd, West Virginia University

M1.2096 Being Part of a Consortium

8:00 a.m. – 9:15 a.m. | Room 110, Street Level, Colorado Convention Center

As schools seek to find more efficiencies and provide greater opportunities to students, consortiums provide a potential avenue for sharing resources. However, consortiums also come with their own set of problems. This session will show the pros and cons of being part of a consortium and how such arrangements can affect life in the registrar's office.

PRESENTER:

Blake Horridge, Claremont McKenna College

M1.2097 Navigating Through the Intersection of Student Quality, Performance, Financial Aid, and Institutional Budget

8:00 a.m. – 9:15 a.m. | Room 201, Street Level, Colorado Convention Center

The challenges faced by enrollment managers continue to grow in complexity as issues such as retention and graduation rates, net price, student debt, discounting practices, need-versus merit-based aid, and budget constraints are scrutinized. Presented from a large public university perspective, this session presents several scenarios to show how decisions made in one area have a direct and dramatic impact on other areas of the university.

PRESENTER:

James Roche, University of Massachusetts – Amherst

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

M1.2162 Empowering Student Employees Through Mentoring

8:00 a.m. – 9:15 a.m. | Room 102, Street Level, Colorado Convention Center

Hear how Brigham Young University implemented student mentoring to increase student success.

PRESENTERS:

Jason Meldrun, Brigham Young University
Tyler Williams, Brigham Young University – Idaho

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

M1.2577 Responding to Crises Affecting International Students

8:00 a.m. – 9:15 a.m. | Room 406, Street Level, Colorado Convention Center

This session is focused on specific crisis events that may affect international students during their stay in the United States, and will take participants through the various steps of creating their own crisis management response plans tailored for use at their home institutions.

PRESENTERS:

Teri Albrecht, The University of Texas at Austin
Margaret Luevano, The University of Texas at Austin

M1.2665 The Interstate Passport Initiative: A New Framework for Transfer

8:00 a.m. – 9:15 a.m. | Room 301, Street Level,
Colorado Convention Center

The Interstate Passport Initiative is a grassroots-originated effort by academic leaders in the Western region to develop policies and practices supporting friction-free transfer for students between institutions in the WICHE region.

PRESENTERS:

Kristi Wold-McCormick, North Dakota State University –
Main Campus
Nancy Krogh, University of Idaho
Roland Squire, Utah State University
Patricia Shea, Western Interstate Commission for Higher Education



M1.2676 Updating the Business Case for the Electronic Exchange of Student Records for the Twenty-First Century

8:00 a.m. – 9:15 a.m. | Room 112, Street Level,
Colorado Convention Center

In 1997, SPEEDE sponsored a study making the “Business Case for the Electronic Exchange of Student Records.” In the seventeen years since this study, not only have eTranscripts started to gain widespread adoption, but many other technical and procedural revolutions have changed the way student records are exchanged. AACRAO and the National Association of College and University Business Officers (NACUBO) are revisiting the old SPEEDE study to quantify the financial and operational impact of eTranscripts.

PRESENTERS:

Wendy Kilgore, AACRAO Consulting (AC)
Matt Hamill, NACUBO

Related Publication: *Electronic Data Exchange Primer*

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.

Mile High Ballroom, Lower Level, Colorado Convention Center

(M2) Corporate Presentations

MONDAY, 9:30 A.M. – 10:30 A.M.

M2.2670 How Automating eTranscripts Can Change the World”

9:30 a.m. – 10:30 a.m. | Room 401/402, Street Level,
Colorado Convention Center

Are you using or thinking about adopting eTranscripts? Come learn how Parchment helped 3 million students send 4.5 million eTranscripts in 2013. Learn how the original drivers of eTranscripts—operational efficiency, student service, and security—are rapidly rapidly changing and thus reflecting the evolution of the registrar and admissions leadership function.

PRESENTER:

Matthew Pittinsky, Parchment, Inc.

COURSE AND ROOM SCHEDULING TRACK

**M2.2691 Scheduling Pathways to Success**

9:30 a.m. – 10:30 a.m. | Room 404, Street Level,
Colorado Convention Center

The production of your master course schedule is an exercise that requires the careful development of your academic programs. Once your academic programs have been constructed, how do you ensure that your students will have a clear pathway and conflict-free access to the courses they need for the successful and timely completion of their degree?

PRESENTER:

Pierre Guay, Infosilem

M2.2696 eTranscripts Solution—Tested, Tried, and True

9:30 a.m. – 10:30 a.m. | Room 201, Street Level,
Colorado Convention Center

Come join a panel of your peers as they share their experiences, successes, and lessons learned preparing for and implementing the new Elucian eTranscripts solution. You'll hear about the realized benefits of a cost-free, touch-free solution for your students, staff, and institution.

PRESENTER:

Adriene Doray-Franklin, National Student Clearinghouse

M2.2703 Automate Curriculum Review for Accurate Catalog Production

9:30 a.m. – 10:30 a.m. | Room 302, Street Level,
Colorado Convention Center

Being able to accurately deliver new or revised courses and programs to the course catalog is critical to an institution's ability to maximize a sustainable degree portfolio and protect student matriculation. Hear how San Juan College and Franklin University automate curriculum review and approval processes to produce the most accurate course catalog.

PRESENTERS:

Sherri Gaugh, San Juan College
Frank Yanchak, Franklin University

M2.2705 Commencement Overhaul: How to Lead Change in Your Graduation Ceremony

9:30 a.m. – 10:30 a.m. | Room 304, Street Level,
Colorado Convention Center

Pre-planning is essential for every graduation ceremony. When over 1,000 graduates attend a ceremony at a state university and you need to make major changes to the way the ceremony has been conducted, that need becomes acute. The presenters will walk you through the pre-planning involved with successfully overhauling your graduation ceremony.

PRESENTERS:

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

M2.2706 Save Time and Money Using Address Verification in Your SIS or CRM with CLEAN_Address

9:30 a.m. – 10:30 a.m. | Room 403, Street Level,
Colorado Convention Center

Increase student enrollment and improve the quality of existing student data using CLEAN_Address. CLEAN_Address verifies, standardizes, and cleanses your student and alumni postal address with real-time and batch processing in your SIS or CRM. Find out how to improve staff productivity and eliminate unnecessary costs associated with inaccurate address data.

PRESENTER:

Barry Allweiss, Runner Technologies

M2.2707 All Online Catalogs are Not Created Equal

9:30 a.m. – 10:30 a.m. | Room 205, Street Level,
Colorado Convention Center

There's a reason why schools encounter difficulty using page-based Web content management systems to present their online catalogs. Learn how a data-driven, relational system provides greater ease of use, eliminates errors, delivers shorter implementations and enables faster catalog production cycles.

PRESENTERS:

Gina Monaghan, Digital Architecture
Joe Jolesch, Digital Architecture

M2.2708 Fixing Course Scheduling Headaches: Building and Validating Your Course Offerings

9:30 a.m. – 10:30 a.m. | Room 303, Street Level, Colorado Convention Center

CourseLeaf Offering Builder (WEN) lets departments plan and coordinate offerings while working within the school's scheduling rules to utilize resources effectively. Allow prime time distribution, balance "light" time slots, and enforce accurate class enrollment for student success. Visualize and validate your way to a successful plan with CourseLeaf WEN!

PRESENTER:

Lee Brintle, Leepfrog Technologies

M2.2710 Student Schedule Planning Plays an Important Role in Graduation Initiatives and Student Success

9:30 a.m. – 10:30 a.m. | Room 301, Street Level, Colorado Convention Center

More and more institutions are striving to raise graduation rates and increase service to their students. College Scheduler automates the manual pen and paper process and presents the student with every possible schedule option that is open and able to be registered for RIGHT NOW! Integrates with Banner, PeopleSoft, and more!

PRESENTER:

Robert Strazzarino, College Scheduler, LLC

M2.2712 Achieving Success in a Competitive Global Student Recruitment Market

9:30 a.m. – 10:30 a.m. | Room 406, Street Level, Colorado Convention Center

Collaborating with UBC, Vancouver, we will demonstrate graduate admissions and registration functionality that integrates with existing SIS. Our flexible software helps our global customers stay ahead in the competitive market for international and domestic students. Attend our session for a chance to win an iPad Mini.

PRESENTER:

Christopher Hart, Tribal

M2.2784 Syllabi, Catalogs, Curriculum and Transfer: Getting it Done in One Place

9:30 a.m. – 10:30 a.m. | Room 203, Street Level, Colorado Convention Center

Ever wish you could use just one tool for all your academic content? With SmartCatalog IQ, you can stop asking faculty and staff to learn new software and let everyone work in a single online system. IQ pulls all your catalog and curriculum data together with syllabi and even faculty/staff directories for a complete solution. Come hear more about this exciting new approach to managing academic content.

PRESENTER:

Anne Valentine, SmartCatalog

M2.2785 The Enrollment and Retention Connection

9:30 a.m. – 10:30 a.m. | Room 405, Street Level, Colorado Convention Center

The trends are clear. The number of high school graduates is rapidly declining, placing increasing pressure on enrollment teams. Simultaneously, outcome-based funding and an intense focus on student success have generated unprecedented pressure for retention and completion. You understand the correlation between recruiting the right students and successfully retaining them, but how do you maximize results? Join us for an interactive discussion on enrollment and retention strategies.

PRESENTERS:

James Wiseman, Carroll University

Peter Dupre, Jenzabar

Rob Van Cleef, Gordon College

M2.2827 What's the Deal with Big Data?

9:30 a.m. – 10:30 a.m. | Room 110, Street Level,
Colorado Convention Center

Did you know that the data accumulating in your learning environment is your most valuable asset? It represents the entire learning history of your students, the dynamic environment of your institution, and the integrity of your education ecosystem. The day-to-day student and instructor interactions that generate big data in education define the very essence of the learning experience. But how do you get that data? How can you take this big data and transform it into actionable reports that have valuable impact on your institution?

PRESENTER:

Alan Whitehead, Desire2Learn, Inc.

(M3) Educational Sessions and Roundtables

MONDAY, 10:45 A.M. – 11:45 A.M.

COURSE AND ROOM SCHEDULING TRACK

**M3.1648 Registration Priority: Changing Methods of Calculations**

10:45 a.m. – 11:45 a.m. | Room 201, Street Level,
Colorado Convention Center

The presenters will discuss how they were charged with looking at a different registration priority scheme by recognizing those students who are making better progress toward degree. We will review how we approached this project, developed a model for measuring progress toward degree, and what recommendations were made to change our registration priority assignments. Functional and technical considerations as well as business processes that needed to be reviewed will also be discussed.

PRESENTERS:

Dennis Geyer, California State University-Sacramento
Edward Mills, California State University-Sacramento
Kristine Novak, California State University-Sacramento
Kris Trigales, California State University-Sacramento

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

M3.1672 Data In. Data Out: An Introductory Look at the Office of Institutional Research

10:45 a.m. – 11:45 a.m. | Room 406, Street Level,
Colorado Convention Center

The worlds of Institutional Research and Registrar are highly interdependent. Both deal with different ends of the data spectrum, but still can overlap at times. Each of these offices can benefit from the work of the other, but it is important that there is collaboration and an understanding of the role that they play. This session will touch on some of the varied functions that Institutional Research offices have.

PRESENTER:

Matthew Miller, University of Medicine and Dentistry of New Jersey

M3.1750 Redesigning the Campus 'Front Door' to Support Its Mission: FINISH

10:45 a.m. – 11:45 a.m. | Room 203, Street Level,
Colorado Convention Center

Incoming community college students are often confused and overwhelmed by the barriers that occur during the college enrollment process. The sequence of steps that a student must complete in order to enroll in courses at Harper is known as student flow. Research suggests that the lack of structure within a student flow is likely to result in poorly informed decisions about whether and how to persist toward a credential.

PRESENTERS:

Matthew McLaughlin, Harper College
Maria Moten, Harper College

M3.1779 Serving Adult Learners From a Distance

10:45 a.m. – 11:45 a.m. | Room 110, Street Level,
Colorado Convention Center

Penn State World Campus offers programs of study that are entirely online. Though our enrollment is not limited to adult learners, they constitute a bulk of our students. Given that many of our students balance their studies with employment and other commitments, how do we ensure that the quality of service we provide to them is the same quality as 'traditional' students? This session will focus on how the Registrar's Office accepts and embraces the challenge of providing service to these students.

PRESENTER:

Jan Mellon, Penn State University Park

Related Publication: *Gen Xers Return to College: Enrollment Strategies for a Maturing Population*

M3.1841 FERPA and Reverse Transfer: Making it Work

10:45 a.m. – 11:45 a.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

With college affordability and completion at the forefront of the national discourse on higher education, many institutions are looking for non-traditional measures to boost degree attainment. One increasingly popular strategy is reverse transfer—the process where academic credits for coursework completed at a 4-year institution are transferred back to a community college to satisfy associate degree or certification requirements. But, do you ever wonder what FERPA permits when it comes to the issue of reverse transfer? Is there an exception that permits such transfers of education records without the student's consent? Get answers to these questions and learn how North Carolina and other states are implementing their reverse transfer programs and the importance of how you present the information to the student.

PRESENTERS:

LeRoy Rooker, AACRAO

E. Michelle Blackwell, The University of North Carolina

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

M3.1870 Virtual Reality: Florida's Statewide Consortium

10:45 a.m. – 11:45 a.m. | Room 404, Street Level, Colorado Convention Center

The State of Florida is now requiring all public colleges and universities to implement a seamless workflow process for transmission of student academic and financial aid records, including a consortium to coordinate financial aid disbursement among institutions. The University of Florida has led the way in the development of this process using a combination of the existing infrastructure. This virtual infrastructure created the reality of establishing cohesion between institutions.

PRESENTERS:

Diana Hull, University of Florida

Donna Kolb, University of Florida

COURSE AND ROOM SCHEDULING TRACK



M3.1880 Using Data to Develop a Strategic Plan for Classroom Spaces

10:45 a.m. – 11:45 a.m. | Room 205, Street Level, Colorado Convention Center

Ohio State used historic data and modeling to develop a strategic plan for classroom space maintenance and growth. We used historic course offering data to predict the number, size, and type of classrooms needed. This data informed the university's master plan, addressed local vs. central classroom ownership issues, solved prime-time scheduling "bottlenecks," and provided space utilization guidance. This session will review how Ohio State developed and uses the plan to guide decisions.

PRESENTER:

Jack Miner, The Ohio State University

M3.1895 Higher Education Summit: Addressing the Changing Professional Development Needs of Your State Association

10:45 a.m. – 11:45 a.m. | Room 405, Street Level, Colorado Convention Center

Fearing budget cuts during the 2008 economic crisis would derail the professional development opportunities in our state, the executive committee of Florida ACRAO proposed a joint summit with the state's Board of Governors and the community college association. Six years later we are flourishing and expanding our professional development for members. Past Presidents of FACRAO will discuss the development of this solution and how it's evolving to meet the changing demands of our members.

PRESENTERS:

Marc Laviolette, Florida Gulf Coast University

Louis Farnsworth, Florida International University

Kimberly Barber, Florida State University

Karen Beckett, University of Miami

John Yancey, University of North Florida

M3.1904 Update Your Admission Staff Training Program to Impact Enrollment Management

10:45 a.m. – 11:45 a.m. | Room 304, Street Level, Colorado Convention Center

Admission training is typically a series of task-oriented training modules whereby staff are trained to function as admission specialists, not enrollment specialists. By using relationship marketing theory, learn how to redefine your training by applying seven attitude tools that will change, in a holistic way, the approach to recruiting and retaining students.

PRESENTER:

Jacquelyn Elliott, Marion Military Institute

M3.1905 Auto-Graduation: Taking the Student Application Out of the Degree Conferral Process

10:45 a.m. – 11:45 a.m. | Room 303, Street Level, Colorado Convention Center

Do students your institution need to apply to graduate? | For most schools, the answer is yes... but it doesn't have to be. This session will detail an "auto-graduate" process that ensures students have their degrees conferred if they satisfy all graduation requirements—without relying on a graduation application. Auto-graduation can help reduce student indebtedness, time-to-degree stats, and unfortunate situations in which students forget to apply.

PRESENTERS:

Christine Lemerande, Northeast Wisconsin Technical College

Josh Lind, University of Wisconsin – Stout

M3.1920 International Education Research: It's Easier Than You May Think!

10:45 a.m. – 11:45 a.m. | Room 104, Street Level, Colorado Convention Center

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. This session will show you how easy it is to get started and will cover the basics of international education research.

PRESENTER:

Peggy Hendrickson, AACRAO's International Education Services (IES)

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

M3.1968 International Memorandums of Understanding: What the Entire Process Should Look Like

10:45 a.m. – 11:45 a.m. | Room 108, Street Level, Colorado Convention Center

What does it take to put together a successful International Memorandum of Understanding (IMOU) at the undergraduate level? This is a very basic session for anyone who may have a part in an IMOU. Who needs to be involved? The International Office? The Admissions Office? The academic department(s) and academic administration? Whoever is in charge of the Transfer Articulation Process? What does that look like in the big picture?

PRESENTER:

Linda Tobash, Institute of International Education

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

M3.1986 Summer Academy and Summer START: Two Summer Programs, Two Pathways, One Goal – Student Success

10:45 a.m. – 11:45 a.m. | Room 106, Street Level, Colorado Convention Center

This session discusses how Virginia Tech and NC State launched comprehensive, five-week summer residential programs designed to give first-time, full-time incoming freshmen a head start in making a seamless academic and social transition from high school to college. Each institution will present an overview of best practices, learning outcomes, and approaches to creating curricular and co-curricular activities designed to improve retention and graduation rates.

PRESENTERS:

Owen Hooper, North Carolina State University at Raleigh

Wanda Dean, Virginia Tech

M3.1992 The Higher Learning Commission – Building a Culture of Awareness

10:45 a.m. – 11:45 a.m. | Room 401/402, Street Level, Colorado Convention Center

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's experience with meeting these new expectations as its HLC accreditation visit nears. It also provides examples of what other institutions across the country have encountered during HLC visits and how Registrar's Offices are on the forefront of building greater awareness on campus of this new era of federal compliance and accountability.

PRESENTER:

Charlie Couch, University of Northern Colorado

M3.2064 The AP Capstone Diploma: Learn More About This Exciting New Program!

10:45 a.m. – 11:45 a.m. | Room 403, Street Level, Colorado Convention Center

Higher education needs critical thinkers, prepared to study an increasingly global world. To better equip students with the knowledge and skills increasingly valued by colleges, the AP Program will launch a new two year interdisciplinary program developed from the AP – Cambridge Capstone Pilot Program. The new AP Capstone Diploma and Certificate, will begin in Fall 2014-offering a two-year program that includes the NEW AP Seminar and AP Research courses and exams. In this session, participants will learn more about the pilot's first year, outcomes, and future plans for the 2014 operational roll out.

PRESENTERS:

Pamela Kerouac, College Board

John Barnhill, Florida State University

M3.2095 Study Abroad 201 for Registrars

10:45 a.m. – 11:45 a.m. | Room 102, Street Level, Colorado Convention Center

This session will approach complex issues such as freshman study abroad and mid-year admits, online education, student teaching abroad, international students who study abroad, issues of re-entry, and much more. Attendees are encouraged to bring their most challenging study abroad examples for a lively group discussion.

PRESENTER:

Margery Ganz, Spelman College

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

M3.2225 Mission Possible: Improve Services and Practices Using Business Process Improvement Techniques

10:45 a.m. – 11:45 a.m. | Room 302, Street Level, Colorado Convention Center

In this introductory session, learn the how to's of business process mapping and re-engineering. These techniques will help you enhance your current processes by identifying areas for improvement. Using the strategies taught in this session will noticeably improve service to applicants, students, and colleagues.

PRESENTER:

Wendy Kilgore, AACRAO Consulting (AC)

M3.2673 Access to Completion

10:45 a.m. – 11:45 a.m. | Room 112, Street Level, Colorado Convention Center

Institutions are striving to ensure student success by providing intervention, advising, and degree planning. These strategies alone fail to address issues related to course access. This session is focused on how institutions can leverage analytics to take a closer look at student course demand and degree audit data to glean insights on how to optimize course offerings for each student.

PRESENTER:

Stacey White, Ad Astra

M3.2207 Roundtable: Small College Registrars

10:45 a.m. – 11:45 a.m. | Room 301, Street Level, Colorado Convention Center

Join your colleagues from other small colleges and universities for a roundtable discussion. There is no set agenda or predetermined topic, so bring your questions and ideas and be prepared to share!

FACILITATOR:

Chuck King, Rocky Mountain College of Art and Design

M3.2210 Roundtable: Graduate and Professional Schools

10:45 a.m. – 11:45 a.m. | Room 407, Street Level, Colorado Convention Center

Join your colleagues from other graduate and professional schools for a roundtable discussion. There is no set agenda or predetermined topic, so bring your questions and ideas and be prepared to share!

FACILITATOR:

Monique Snowden, Fielding Graduate University

ML.2759 Graduate and Professional Schools Luncheon *(ticket required)*

Monday, 11:45 a.m. – 1:15 p.m.
Room 207, Street Level, Colorado Convention Center

PRESENTER:

Michael Wishnie, William O. Douglas Clinical Professor of Law, Deputy Dean for Experiential Education, and Director of the Jerome N. Frank Legal Services Organization, Yale University Law School

“Experiential Education in the Early 21st Century: The Pressure for More Practical Training in Higher Education and Its Implications for Educational Administration”

In recent years, students, employers, and policy-makers have intensified pressure on graduate and professional schools to increase their practical training by incorporating more “experiential” education into their programs of study. The objective of these reformers is sometimes stated as ensuring that students will graduate more “practice-ready” in their chosen profession. At the same time, there is widespread concern about the crushing student debt burden carried by many young adults. The twin goals of improving practical training while reducing student debt are in some tension, however, because experiential learning programs are frequently resource-intensive, requiring close supervision of a small number of students by faculty instructors. Michael Wishnie, William O. Douglas Clinical Professor of Law and Deputy Dean for Experiential Education at Yale Law School will offer some thoughts on how schools may accommodate these twin demands and their potential consequences for academic/educational administration.

(M4) Educational Sessions and Roundtables

MONDAY, 1:15 P.M. – 2:15 P.M.

M4.1531 Bridging the Gap: Aligning High School and College Counselors to Better Serve Students

1:15 p.m. – 2:15 p.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

High school counselors and enrollment professionals have a shared goal: to help students identify and enroll in a best-fit school. Yet many times we feel at odds with each other when institutional policies and resources clash. The presenters will share their best practices for both worlds to work together for students' benefit.

PRESENTER:

Rhonda Tysk, West Liberty University

M4.1746 **Never Wanted to be a Programmer: How Student Information Systems Have Changed the Nature of Institutional Research and the Office of the Registrar**

1:15 p.m. – 2:15 p.m. | Room 406, Street Level, Colorado Convention Center

This session will look at the evolution and limitations of student information systems and how they have affected the nature of Institutional Research and the Office of the Registrar by requiring new, more technically-advanced skill sets.

PRESENTER:

Stephanie Martin, Valparaiso University

M4.1788 **Implementing an Office Emergency Plan**

1:15 p.m. – 2:15 p.m. | Room 102, Street Level, Colorado Convention Center

With violence on college campuses on the rise, safety is moving more to the forefront of office discussion and policies. The Registrar's Office at Brigham Young University has developed and implemented strategies to deal with emergencies and other situations that require discrete caution and attention. The implementation of key phrases, disaster training, emergency kits, and an office-wide emergency alert system installed at each workstation has helped created an atmosphere of safety.

PRESENTERS:

Brian Chantry, Brigham Young University

Rebecca Pike, Brigham Young University

M4.1806 **Degree Crystal Ball: Student Degree Planning And Program Audit Tool**

1:15 p.m. – 2:15 p.m. | Room 301, Street Level, Colorado Convention Center

This session will demonstrate Degree Explorer (DEX), a powerful new degree planning web application for students and administrators. DEX is an integrated web application for the management of students' program progression and graduation. Features include: rule catalog; live course/program/degree requisite checking; student course and program planning; program and degree audit; notification system; and exceptions management.

PRESENTER:

Sinisa Markovic, University of Toronto

M4.1849 **Legal Issues for Registrars and Admissions Officers**

1:15 p.m. – 2:15 p.m. | Room 203, Street Level, Colorado Convention Center

The session will focus on legal updates for registrars and admissions officers, including the U.S. Supreme Court's review of *Fisher v. Texas* and race-conscious admissions practices, practical policies for handling students called to active duty, the quandary of student applicant background checks, and handling FERPA violations.

PRESENTER:

Mackenzie Wilfong, Oklahoma State University – Main Campus

M4.1860 **Starting Out As Registrar**

1:15 p.m. – 2:15 p.m. | Room 104, Street Level, Colorado Convention Center

The first two years as a registrar at an institution 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*

M4.1890 **BYU's Holistic Admissions Review: Getting Past Just Admitting Smart Students**

1:15 p.m. – 2:15 p.m. | Room 403, Street Level, Colorado Convention Center

BYU sees student success beyond retention and graduation. According to its mission, BYU seeks to develop students of faith, intellect, and character who have the skills and the desire to continue learning and to serve others throughout their lives. To find this type of student, a holistic approach to admissions is utilized.

PRESENTERS:

Kirk Strong, Brigham Young University

Norm Finlinson, Brigham Young University

Travis Blackwelder, Brigham Young University

COURSE AND ROOM SCHEDULING TRACK



M4.1894 Scheduling of Final Exams: Best Practices

1:15 p.m. – 2:15 p.m. | Room 205, Street Level,
Colorado Convention Center

Universities with high and medium student enrollment face the problem of scheduling final examinations. This proposed presentation attempts to solve this problem through a partitioning algorithm. The work is extended to meeting students' preference of not having more than two exams in a single examination day. A Microsoft Excel Visual Basic program and samples of real examination scheduling records will be presented.

PRESENTER:

Moueen Salameh, American University of Beirut

M4.1979 Documentation: Pulling it all Together

1:15 p.m. – 2:15 p.m. | Room 201, Street Level,
Colorado Convention Center

Documentation of procedures and policies can play an important role in office efficiency. What do you do when your current documentation is disorganized, overgrown, hard to manage, and/or not helpful? Bates College has undertaken the task of moving its policy and procedure documentation to a free, online site that has dramatically improved communications and efficiency.

PRESENTER:

Mary Meserve, Bates College

M4.1985 International Credentials Roadshow: Denver

1:15 p.m. – 2:15 p.m. | Room 303, Street Level,
Colorado Convention Center

Ever come across a foreign credential with no placement recommendation, anywhere? The Roadshow's "appraisers" will review puzzling credentials presented by a perplexed admissions officer and discuss approaches to research and evaluation. This session will help you develop a methodology for determining your own credential "appraisals" and admissions decisions.

PRESENTERS:

Ann Koenig, AACRAO International Education Services (IES)
Julia Funaki, AACRAO International Education Services (IES)

Related Publications: *Foreign Educational Credentials Required*,
AACRAO Electronic Database for Global Education (EDGE)

M4.1990 Life as a Law School Administrator: A Conversation

1:15 p.m. – 2:15 p.m. | Room 407, Street Level,
Colorado Convention Center

An experienced registrar nearing retirement, and her soon to be predecessor (a current admissions director) will discuss their experiences in "law school land." Experiences, stories, and tips will be shared that may help guide those members newer to the profession.

PRESENTERS:

Nancy Hamberlin, Brigham Young University
GaeLynn Kutcher, Brigham Young University School of Law

M4.2079 Creating a Comprehensive Early Alert Program: Design, Implementation, and Assessment

1:15 p.m. – 2:15 p.m. | Room 304, Street Level,
Colorado Convention Center

Promoting student success is a top priority at many college and universities, but where do you begin? Designing a successful, comprehensive Early Alert Program (EAP) requires a leadership team that understands the information needs of many diverse offices and is capable of gaining the buy-in of numerous campus stakeholders. Presenters will cover designing an information and communications plan, using proactive and reactive identification strategies, applying change management principles, and picking KPIs.

PRESENTERS:

Loralyn Taylor, Paul Smith's College of Arts and Sciences
Kerri Koteskey, University of Great Falls

M4.2088 What's in a Name? A Discussion of Current LGBTQA Acronyms, Definitions, Concepts, and Guides

1:15 p.m. – 2:15 p.m. | Room 112, Street Level,
Colorado Convention Center

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 questions related to these categories.

PRESENTERS:

Susan Stoker, Tarleton State University
Carl Stange, Winona State University

M4.2163 The Accidental Mentor: Going from Mentee to Mentor

1:15 p.m. – 2:15 p.m. | Room 106, Street Level, Colorado Convention Center

If you stay in the business long enough, you will be a mentor to someone. This session will help you prepare to become a mentor, on purpose or not, by discussing the mentor-mentee relationship. It will also help new professionals understand what the mentor-mentee relationship can mean to a career.

PRESENTER:

Glenn Munson, The University of Memphis

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

M4.2166 AACRAO's Retention of Records: Guide for Retention and Disposal of Student Records

1:15 p.m. – 2:15 p.m. | Room 405, Street Level, Colorado Convention Center

Members of the committee that updated the *Retention of Records Guide* will report on the *Guide* and answer questions in a designated question-and-answer period.

PRESENTERS:

Jerry Montag, Northern Illinois University

Nora McLaughlin, Reed College

Julie Ferguson, University of Medicine and Dentistry of New Jersey

Susan Nelson, University of Medicine and Dentistry of New Jersey

Susan Van Voorhis, University of Minnesota – Twin Cities

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



The Student Hub™

M4.2669 The International Startup

1:15 p.m. – 2:15 p.m. | Room 110, Street Level, Colorado Convention Center

With a limited budget, staff of three or fewer, and a mandate to nail it and scale it, many international recruitment offices face the realities of a startup. Learn from those who have “been there, done that” how to navigate and succeed in China and other countries.

PRESENTERS:

Sid Krommenhoek, Chegg International

M4.2671 Got APIs? We Do. As Well as a Long History Automating Customized eTranscripts Solutions

1:15 p.m. – 2:15 p.m. | Room 302, Street Level, Colorado Convention Center

For more than 8 years, Parchment has helped hundreds of institutions automate eTranscripts and provide the superior service students and staff require. Parchment's experience automating provides best practices and recommendations that will make your eTranscripts implementation seamless. Our free implementation process examines the services you wish to offer, the security and technology requirements your institution may have, and crafts the right solution right for you.

PRESENTER:

Kirsten Butzow, Parchment

M4.2686 The New Demographics and Institutional Responses

1:15 p.m. – 2:15 p.m. | Room 404, Street Level, Colorado Convention Center

Projections of high school graduates depict the changing landscape for higher education enrollments, with the rapid increases in the number of high school graduates the U.S. has seen for years already on the wane at the same time that the number from typically underrepresented racial/ethnic groups continues to rapidly increase. Data depicting the trends among the next decade of high school graduates will be presented followed by discussion about state and institutional responses.

PRESENTERS:

Vaughn Toland, Metropolitan State University of Denver

Peace Bransberger, WICHE

M4.1784 Roundtable: Electronic Transcripts

1:15 p.m. – 2:15 p.m. | Room 401/402, Street Level, Colorado Convention Center

This is an opportunity to share ideas and concerns about sending and receiving Electronic Transcripts, including online transcript order options, service providers, and streamlining and improving transcript processes in our offices. Bring your questions and ideas. Let's put on our thinking caps, so we can move forward!

FACILITATOR:

Andreas Kindler, Bradley University

M4.1966 Study Abroad Roundtable

1:15 p.m. – 2:15 p.m. | Room 108, Street Level,
Colorado Convention Center

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

(M5) General Sessions

MONDAY, 2:30 P.M. – 3:30 P.M.

M5.2693 Reform Efforts in Federal and State Higher Education Policy

2:30 p.m. – 3:30 p.m. | Four Seasons Ballroom 4, Lower Level,
Colorado Convention Center

This plenary features an expert on higher education policy at both the federal and state levels, who will address likely avenues for further reform, including the effective deployment of state data systems to examine students' education and employment outcomes and redesign of financial aid systems.

Presenter: **David Longanecker**, Western Interstate Commission for Higher Education (WICHE)

Sponsored by 

M5.2758 Telling New Stories: Native Americans and the Rich History of Excellence in Higher Education

2:30 p.m. – 3:30 p.m. | Four Seasons Ballroom 1-3, Lower Level,
Colorado Convention Center

Mark Trahant will talk about remarkable success stories from higher education involving American Indians. The narrative of excellence is important because it helps set the stage for where we need to go next. While there are huge challenges facing this community, there are many more opportunities.

Presenter: **Mark Trahant**, University of Alaska Anchorage

Refreshment Break in Exhibit Hall

Monday, 3:30 p.m. – 4:00 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

(M6) Educational Sessions and Roundtables

MONDAY, 4:00 P.M. – 5:00 P.M.

M6.1711 The Answer is "Yes." Now, What is Your Question?

4:00 p.m. – 5:00 p.m. | Room 205, Street Level,
Colorado Convention Center

Whether it's managing a multi-campus environment or a small office; whether you are part of management or not, YOU can be a leader and you can make a significant difference in how students view your office. This session will explore leadership philosophies based on research and experience. It will also provide examples of how registrars from two institutions improved their relationships with students. Learn how to employ some of these methods within your own setting.

PRESENTERS:

Reta Pikowsky, Georgia Institute of Technology-Atlanta
Diana Benmergui, Yeshiva University

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

M6.1820 Military 101: An Introduction to Active-Duty and Veteran Students

4:00 p.m. – 5:00 p.m. | Room 201, Street Level,
Colorado Convention Center

This session focuses on need-to-know information about the military student. The session will include information on the terminology, demographics, and habits of these students; relevant organizations to know and belong to; credit for military service and training; and a review of admissions and enrollment trends in voluntary education.

PRESENTERS:

Michele Spires, American Council on Education
Seth Kamen, Servicemembers Opportunity Colleges

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

M6.1887 College Attendance for Undocumented Students

4:00 p.m. – 5:00 p.m. | Room 104, Street Level,
Colorado Convention Center

This session will discuss the barriers to college for undocumented students.

PRESENTERS:

Brad Myers, The Ohio State University
Charles Carabello, University of Georgia
Matt Lopez, University of Utah

M6.1912 Increase Accountability and Professional Development by Creating a Training Certification Program for Admission Staff

4:00 p.m. – 5:00 p.m. | Room 304, Street Level, Colorado Convention Center

The Admissions Training and Certification Program (ATCP) is a process designed to increase accountability and performance and create achievable benchmarks for staff to reach that can quantitatively and qualitatively measure the effectiveness as well as the superior achievements of each team member.

PRESENTERS:

Brad Gardner, University of Illinois at Chicago
Maureen Woods, University of Illinois at Chicago

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

M6.1930 All About Access! A Blueprint for Delivering College Enrollment Services in High Schools

4:00 p.m. – 5:00 p.m. | Room 303, Street Level, Colorado Convention Center

Anne Arundel Community College delivers college enrollment services through Personal Registration Day (PRD) in all of Anne Arundel County public high schools to increase college access for all students, including underserved populations. This session will focus on the coordination and implementation of PRD in high school settings and the collaborative nature of service delivery.

PRESENTER:

Cassandra Moore, Anne Arundel Community College

M6.1939 Enrollment Management Performance Indicators: Driving Data to Make Informed Decisions and Achieve Desired Results

4:00 p.m. – 5:00 p.m. | Room 102, Street Level, Colorado Convention Center

We will examine how key performance indicator analysis can be used to plan, select, and achieve targeted enrollment management goals. We will also demonstrate how performance indicators are used to determine reliable enrollment projections, and ultimately, make better informed enrollment management decisions.

PRESENTER:

Mike Cook, Michigan State University

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

M6.1951 FERPA (Fun, Educational, Responsive, Participatory, Assessable) Training

4:00 p.m. – 5:00 p.m. | Room 110, Street Level, Colorado Convention Center

FERPA training does not have to be associated with drudgery. See how BYU has created an interactive FERPA training portal that educates, informs, and engages.

PRESENTERS:

Barry Allred, Brigham Young University
Jearlene Leishman, Brigham Young University

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

M6.1786 Integrating Technology Into Commencement Ceremonies

4:00 p.m. – 5:00 p.m. | Room 301, Street Level, Colorado Convention Center

Incorporating various technologies into your commencement ceremony can make the ceremony more memorable, improve efficiencies, and increase accessibility to a broader audience (without breaking your budget). Discuss various technologies, including Grad Scan (scanning QR codes and projecting students' names on a jumbotron or TV), open captioning, sign language interpretation, and mobile apps.

PRESENTER:

Rhonda Kitch, North Dakota State University

M6.2004 The "Numbers" Registrar

4:00 p.m. – 5:00 p.m. | Room 407, Street Level, Colorado Convention Center

A registrar has unique access to powerful institutional information and can produce statistical reports that can serve the senior leadership of a college or university. This presenter produces a detailed Fall Enrollment Report each year that captures both short-term and long-term trends that help to inform those in an institution who use data to plan and assess. A registrar with strong data mining and report skills is especially equipped to be a contributor and leader at the highest level.

PRESENTERS:

Michael Hagerty, Berklee College of Music
Scott Trach, Berklee College of Music

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

M6.2061 Life After Transcript Receipt: How to Maximize the Benefit of Electronic Transcript Exchange

4:00 p.m. – 5:00 p.m. | Room 404, Street Level,
Colorado Convention Center

Ever wonder what happens to the transcript data after it has been received? Come hear ideas that may help you optimize the receipt of electronic transcripts in your evaluation process!

PRESENTERS:

Susan Dorsey, University of Colorado at Boulder
W. Matthew Bemis, University of Southern California

Related Publication: *Electronic Data Exchange Primer*

M6.2110 Doing More with Less: The Challenges and Strategies of Staffing and Service Support

4:00 p.m. – 5:00 p.m. | Room 405, Street Level,
Colorado Convention Center

Budget cuts, reduced funding, and layoffs mean less money and less people to ostensibly do more work than ever before. This threatens the community college's ability to provide open access and quality services. This session will focus on strategies to deliver improved services and a better overall experience for students.

PRESENTERS:

Steve Downing, Bellevue College
Robin Young, Spokane Community College



M6.2668 The Reality of Readiness

4:00 p.m. – 5:00 p.m. | Room 106, Street Level,
Colorado Convention Center

We hear about the importance and value of college and career readiness, and this presentation will discuss the role all types of readiness play in postsecondary progression. Each year ACT releases the Reality of Readiness Report, which is a review the status and movement of the 2012 ACT tested graduating class, which was over 50% of the graduating class that year. We will share data and insights to help institutions understand how to gather and use the data that is available to them to impact student success.

PRESENTER:

Steve Kapler, ACT

M6.2692 Helping Veterans Succeed: A Handbook for Higher Education Administrators

4:00 p.m. – 5:00 p.m. | Room 403, Street Level,
Colorado Convention Center

In this session, AACRAO's newest publication, *Helping Veterans Succeed: A Handbook for Higher Education Administrators*, will be introduced. This publication is an excellent resource for colleges and universities seeking to offer outstanding services to student veterans (available for purchase onsite at the AACRAO Bookstore).

PRESENTERS:

Rodney Parks, Elon University
Jacquelyn Elliott, Marion Military Institute

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

M6.2713 Transfer + Technology = Transferology

4:00 p.m. – 5:00 p.m. | Room 112, Street Level,
Colorado Convention Center

Students expect their credits, like everything else in this age, to be mobile. Yet colleges and universities struggle to establish efficient systems and processes for quickly evaluating transfer credit and making the results known to students. Transferology is a national network from CollegeSource that complements TES, the Transfer Evaluation System, by allowing students from anywhere to enter coursework and exams from various sources and see how those credits might transfer to any school in the Transferology network in seconds. As a recruiting tool, Transferology provides colleges and universities with qualified leads and provides interested students with an automated, immediate, first answer about a schools' acceptance of their credit.

PRESENTERS:

Troy Holaday, CollegeSource
John Panzica, CollegeSource

M6.2818 Implementing an Enterprise CRM Strategy

4:00 p.m. – 5:00 p.m. | Room 203, Street Level,
Colorado Convention Center

Join us to hear how Kean University has partnered with Ellucian to analyze processes, deploy higher education focused CRM technologies and create strategies that addressed mission-critical recruiting and admissions objectives in order to achieve positive enrollment results. In addition, hear how the technology that underlies Ellucian Recruiter has been extended beyond recruiting and admissions to support student success and retention.

PRESENTERS:

Chad Austein, Kean University
Dana Hamerschlag, Ellucian

M6.2761 Association of Chief Admission Officers of Public Universities (ACAOPU) Member Meeting

4:00 p.m. – 5:00 p.m. | Room 206, Street Level, Colorado Convention Center

This is a meeting of the Association of Chief Admissions Officers at Public Universities (ACAOPU).

FACILITATOR:

Pam Horne, Purdue University Main Campus

M6.1813 Emerging Issues in International Education Roundtable

4:00 p.m. – 5:00 p.m. | Room 302, Street Level, Colorado Convention Center

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:

Jeff Petrucci, AACRAO

Melanie Gottlieb, Webster University

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

M6.1836 Medium-Size Institutions Registrars Roundtable

4:00 p.m. – 5:00 p.m. | Room 108, Street Level, Colorado Convention Center

This roundtable discussion is designed for sharing of ideas, emerging issues, and best practices for registrars at schools with enrollments between 5,000 and 14,999.

FACILITATOR:

Robert Hornberger, Missouri State University

M6.1837 FERPA Roundtable

4:00 p.m. – 5:00 p.m. | Room 401/402, Street Level, Colorado Convention Center

This will be an open question and answer roundtable discussion about topics and issues related to FERPA. LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education, will provide any updates to FERPA at this time. Bring your questions, ideas, and “best practices” to share with colleagues.

PRESENTER:

LeRoy Rooker, AACRAO

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

M6.2209 Roundtable: Micro Colleges

4:00 p.m. – 5:00 p.m. | Room 406, Street Level, Colorado Convention Center

Join your colleagues from other very small colleges and universities for a roundtable discussion. There is no set agenda or predetermined topic, so bring your questions and ideas and be prepared to share!

FACILITATOR:

Chuck King, Rocky Mountain College of Art and Design

(M6) LGBTQA Caucus Reception

Monday, 4:00 p.m. – 5:00 p.m. | Room 207, Street Level, Colorado Convention Center

M7.2724 AACRAO Town Meeting

5:15 p.m. – 6:15 p.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

This is your opportunity to interact with your elected officers on the AACRAO proposed budget, proposed by-law changes, and other issues of importance to the membership.

Board of Directors Reception for Honorees

By invitation

Monday, 6:15 p.m. – 7:30 p.m. | Granite, Level 3, Hyatt Regency Denver

National Network of Law Schools Social

Monday, 7:30 p.m. – 9:00 p.m.

For information, contact: Jerri Cunningham at (254) 710-4115 or jerri_cunningham@baylor.edu

**College Completions Hold Steady, as Pathways
to Completion Become More Diverse**

**Science & Engineering Degree
Growth Outpaces Other Fields**

**College Enrollments
Decrease for Second
Straight Year**

**First Benchmarks Report on High
School-to-College Transition Rates Released**

*Spring College Enrollment
Drops 2.3 Percent*

**6.1 Percent of Four-year
Grads Continue at
Community College**

*States' Students Marching Down Diverse
Educational Pathways to College Success*

CLEARINGHOUSE RESEARCH REPORTS ARE MAKING NEWS!

Yet again, the big news in educational research is the series of free reports released by the National Student Clearinghouse Research Center year round. Uniquely, our reports are based on student-level data made available to the Clearinghouse by its more than 3,500 participating colleges. Examining student-level data gives the most accurate picture of actual student behavior. As a result, our reports offer the truest and timeliest look at trends in college enrollment, completion, and student pathways. To read all about it, go to <http://nscresearchcenter.org>.

**To learn how the Clearinghouse can help you with your
student research and reporting needs, visit booth #501.**

NATIONAL STUDENT CLEARINGHOUSE
RESEARCH CENTER™

<http://nscresearchcenter.org>



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.

www.aacrao.org/bookstore

AMERICAN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS
ONE DUPONT CIRCLE, NW, SUITE 520, WASHINGTON, DC 20036

Tuesday, April 1 International Day

EVENTS AND SESSIONS

Registration

7:45 a.m. – 4:30 p.m.

F Lobby, Street Level, Colorado Convention Center

AACRAO Bookstore

8:30 a.m. – 5:00 p.m.

F Lobby, Street Level, Colorado Convention Center

AACRAO Booth

9:00 a.m. – 12:00 p.m. & 1:00 p.m. – 3:00 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

Exhibit Hall Open

9:00 a.m. – 12:00 p.m. & 1:00 p.m. – 3:00 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

Cyber Café

9:00 a.m. – 12:00 p.m. & 1:00 p.m. – 3:00 p.m.

Mile High Ballroom, Lower Level, Colorado Convention Center

TUESDAY EVENTS

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Room 202, Street Level, Colorado Convention Center

(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.

(T2) AACRAO Business Meeting

10:00 a.m. – 11:30 a.m.

Four Seasons 1-3, Lower Level, Colorado Convention Center

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

11:30 a.m. – 1:00 p.m.

Room 207, Street Level, Colorado Convention Center

For information, contact: Jerri Cunningham at (254) 710-4115 or jerri_cunningham@baylor.edu

(TL) Annual Meeting Planners Luncheon

By invitation

11:30 a.m. – 1:00 p.m.

Hall F Foyer, Upper Level, Colorado Convention Center

(TL) Caucus Meetings/Box Lunch

(ticket required to receive box lunch)

11:30 a.m. – 1:00 p.m.

- Asian/Pacific Islander Caucus

Room 204, Street Level, Colorado Convention Center

- Black Caucus

Rooms 210/212, Street Level, Colorado Convention Center

- Latino/Latina Caucus

Room 206, Street Level, Colorado Convention Center

- Native American Caucus

Room 202, Street Level, Colorado Convention Center

(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.

NAIA Registrars Association Professional Development Meeting and Discussion

2:00 p.m. – 3:30 p.m.

Rooms 210/212, Street Level, Colorado Convention Center

(T4) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 1-3, Lower Level, Colorado Convention Center

Presenters: Matt Gianneschi, Vice President of Policy and Programs, Education Commission of the States (ECS)

Jennifer Dounay Zinth, Senior Policy Analyst and Co-director of the Information Clearinghouse, ECS

Emmy Glancy, Policy Analyst, ECS

Mary Fulton, Policy Analyst, ECS

(T4) General Session

2:30 p.m. – 3:30 p.m.

Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

Presenters: Peggy Blumenthal, Senior Counselor to the President, Institute of International Education (IIE)

Christine Farrugia, Senior Research Officer with the Center for Academic Mobility Research, Institute of International Education (IIE)

Sponsored by National Student Clearinghouse

(T5) Educational Sessions & Roundtable Discussions

3:45 p.m. – 4:45 p.m.

(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)

Mineral Hall F-G, Level 3, Hyatt Regency Denver

Sponsored by AACRAO International Services (IES), ETS TOEFL, and The Paver Family Foundation

(TI) Educational Sessions and Roundtables

TUESDAY, 8:00 A.M. – 9:15 A.M.

T1.1392 Training and Change Management Tips for the Ever Changing World of Student Services

8:00 a.m. – 9:15 a.m. | Room 303, Street Level, Colorado Convention Center

This session will provide training and change strategies the One-Stop Student Services office at the University of Minnesota-Twin Cities used during organizational restructuring, and large-scale, enterprise-wide projects that are changing the working habits of both students and staff.

PRESENTER:

Jennifer Love, University of Minnesota – Twin Cities

T1.1676 NCAA Eligibility Center 101

8:00 a.m. – 9:15 a.m. | Room 106, Street Level, Colorado Convention Center

This session will give an overview of the NCAA Eligibility Center and its functions. Topics include Amateurism, High School Review, Academic Certification, and Academic Review. The NCAA International Student Records Committee will be discussed, as well as how to register as a prospective student-athlete with the NCAA Eligibility Center.

PRESENTERS:

Holly Smith, NCAA Eligibility Center

Maureen Snow, NCAA Eligibility Center

T1.1725 Playing Nice With Others: Working With Your In-House Marketing Team to Get the Most from Creative People in a Linear Way

8:00 a.m. – 9:15 a.m. | Room 401/402, Street Level, Colorado Convention Center

Learn from the trials, tribulations and successes of two institutions' work with their in-house design/marketing teams. Hear about ways to bring together the left brain and right brain resources to execute effective publications, marketing, and communications strategies.

PRESENTERS:

Blake Vawter, Oregon State University

Joanne Jensen, Virginia Commonwealth University

T1.1998 Recruitment and Retention of Adult Learners

8:00 a.m. – 9:15 a.m. | Room 108, Street Level, Colorado Convention Center

Research continues to suggest that a college's website is the most critical marketing tool for recruiting adult students. What are these tasked-focused adults looking for? Will they find it on your website? Forget student activities, residential life and sports teams....how else can you keep adults engaged?

PRESENTER:

Lori Pendleton, Charter Oak State College

Related Publication: *Gen Xers Return to College: Enrollment Strategies for a Maturing Population*

T1.1834 FERPA 101: The Short Version

8:00 a.m. – 9:15 a.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

So you don't have time or money to attend a regional FERPA workshop? Come to this session to learn what the essential "FERPA nuts and bolts" are for the new professional.

PRESENTER:

Tina Falkner, University of Minnesota – Twin Cities

Related Publication: *AACRAO 2013 FERPA Quick Guide, AACRAO 2012 FERPA Guide*

T1.1872 American College Application Campaign: A National Strategy for Increasing College Application and Enrollment

8:00 a.m. – 9:15 a.m. | Room 205, Street Level, Colorado Convention Center

The American College Application Campaign (ACAC) supports states seeking to increase college-going rates, primarily among first-generation/low-income students, by supporting state-based college application programs. The American Council on Education (ACE) is leading the expansion of ACAC to all U.S. states and territories. Session participants will learn about the campaign's purpose, history, growth, and steps needed for a successful implementation of a statewide program.

PRESENTER:

Joe Watts, American Council on Education

T1.1885 Military Transcripts and Transfer Credit: Best Practices and Current Realities

8:00 a.m. – 9:15 a.m. Room 405, Street Level,
Colorado Convention Center

This is a panel discussion with colleagues who regularly deal with military transcripts and transfer credit. The group will explore best practices as well as discuss the current realities and challenges associated with awarding transfer credit from military training and experience.

PRESENTERS:

Jhonnelle Welsh, Central Texas College

Mary Beth Lynch, Thomas Edison State College

Patrick Elliott, University of Maryland – University College

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

T1.1914 Demystifying Military Evaluations

8:00 a.m. – 9:15 a.m. | Room 201, Street Level,
Colorado Convention Center

The American Council on Education's (ACE) Military Evaluations program has reviewed and made college credit recommendations for thousands of military courses since the early 1940s, and in 1974, began the evaluation of military occupational specialties. More than 2,200 higher education institutions recognize the ACE course credit recommendations for granting credit to their military students. This session will clarify the review process and quality measures used in determining credit recommendations and increase the awareness, use, and benefit of the new Joint Services Transcript (JST).

PRESENTER:

Michele Spires, American Council on Education

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

T1.1926 100 Tips and Tricks for an Efficient, Productive Office

8:00 a.m. – 9:15 a.m. | Room 406, Street Level,
Colorado Convention Center

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 Dash-boarding, 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

Related Publication: *Managing for Outcomes: Shifting from Process-Centric to Results-Oriented Operations*

T1.1973 The University of Colorado Boulder's International Bachelor of Arts Degree: It's Not Just a BA with Another Name

8:00 a.m. – 9:15 a.m. | Room 104, Street Level,
Colorado Convention Center

This session will review the approval and administration of the unique International Bachelor of Arts (IBA) degree offered as a joint program with the University of Wollongong in Australia and Dublin City University in Ireland. The IBA degree was approved by the University of Colorado Board of Regents in 2011 to be offered with 13 existing majors in the College of Arts & Sciences, and requires collaborative courses with all partner institutions as well as a study abroad component.

PRESENTER:

Michael Grant, University of Colorado Boulder

T1.1974 Creating Mass and Momentum to Lead the Functional and Technological Direction of Vendors

8:00 a.m. – 9:15 a.m. | Room 301, Street Level,
Colorado Convention Center

How can users and clients lead major vendors in the right direction? This session will explore using elements of social activism as a method for leading vendors to be more responsive to users, clients, and new technology. We will explore ideas for focusing our energy and attention on our highest priorities, and leveraging the connections of existing user groups.

PRESENTER:

Michael Burke, Harvard University

T1.2029 Automated Processes Makes Residency for Tuition Decisions Easier than Finding a Date Online

8:00 a.m. – 9:15 a.m. Room 203, Street Level,
Colorado Convention Center

Learn how two universities took different approaches to standardize collection of residency data for tuition purposes by developing web-based solutions that process residency decisions on-the-fly, require minimal data entry from applicants, and integrate with PeopleSoft.

PRESENTERS:

Jared Morosco, The Ohio State University

Aaron Apel, University of Wisconsin – Madison

T1.2041 Registrars and Athletics: Can They Exist in Harmony?

8:00 a.m. – 9:15 a.m. | Room 304, Street Level,
Colorado Convention Center

Sometimes it may seem that the Registrars Office and Athletics Department are working at odds with one another. This session will provide information you can take back to your NAIA campus that will help your office work in better harmony with athletic department staff at your school.

PRESENTER:

Angela Crawford, National Association of Intercollegiate Athletics

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

T1.2052 Constructing and Implementing an Outcomes Assessment Plan in the Admissions or University Registrar Office

8:00 a.m. – 9:15 a.m. Room 302, Street Level,
Colorado Convention Center

The principle of outcomes assessment has impacted higher education with significant changes in federal and state regulations as well as accreditation requirements. No longer can the Registrar's Office or the Admissions Office be simply process-based; it must adopt an outcomes-based way of doing business and meeting stakeholders needs, desires, wants and values. Learn how we developed and implemented an outcomes assessment plan in our department.

PRESENTER:

Heidi Hoskinson, Friends University

Related Publication: *Managing for Outcomes: Shifting from Process-Centric to Results-Oriented Operations*

T1.2055 Innovative Electronic Student Data Portability Using the Latest PDF/XML Standard

8:00 a.m. – 9:15 a.m. | Room 110, Street Level,
Colorado Convention Center

Come hear how several institutions are using the latest technology in PDF transcript exchange. Several panelists will discuss how their institution implemented this technology, and how their students and institutions have reaped the benefits.

PRESENTERS:

Jearlene Leishma, Brigham Young University

Thomas Black, Stanford University

James Feigert, University of Southern California

Related Publication: *Electronic Data Exchange Primer*

T1.2081 Working "Out" in Higher Education: What Does That Mean?

8:00 a.m. – 9:15 a.m. Room 404, Street Level,
Colorado Convention Center

What institutions are doing "it" well? What universities have the resources for staff and students? Who has centers and the "right spaces"? What institutions have their polices in order? What are some best practices involving LBGTQA faculty recruitment, and what are schools doing to retain faculty and staff and establish a more inclusive university climate?

PRESENTERS:

Michael Blumenauer, Dartmouth College

Joseph Salomone, Drexel University

T1.2090 FERPA and Study Abroad

8:00 a.m. – 9:15 a.m. | Room 407, Street Level,
Colorado Convention Center

During this session, presenters will examine FERPA considerations for study abroad offices and operations. Sample questions that will be considered include: Does FERPA travel with the student to other countries? What happens when students' FERPA rights are seemingly contravened by host universities abroad? How much information can and should be provided to study abroad providers? And, how can we adequately prepare study abroad officials for these kinds of challenges and others?

PRESENTER:

Opal Leeman Bartzis, Butler University

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

T1.2161 Alphabet Soup of Accreditation

8:00 a.m. – 9:15 a.m. | Room 102, Street Level,
Colorado Convention Center

The presenter will help newcomers to the profession make sense of terms and phrases used during the accreditation process.

PRESENTER:

John Hall, Southern Methodist University

T1.2666 Common Pressures, Different Answers: How the UK and the US are Meeting Enrollment Challenges

8:00 a.m. – 9:15 a.m. | Room 403, Street Level, Colorado Convention Center

Increasing costs and demand for stronger, comprehensive services are common pressures in both the UK and the US. Hear how leading practitioners in both countries are responding to these challenges. The speakers will describe the issues and how they have manifested in each country's setting, followed by examples of how the issues have been addressed by national policies and/or institutional strategies.

PRESENTERS:

Tom Green, AACRAO Consulting (AC)
Matthew Andrews, Oxford Brookes University

RESEARCH SESSION
 NATIONAL STUDENT CLEARINGHOUSE
 RESEARCH CENTER

T1.2667 New Research on College Completion Rates from the National Student Clearinghouse

8:00 a.m. – 9:15 a.m. | Room 112, Street Level, Colorado Convention Center

Students today are more likely than ever to attend multiple institutions on the way to their first degree. Yet institutional accountability and performance metrics still cling to single-institution graduation rate formulas. Learn about the latest research on completion rates for mobile students, and how new results from the Clearinghouse Research Center can help you serve your students better.

PRESENTER:

Douglas Shapiro, National Student Clearinghouse

Refreshment Break in Exhibit Hall

Tuesday, 9:15 a.m. – 10:00 a.m. | Mile High Ballroom, Lower Level, Colorado Convention Center

T2.2725 AACRAO Business Meeting

Tuesday, 10:00 a.m. – 11:30 a.m. | Four Seasons Ballroom 123, Lower Level, Colorado Convention Center

AACRAO members vote on the proposed budget and on the AACRAO Board of Director nominees.

(TL) Caucus Meetings/Box Lunch

(ticket required to receive box lunch)

11:30 a.m. – 1:00 p.m.

The Caucuses seek to increase awareness of trends and issues affecting students and professionals in higher education. The Caucuses actively engage with all individuals in identifying solutions to issues surrounding access as well as examining ways to enhance/increase the representation of both students and professionals within colleges and universities. The Caucuses collaborate with the AACRAO Board of Directors to ensure issues are addressed positively and promptly and in keeping with the mission of AACRAO.

- **Asian/Pacific Islander Caucus**
Room 204, Street Level, Colorado Convention Center
- **Black Caucus**
Rooms 210/212, Street Level, Colorado Convention Center
- **Latino/Latina Caucus**
Room 206, Street Level, Colorado Convention Center
- **Native American Caucus**
Room 202, Street Level, Colorado Convention Center

(T3) Educational Sessions and Roundtables

TUESDAY, 1:00 P.M. – 2:00 P.M.

T3.1723 Navigating Campus Politics: Obstacles Can Provide Opportunities to Be a Leader

1:00 p.m. – 2:00 p.m. | Room 301, Street Level, Colorado Convention Center

No matter the size of the institution or the position held, the art of navigating campus politics is real when you are trying to accomplish your department goals. Learn how some professionals have integrated human nature and hierarchical expectations within an ethical framework. Be ready to share what has worked for you.

PRESENTERS:

Kathie Beaty, Bradley University
Sheri Kallembach, DeVry University – Downers Grove
Jess Ray, Illinois State University

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

T3.1793 Registrar as Educator

1:00 p.m. – 2:00 p.m. | Room 401/402, Street Level,
Colorado Convention Center

Today's students are less equipped with the necessary problem-solving skills to deal with the consequences of their poor choices. Whether as advisor or mentor, there are certain things we do as registrars that makes the difference in their success.

PRESENTERS:

Liesl Fowler, Augustana College
Blake Horridge, Claremont McKenna College
David Barrowclough, Saint Michael's College
Mary Cisar, Saint Olaf College
Diana Benmergui, Yeshiva University

T3.1801 Dietary Identities in Higher Education: Attracting and Accommodating Vegetarian and Vegan Students

1:00 p.m. – 2:00 p.m. | Room 110, Street Level,
Colorado Convention Center

Using qualitative methodologies, this exploratory study seeks to understand the lived experiences of four vegetarians and two vegans enrolled in a traditional, private university. Issues relating to accessibility and identification of appropriate foods on campus, housing policies, study abroad resources, and sense of community acceptance were explored in interviews. Recommendations will be provided to better serve the needs of these students.

PRESENTERS:

Rodney Parks, Elon University
Brett Evans, Elon University

T3.1852 Working with Students on the Brink of Withdrawing

1:00 p.m. – 2:00 p.m. | Room 304, Street Level,
Colorado Convention Center

The University of Northern Iowa developed an exit counseling process in an effort to increase retention at the university. A more detailed withdrawal form was developed to gather data on the reasons as to why the students were withdrawing from the university. Come learn about the development and implementation process and the results from the past two semesters.

PRESENTERS:

Jennifer Suchan, University of Northern Iowa
Mary Baumann, University of Northern Iowa

T3.1882 Statewide Initiatives to Increase Retention and Graduation

1:00 p.m. – 2:00 p.m. | Room 303, Street Level,
Colorado Convention Center

National and statewide initiatives to increase retention and graduation rates include establishing: relationships with K-12 (K-16 Councils) to ensure freshmen are prepared for college-level coursework, progress to degrees standards for all students, maximum credits required for baccalaureate degrees, and maximum course repeat policies.

PRESENTERS:

Nathan Evans, California State University
Laura Doering, Iowa State University
Carrie Jeffers, Macomb Community College
Crystal Abba, Nevada State Higher Education
Tammy Agard, University of Florida

COURSE AND ROOM SCHEDULING TRACK

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THE SCHEDULING PEOPLE

T3.1933 BI in the RO: A-OK or Uh Oh?

1:00 p.m. – 2:00 p.m. | Room 203, Street Level,
Colorado Convention Center

With so many new tools available to parse, analyze, and report on student data, everyone from the president to the faculty wants in. How can we steward the data effectively while providing the necessary access for 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

T3.1965 How To Clean "It" Up When "It" Hits the Fan

1:00 p.m. – 2:00 p.m. | Room 205, Street Level,
Colorado Convention Center

Your registration system goes down with no estimated time for recovery. You've been asked to reinstate students into closed classes and your faculty aren't happy. A new law or policy was passed and you need to implement it immediately. Sound familiar? We live in an ever-changing world where "it" can hit the fan at any moment. Come learn and share what should be in place to make the clean up as smooth as possible.

PRESENTERS:

Robin Carrillo, Northwest Vista College
J. Martin Ortega, San Antonio College

T3.1982 EducationUSA Update

1:00 p.m. – 2:00 p.m. | Room 405, Street Level,
Colorado Convention Center

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:

Marina Lhullier Lugao, Education USA Representative from Brazil
Chenguang (Alex) Lu, Education USA Representative from China
Hurbertus Zander, Education USA Representative from Germany
Rupali Verma, Education USA Representative from India
Yukiko Hashimoto, Education USA Representative from Japan
Matt Washburn, US Department of State

T3.2001 Reporting to the American Bar Association

1:00 p.m. – 2:00 p.m. | Room 108, Street Level,
Colorado Convention Center

Does completing the ABA Annual Questionnaire leave you with questions!? A representative from the ABA will join us to discuss reporting requirements for the ABA AQ and other law school reporting requirements.

PRESENTER:

Scott Norberg, American Bar Association

T3.2012 Admissions Inside and Out: Tools for Continuous Growth

1:00 p.m. – 2:00 p.m. | Room 404, Street Level,
Colorado Convention Center

Admissions is continuously asked to do more with less. In order to manage workflow in a way that will result in goal achievement as well as staff satisfaction and professional development, we have based our structure around the following areas: leadership, building bridges, inclusivity/transparency, problem solving, resources, accountability, discipline, and professional development. This session will share the strategies we have used to achieve ideal results.

PRESENTERS:

Michelle Taylor, California State University – Dominguez Hills
Khaleah Bradshaw, CSU-Dominguez Hills

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

T3.2059 Considerations and Best Practices in the Electronic Exchange of Student Transcripts: EDI, XML, PDF

1:00 p.m. – 2:00 p.m. | Room 201, Street Level,
Colorado Convention Center

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

PRESENTERS:

Doug Holmes, Ontario Universities' Application Centre
W. Matthew Bemis, University of Southern California
Susan Reyes, San Diego State University

Related Publication: *Electronic Data Exchange Primer*

T3.2076 Redesigning the Academic Record in the Age of MOOCs and DIY Education: Are ePortfolios the Answer?

1:00 p.m. – 2:00 p.m. | Four Seasons Ballroom 4, Lower Level,
Colorado Convention Center

Across higher education, institutions and employers increasingly recognize the value and usefulness of ePortfolios to support students, capture evidence of achievement of learning outcomes, and evaluate prospective hires. This interactive session will draw upon examples from pilot studies and research findings, and explore the potential of technological advances such as the MyData Initiative to demonstrate how ePortfolios can thoughtfully inform one possible vision of the 21st century transcript.

PRESENTERS:

Helen L. Chen, Stanford University
Thomas Black, Stanford University

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

T3.2092 Update on the State of Articulation and Transfer for Maryland's Community College Students

1:00 p.m. – 2:00 p.m. | Room 403, Street Level,
Colorado Convention Center

This session details some of the initiatives and legislation that Maryland has employed in order to eliminate some of the “stumbling blocks” that students encounter as they transfer from two-year to four-year institutions. It also examines how these measures have impacted academic policies and technologies that were previously established.

PRESENTER:

Kori Smith, University System of Maryland

T3.2099 Big “Academic” Data Analytics

1:00 p.m. – 2:00 p.m. | Room 407, Street Level,
Colorado Convention Center

The University of Minnesota’s Office of the Registrar is utilizing “big data analytics” to examine large amounts of academic record data to uncover hidden patterns, unknown correlations, and other useful information. Such information has provided insights into institutional barriers to degree completion, temporal factors affecting degree progress, and innovative approaches to analyzing student curricular fit.

PRESENTER:

Frank Blalark, University of Minnesota – Twin Cities

T3.2167 AACRAO’s Self Assessment Guide for Registrars

1:00 p.m. – 2:00 p.m. | Room 102, Street Level,
Colorado Convention Center

Join members of the editorial committee who updated the *Self-Assessment Guide* to review how it can help you assess your office. Prepare to challenge assumptions that you have about your institution and your business practices. In this interactive session you will be asked to respond to updated questions on how you organize work processes and provide service to various constituents.

PRESENTERS:

Jerry Montag, Northern Illinois University

Nora McLaughlin, Reed College

Susan Nelson, University of Medicine and Dentistry of New Jersey

Julie Ferguson, University of Medicine and Dentistry of New Jersey

Susan Van Voorhis, University of Minnesota – Twin Cities

Robert Morley, University of Southern California

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

T3.2450 FERPA for Admission Professionals

1:00 p.m. – 2:00 p.m. | Room 104, Street Level,
Colorado Convention Center

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

PRESENTER:

LeRoy Rooker, AACRAO

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

T3.2697 Data Exchange Services ... Solutions for Today’s Challenges?

1:00 p.m. – 2:00 p.m. | Room 112, Street Level,
Colorado Convention Center

Exchanging student data in a convenient and economical manner is a cornerstone to serving today’s student. In this session, the National Student Clearinghouse will discuss its upcoming approaches and plans for Reverse Transfer, SPEEDE, and the international exchange of student documents. Institutional partners will be present to field questions and share their experiences.

PRESENTERS:

Dave Landry, National Student Clearinghouse

Dave Pelham, National Student Clearinghouse

T3.2711 Student Schedule Planning Plays an Important Role in Graduation Initiatives and Student Success

1:00 p.m. – 2:00 p.m. | Room 106, Street Level,
Colorado Convention Center

More and more institutions are striving to raise graduation rates and increase service to their students. College Scheduler automates the manual pen and paper process and presents the student with every possible schedule option that is open and able to be registered for RIGHT NOW! Integrates with Banner, PeopleSoft, and more!

PRESENTER:

Robert Strazzarino, College Scheduler LLC

T3.1747 Enterprise Systems Roundtable

1:00 p.m. – 2:00 p.m. | Room 302, Street Level,
Colorado Convention Center

This session provides enterprise system users (Banner, Colleague, Jenzabar, PeopleSoft, PowerCampus, etc.) a chance to sit down with other users to share tips, tricks and issues.

FACILITATOR:

Ari Kaufman, Berklee College of Music

T3.1804 Secondary Benchmark Credentials from Around the World

1:00 p.m. – 2:00 p.m. | Room 406, Street Level,
Colorado Convention Center

This session will discuss the use of secondary credentials from around the world in benchmarking and advanced standing.

PRESENTER:

Melissa Ganiere, ECE

Refreshment Break in Exhibit Hall

**Tuesday, 2:00 p.m. – 2:30 p.m. | Mile High Ballroom,
Lower Level, Colorado Convention Center**

T4.2728 NAIA Registrars Association Annual Business Meeting

2:00 p.m. – 3:30 p.m. | Room 210/212, Street Level, Colorado Convention Center

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.

FACILITATORS:

Angela Crawford, National Association of Intercollegiate Athletics

Brian Haines, National Association of Intercollegiate Athletics

(T4) General Sessions

TUESDAY, 2:30 P.M. – 3:30 P.M.

T4.2757 Emerging Trends in State Policy: What AACRAO Members Need to Know About Changes in American Education

2:30 p.m. – 3:30 p.m. | Four Seasons Ballroom 123, Lower Level, Colorado Convention Center

During this session, staff from the Education Commission of the States, a national non-profit, non-partisan education policy state compact, will share information regarding emerging trends in state-level education policies that affect AACRAO members. Topics covered will include state completion goals and performance funding, credit transfer, prior learning and competency-based credit, dual enrollment/concurrent enrollment, admission and course placement, Common Core State Standards and "college and career readiness," and state authorization of private and out-of-state institutions. This session is intended to introduce AACRAO members to a variety of state policies that are reshaping the ways in which students get into, move through, and eventually graduate from America's colleges and universities. This session will be interactive, so come prepared to ask questions about policies that may affect—or are already affecting—your work.

PRESENTERS:

Matt Gianneschi, Education Commission of the States

Jennifer Dounay Zinth, Education Commission of the States

Emmy Glancy, Education Commission of the States

Mary Fulton, Education Commission of the States

T4.2764 America's International Student Enrollments in a Global Context

2:30 p.m. – 3:30 p.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

Internationalization has become a driving force behind much of what happens today on US campuses. This session, led by two Institute of International Education speakers who focus on issues of international student mobility, will present global and US trends in international student mobility and discuss how student mobility helps advance the internationalization goals of US colleges and universities. Drawing on IIE's long experience and expertise in the collection and analysis of data on international students and scholars, the two presenters will provide insights into the global competition for students, the challenges inherent in projecting mobility trends in the US and internationally, and how *Open Doors*® data (released annually by IIE) can be used by admissions officers, registrars and other campus leaders for institutional planning and development.

PRESENTERS:

Christine Farrugia, Institute of International Education (IIE)

Peggy Blumenthal, Institute of International Education (IIE)

Sponsored by **NATIONAL STUDENT CLEARINGHOUSE**

(T5) Educational Sessions and Roundtables

TUESDAY, 3:45 P.M. – 4:45 P.M.

T5.1707 Home-Schooled Students: How Do We Review Their Credentials?

3:45 p.m. – 4:45 p.m. | Room 403, Street Level, Colorado Convention Center

Admission officers find it challenging to evaluate credentials from the rapidly growing population of home-schooled students, as states have very different home-school regulations, including accepting credentials from parents, requesting agency or public school oversight, or requiring exiting exams. How can we learn the requirements of the fifty states while adhering to the education regulations of our own state?

PRESENTERS:

Jennifer Carron, Baylor University

David Linnevers, California State University, Monterey Bay

Ronnie McFadden, CUNY – University Application Processing Center

T5.1716 Retention and Graduation Rates: A New Definition of Student Success

3:45 p.m. – 4:45 p.m. | Room 302, Street Level,
Colorado Convention Center

Institutions are coming under tremendous pressure to graduate students in four years regardless of institutional mission of student intent. However, a significant number of students do not attend full-time, they change majors, and many start at one institution and graduate from another. This presentation will show how the Indiana Commission for Higher Education and IPFW worked together to develop a report that broadens the institution's definition of student success.

PRESENTER:

Robert Wilkinson, Indiana University – Purdue University – Fort Wayne

T5.1744 Stop the Nickeling and Diming! Time to Change How Transcripts are Funded

3:45 p.m. – 4:45 p.m. | Room 303, Street Level,
Colorado Convention Center

Collecting a user fee for transcripts is getting in the way of our desire and ability to innovate. Having the Bursar collect fees is more efficient, sustainable, and a better end user experience. Registrars will learn in this session how to present arguments to their superiors and faculty to consider changing the practice of collecting users fees, in addition to strategies for rolling out a new document fee program.

PRESENTERS:

Thomas Black, Stanford University

Elias Lopez, University of California – Davis

Scott Campbell, University of Chicago

T5.1775 Are You LinkedIn? Effectively Using LinkedIn in Higher Education

3:45 p.m. – 4:45 p.m. | Room 401/402, Street Level, Colorado
Convention Center

Do you have a profile on LinkedIn, but don't really know how to get the most out of it? This session will ease all of your fears by focusing on the Do's and Don't's of LinkedIn for both personal and professional use. Real-life examples of how LinkedIn can take you to the next level will be provided.

PRESENTER:

Courtney Sanders, Governors State University

T5.1821 Military 201: Recruiting and Retaining the Military Student

3:45 p.m. – 4:45 p.m. | Room 203, Street Level,
Colorado Convention Center

This session will focus on ways to make your institution more military inclusive, including the areas of student affairs, admissions, and recruiting. This will include the results of program inventories and research on services and opportunities for military students, on best practices for recruiting and marketing to servicemembers, and on outreach requirements set for by federal legislation.

PRESENTER:

Seth Kamen, Servicemembers Opportunity Colleges

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

T5.1888 How to Design and Implement an International Credentials Repository/Knowledgebase

3:45 p.m. – 4:45 p.m. | Room 104, Street Level,
Colorado Convention Center

For the past several years, CUNY has been working on creating its own International Credentials Repository, which will allow members of the CUNY community to use this as a knowledge-base for consistency in reviewing educational credentials from countries other than United States. The session will focus on the process we used to do need analysis, development, and implementation of this repository and how the CUNY community is using this tool for admissions, enrollment, and human resources.

PRESENTERS:

Ellen Silverman, CUNY Central Office

Vivek Upadhyay, CUNY Central Office

T5.1929 Implementing the Principles of Excellence for Serving Service Members, Veterans, and Their Families

3:45 p.m. – 4:45 p.m. | Room 205, Street Level,
Colorado Convention Center

Executive Order 13607 (Principles of Excellence) and Public Law 112-249 focus on providing information, support, and protections for service members, veterans, and their families. Representatives from three institutions present how they are implementing the principles on their campuses, and attendees will also have an opportunity to share their experiences.

PRESENTERS:

Chris Seng, Colorado State University

Marc Barker, Colorado State University

K. Celeste Campbell, Oklahoma State University – Main Campus

Sheila Tolley, University of Virginia – Main Campus

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

T5.1950 Moving to an Electronic Application System on a Shoestring Budget: How UIC's Graduate Admission Team Made it Happen

3:45 p.m. – 4:45 p.m. | Room 201, Street Level, Colorado Convention Center

The University of Illinois at Chicago modernized its graduate admissions process from traditional paper-driven methods to a fully electronic system. Our upgrade team will share its experiences throughout the project including the challenges of designing a system that fully integrates with existing technology, the importance of gaining stakeholder buy-in, and applicant reaction.

PRESENTERS:

Steven Kowal, University of Illinois at Chicago
Barbara Roche, University of Illinois at Chicago

T5.1953 MOOCs and Online Programs: The Implications for Institutional Service Providers

3:45 p.m. – 4:45 p.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

The rise of MOOCs and fully online programs present challenges for administrative and student support service providers. The University of Melbourne, Australia, undertook a research project to benchmark institutional response and service evolution. This research will be shared and contextualized in the light of developments, and the role of the third-party providers will also be examined and the extent to which both online and campus-based service provision can be outsourced.

PRESENTER:

Neil Robinson, The University of Melbourne

T5.2006 Dealing with a Natural Disaster from a Law School Perspective

3:45 p.m. – 4:45 p.m. | Room 404, Street Level, Colorado Convention Center

Natural disasters and other such events can present significant challenges to providing our students with their degree. A panel of experienced administrators who have been through such an event ("Superstorm Sandy" for example), will discuss preparation for such events and dealing with the aftermath.

PRESENTERS:

Ray Grant, John Marshall Law School
Oral Hope, New York Law School
Maria Walton, The University of Colorado School of Law
Colleen Timmons, Tulane University of Louisiana

T5.2016 NACAC's International Student Recruitment Commission - Update

3:45 p.m. – 4:45 p.m. | Room 304, Street Level, Colorado Convention Center

With the release of the NACAC Commission on International Student Recruitment's recommendations, the association has turned to assisting its members operate within the defined and agreed-upon standards for practice in the international recruitment arena. Learn more about NACAC's efforts to provide a trusted resource for colleges and universities, and how higher education associations are working together to try to protect institutions' and students' interests in a rapidly-changing environment.

PRESENTERS:

David Hawkins, National Association for College Admission Counseling (NACAC)
Eddie West, National Association for College Admission Counseling (NACAC)

T5.2101 Study Abroad Assessment

3:45 p.m. – 4:45 p.m. | Room 108, Street Level, Colorado Convention Center

Study abroad provides an opportunity for deep and transformational learning. Many tools are now available for assessing the impact, type, and quality of learning enabled by study abroad programs. As institutions concern themselves more and more with learning outcomes and the identification of specific goals achieved, it is important for registrars to be familiar with various approaches to study abroad assessment. Examples of evaluations and resources will be provided.

PRESENTERS:

Lorna Stern, Arcadia University
Opal Leeman Bartzis, Butler University

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

T5.2164 Using Mentoring to Encourage Others (and Ourselves) to Cross Bridges to the Future

3:45 p.m. – 4:45 p.m. | Room 406, Street Level, Colorado Convention Center

This session will offer suggested ways to extend mentoring roles across the institution. Practical advice, change management and leadership therapy, and funny stories will be shared.

PRESENTER:

Julia Pomerenk, Washington State University

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

T5.2227 Records Management: The Big Picture

3:45 p.m. – 4:45 p.m. | Room 102, Street Level,
Colorado Convention Center

This is a comprehensive overview and discussion of the records management lifecycle 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. This session will use audience response technology to enhance discussion.

PRESENTERS:

Wendy Kilgore, AACRAO Consulting (AC)
Reid Kisling, Western Seminary

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

T5.2709 Integrating Your Curricular and Catalog Process With CourseLeaf's Powerful, Intuitive Online Process

3:45 p.m. – 4:45 p.m. | Room 106, Street Level, Colorado Convention Center

CourseLeaf Curriculum and Catalog Management Software revolutionizes the modification and publication of courses and programs. Dynamic web-based forms replicate your institution's data requirements and business practices and identify affected departments. The built-in workflow assures that approval paths are defined and tracked and that constituents are in the know about curriculum proposals. Come see how you can edit courses and programs in one place then publish them in a beautiful online catalog.

PRESENTER:

Greg Soare, Leepfrog Technologies

T5.2715 Push vs. Pull: Is There a Better Approach to Electronic Transcripts?

3:45 p.m. – 4:45 p.m. | Room 112, Street Level,
Colorado Convention Center

CGA explores the inherent challenges with the traditional "Push" model of electronic transcripts. By turning this model on its head, CGA delivers a more effective, efficient, and secure solution for your students, graduates, institutions and businesses.

PRESENTERS:

Matt Newell, College Graduates Association
Shane Vorderstrasse, College Graduates Association

T5.2053 Roundtable for Institutions Interested in Sending and/or Receiving Electronic Transcripts

3:45 p.m. – 4:45 p.m. | Room 301, Street Level,
Colorado Convention Center

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

FACILITATOR:

Monterey Sims, University of Phoenix

T5.2797 AACRAO and Federal Relations Update

3:45 p.m. – 4:45 p.m. | Room 110, Street Level,
Colorado Convention Center

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:

Michael Reilly, AACRAO
Michelle Mott, AACRAO
Quintina Barnett Gallion, AACRAO

COURSE AND ROOM SCHEDULING TRACK



T5.1844 Roundtable: Academic Scheduling

3:45 p.m. – 4:45 p.m. | Room 407, Street Level,
Colorado Convention Center

This roundtable will cater to those who work in or with the academic scheduling world.

FACILITATOR:

Beth Warner, University of Wisconsin-Madison

T5.2206 Roundtable: Community College

3:45 p.m. – 4:45 p.m. | Room 405, Street Level,
Colorado Convention Center

Join your colleagues from other community colleges for a roundtable discussion. There is no set agenda or predetermined topic, so bring your questions and ideas and be prepared to share!

FACILITATOR:

Twila Humphrey, Pikes Peak Community College

(T6) Educational Sessions and Roundtables

TUESDAY, 5:00 P.M. – 6:00 P.M.

T6.1658 Data Everywhere: Managing Increasing Required State Data Collections

5:00 p.m. – 6:00 p.m. | Room 201, Street Level, Colorado Convention Center

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

T6.1743 An Inside Look At High-Quality, High-Volume Transfer Credit Evaluation

5:00 p.m. – 6:00 p.m. | Room 110, Street Level, Colorado Convention Center

Thomas Edison State College processed over 13,000 initial transfer credit evaluations and over 10,000 update evaluations during the 2012 fiscal year. Presenters will discuss a methodology that blends professional expertise with technology to provide high-quality, timely transfer credit assessment in an extremely high-volume environment.

PRESENTERS:

Mary Beth Lynch, Thomas Edison State College
Christine Carter, Thomas Edison State College

Related Publication: *Transfer Credit Practices of Designated Educational Institutions*

T6.1792 Reverse Transfer

5:00 p.m. – 6:00 p.m. | Room 304, Street Level, Colorado Convention Center

This session will include an overview of the Ohio Reverse Transfer Model and how Franklin University is working together with community college partners. Come learn steps taken with helping students realize they may have already obtained that Associate Degree.

PRESENTER:

Frank Yanchak, Franklin University

Related Publication: *Transfer Credit Practices of Designated Educational Institutions*

T6.1796 SharePoint: Making Processes Efficient

5:00 p.m. – 6:00 p.m. | Room 405, Street Level, Colorado Convention Center

This session will present an overview of the practical application of MS SharePoint software as an efficiency measure for meeting the campus processing and communication needs involving the Office of the Registrar.

PRESENTER:

Brenda Martinez, Texas Tech University

T6.1810 International Student Outreach and Admissions: Opportunities and Pitfalls

5:00 p.m. – 6:00 p.m. Room 102, Street Level, Colorado Convention Center

This session will focus on the components of a sound and realistic international student admissions plan, including online and printed promotions, recruitment, use of agents, budget and staffing, and campus advocacy.

PRESENTERS:

Mary Baxton, California State University, Northridge
Eddie West, California State University, Northridge

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

T6.1817 Heresy or a New Doctrine in Qualification Documentation

5:00 p.m. – 6:00 p.m. | Room 407, Street Level, Colorado Convention Center

Fraud in qualification documentation is growing in both intensity and sophistication. A typical response might be to tighten the controls on what qualification document is acceptable to support an application for tertiary study (e.g., an original in a sealed envelope sent direct from the issuing authority). An alternative response is underway in one Australian state, which is now accepting uncertified photocopies direct from applicants. Heresy? Or a new doctrine in qualification documentation?

PRESENTER:

Phillip Anthony, Queensland Tertiary Admissions Centre

T6.1835 Academic Policies and the Registrar

5:00 p.m. – 6:00 p.m. | Room 401/402, Street Level, Colorado Convention Center

The registrar lives by academic policies. We can and should be involved in how academic policies are written, implemented, and enforced. Raising key implementation questions at the right time can be critical to the creation of a policy that can be administered effectively. Explore how this can be managed.

PRESENTERS:

Reta Pikowsky, Georgia Institute of Technology-Atlanta
Jerry Montag, Northern Illinois University

T6.1854 Game of Hot Potato: Helping Graduate Students with Loan Deferment Issues

5:00 p.m. – 6:00 p.m. | Room 303, Street Level, Colorado Convention Center

This session will address loan deferment questions from incoming and current graduate students, and provide examples of ways to answer questions accurately and quickly. Often, no one really knows where the accountability resides when the deferments are loans from previous institutions.

PRESENTERS:

Reed Cooper, Midwestern University
Kimberly DeKruif, Western University of Health Sciences

T6.1864 Middle Eastern/North African Countries in Transition: Iraq, Syria, and Libya

5:00 p.m. – 6:00 p.m. | Room 301, Street Level, Colorado Convention Center

This session will focus on countries that are in the midst of or emerging from conflict. The presenters will describe recent changes to the educational systems, and discuss what international admissions personnel can expect in terms of documentation, including the availability and use of graduate databases and other verification options.

PRESENTERS:

Ann Koenig, AACRAO's International Education Services (IES)
Meg Wenger, ECE

T6.1869 Student Mobility and Graduation Through Community College and University Reverse Transfer Partnerships

5:00 p.m. – 6:00 p.m. | Room 404, Street Level, Colorado Convention Center

In this session, you will learn from the experiences of institutions that have engaged in reverse transfer agreements and state-wide initiatives. In addition, come learn about new opportunities to share information through the National Student Clearinghouse for reverse transfer efforts.

PRESENTERS:

V. Shelby Stanfield, The University of Texas at Austin
Brenda Selman, University of Missouri-Columbia
Scott Owczarek, University of Wisconsin – Madison

T6.1942 Successful Change Management Through Collaboration

5:00 p.m. – 6:00 p.m. | Room 108, Street Level, Colorado Convention Center

Dealing with change is inescapable for any institution operating in the 21st century. The implementation of effective collaboration strategies provides new opportunities to enable student and institutional success. In turn, relationships with people throughout the organization are fundamental to successful collaboration efforts. Participants will be provided with resources to help them deal with some of the challenges and obstacles they may face as they organize to collaborate.

PRESENTERS:

Mary Downes, New York University – Abu Dhabi
Monique Hassan, New York University – Abu Dhabi

T6.1946 Moving to the Paperless Admissions Office

5:00 p.m. – 6:00 p.m. | Room 203, Street Level, Colorado Convention Center

This session will be a discussion of the things to consider as you think about moving to a paperless admissions office. Topics will include: technology options, staffing implications, costs, the need for faculty or committee consent, and the impact of paperless beyond the admissions office.

PRESENTERS:

Michael Burke, Harvard University-Faculty of Arts and Sciences
Erika McDonald, Harvard University-Faculty of Arts and Sciences
John Nordmeyer, Middlebury College

T6.2037 Student Data, Communications, and Enrollment Management: They Go Hand in Hand

5:00 p.m. – 6:00 p.m. | Room 403, Street Level, Colorado Convention Center

As the oldest, and largest, community college in Ohio, Cuyahoga Community College (Tri-C) has helped thousands of students reach their career goals. With more than 52,000 students enrolling in a variety of credit, non-credit and professional or technical courses (not to mention multiple campuses and work sites across the county), Tri-C must be innovative in order to meet student needs. Tri-C leverages its knowledge about customers to help communicate more effectively with students, staff, faculty and community to drive enrollment.

PRESENTER:

Andrew White, Cuyahoga Community College

T6.2040 Peering Through the Gates: A Glimpse at How Higher Ed Data and Information Become Mainstream News

5:00 p.m. – 6:00 p.m. | Room 205, Street Level, Colorado Convention Center

The Chronicle of Higher Education reporter Beckie Supiano reports extensively on financial aid, student finances, and college costs. With this as the focal point, she 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.

PRESENTERS:

Beckie Supiano, Chronicle of Higher Education
James Roche, University of Massachusetts – Amherst

T6.2366 How the International Standards Committee Determines Standards in AACRAO EDGE

5:00 p.m. – 6:00 p.m. | Room 104, Street Level, Colorado Convention Center

This session will present an actual live demonstration of the AACRAO International Education Standards Council meeting during which changes to EDGE entries are introduced, discussed, debated, and a final decision determined regarding possible revisions in EDGE. The audience will be encouraged to participate in the discussions. The session will illuminate how the IESC functions during bi-weekly teleconferences throughout the year.

PRESENTERS:

Dale Gough, AACRAO's International Education Services (IES)
Johnny Johnson, AACRAO's International Education Services (IES)
Chris Foley, Indiana University-Purdue University Indianapolis
Robert Watkins, The University of Texas at Austin
Gloria Nathanson, Retired UCLA
Bill Paver, Foreign Credentials Service of America (FCSA)

T6.2208 Roundtable: Small College Admissions

5:00 p.m. – 6:00 p.m. | Room 302, Street Level, Colorado Convention Center

Join your colleagues from other small colleges and universities for a roundtable discussion. There is no set agenda or predetermined topic, so bring your questions and ideas and be prepared to share!

FACILITATOR:

Chuck King, Rocky Mountain College of Art and Design

T6.1833 Roundtable: Large Schools Registrars

5:00 p.m. – 6:00 p.m. | Room 406, Street Level, Colorado Convention Center

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:

Richard Morrell, University of Nebraska - Lincoln

Black Caucus Reception

Tuesday, 7:00 p.m. – 8:00 p.m.

Hyatt Regency Denver, Suite 3708

For information, contact: Jacqueline Carter at slack@wustl.edu

RECEPTIONS

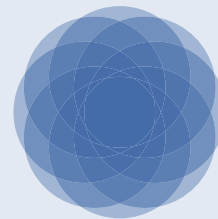
International Educators Reception

(ticket at extra cost required)

Tuesday, 6:30 p.m. – 8:00 p.m.

Mineral Hall F-G, Level 3, Hyatt Regency Denver

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State and Regional Receptions

Check with your organization or the AACRAO message board to see if you organization is hosting a reception.

- **Southern ACRAO (SACRAO)**
6:30 p.m. – 8:00 p.m.
Wynkoop Brewing Company, 1634 18th Street
- **Kansas ACRAO (KACRAO)**
6:30 p.m. – 8:00 p.m.
Wynkoop Brewing Company, 1634 18th Street
- **Rocky Mountain ACRAO (RMACRAO)**
6:30 p.m. – 8:00 p.m.
Katie Mullen's Irish Restaurant & Pub, 1550 Court Pl.
(corner of 16th St. & Court Pl.)
- **New England ACRAO (NEACRAO)**
6:30 p.m.
Marlowe's, 501 16th Street
Meet in the lobby of the Hyatt at 6:15 p.m.
- **Ohio ACRAO (OACRAO)**
7:00 p.m.
The Broker Restaurant, 821 17th Street
- **Middle States (MSACROA)**
7:00 p.m.
Row 14, 891 14th Street, Suite 100
- **Illinois ACRAO (IACRAO)**
6:30 p.m.
The Broker Restaurant, 821 17th Street
Please RSVP to Daniel Weber at d-weber3@neu.edu or
(773) 220-9011 to ensure that an exact count for
the restaurant.
- **Upper Midwest (UMACRAO) and Wisconsin (WACRAO)**
Joint Reception
6:30 p.m.
Marlowe's, 501 16th Street (Mezzanine Level)

American Association of Collegiate Registrars and Admissions Officers



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STRATEGIC ENROLLMENT MANAGEMENT KNOW-HOW FROM THE MOST RESPECTED LEADERS IN THE FIELD

<p>THE SEM ANTHOLOGY A compilation of 29 articles, originally appearing in AACRAO's <i>SEM Monthly</i>, chronicling enrollment management concepts, challenges, and successes at campuses nationwide.</p>	<p>APPLYING SEM AT THE COMMUNITY COLLEGE Identifies the vital and unique enrollment issues confronting two-year colleges and suggests effective strategies for resolving them.</p>	<p>SEM AND INSTITUTIONAL SUCCESS Proposes an innovative student-centric SEM planning model aimed at helping institutions improve enrollment and financial outcomes while advancing student access and success.</p>	<p>SEM: TRANSFORMING HIGHER EDUCATION Provides a roadmap for the required paradigm shift, building on the solid foundation of prior SEM practice and offering insights to new approaches that will lead to sustainable SEM efforts into the future.</p>	<p>MANAGING FOR OUTCOMES Transforms process-oriented managers into successful outcomes-oriented leaders.</p>	<p>SEM IN CANADA Describes how Canadian colleges and universities are using SEM to improve student and institutional outcomes.</p>	<p>BASIC GUIDE TO ENROLLMENT MANAGEMENT An in-depth primer on understanding and applying SEM best practices—a handy reference for newcomers as well as seasoned enrollment managers.</p>
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FOR MORE SEM-RELATED TITLES AND INFORMATION ON AACRAO CONSULTING SERVICES, VISIT WWW.AACRAO.ORG



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AACRAO AND VANDERBILT UNIVERSITY OFFERING
INSTITUTE FOR SENIOR PROFESSIONALS
JUNE 22-JUNE 27, 2014 • CAMPUS OF VANDERBILT UNIVERSITY • NASHVILLE, TN

THE AMERICAN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS IS PLEASED TO ANNOUNCE A COLLABORATION WITH VANDERBILT UNIVERSITY'S PEABODY COLLEGE OF EDUCATION AND HUMAN DEVELOPMENT TO PROVIDE A ONE-WEEK INSTITUTE FOR SENIOR PROFESSIONALS IN ACADEMIC AND ENROLLMENT SERVICES.

This intensive professional development program will be offered on the Vanderbilt campus from June 22-27, 2014.

Institute fellows will study:

- Historical, social, and organizational contexts of American higher education
- Local, state, and federal higher education policy
- The academic profession
- Shaping decision-making with information
- Strategic resource allocation
- Management of human and financial resources
- Situating academic and enrollment services in the contemporary higher education environment
- Leading tomorrow's academic and enrollment services offices

An Early Bird discount is available to all AACRAO conference participants who submit an application prior to April 30.

Details regarding the admission process can be found at vu.edu/ppi

The premium AACRAO endorsement program for higher education Enrollment Professionals.



“This program empowered me with the skills to better understand the complicated enrollment challenges facing many institutions today — and the solutions that the SEM professional can provide.”

—JOHN SOLTICE, ASSISTANT DIRECTOR, INTERNATIONAL RECRUITMENT
UNIVERSITY OF ALBERTA, CANADA

Through online courses, webinars, field visits to approved institutions and attendance at the AACRAO SEM Conference, AACRAO Strategic Enrollment Management Endorsement Program (SEM-EP) enrollees receive formal recognition by AACRAO endorsing their ability to meet today's Enrollment Management challenges. AACRAO SEM-EP is the premier development program for professionals in SEM and Enrollment Services.

For more detailed information go to
**[http://www.aacrao.org/training-and-events/programs/
strategic-enrollment-management-endorsement-program](http://www.aacrao.org/training-and-events/programs/strategic-enrollment-management-endorsement-program)**



Wednesday, April 2 Events and Sessions

Registration

7:45 a.m. – 12:30 p.m.

F Lobby, Street Level, Colorado Convention Center

AACRAO Bookstore

8:30 a.m. – 1:00 p.m.

F Lobby, Street Level, Colorado Convention Center

AACRAO Booth

8:30 a.m. – 1:00 p.m.

F Lobby, Street Level, Colorado Convention Center

Cyber Café

7:45 a.m. – 12:30 p.m.

F Lobby, Street Level, Colorado Convention Center

WEDNESDAY EVENTS

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

Room 202, Street Level, Colorado Convention Center

(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.

Program Committee Meeting

(2014- 2015)

9:15 a.m. – 10:15 a.m.

Room 204 Street Level, Colorado Convention Center

(W3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:30 a.m.

(W4) Closing General Session

11:45 a.m. – 12:45 p.m.

Four Seasons Ballroom 1-3, Lower Level,

Colorado Convention Center

Closing Plenary Presenter: **Joseph A. Garcia**, Lieutenant Governor and Executive Director of the Colorado Department of Higher Education

Sponsored by National Student Clearinghouse

Board of Directors Meeting

2:00 p.m. – 3:30 p.m.

Room 113, Street Level, Colorado Convention Center

(W1) Educational Sessions and Roundtables

WEDNESDAY, 8:00 A.M. – 9:00 A.M.

W1.1794 Preparing for HLC: The Role of Registrar in Accreditation

8:00 a.m. – 9:00 a.m. | Room 401/402, Street Level,
Colorado Convention Center

Whether you are directly involved in the process or will be only used for reporting, the registrar has a unique perspective and an important role to play in the accreditation process. Come learn from those who have been there.

PRESENTERS:

Heidi Hoskinson, Friends University

Mary Cisar, Saint Olaf College

Andrew Hannah, University of Chicago

Liesl Fowler, Augustana College

W1.1815 Transitions and Re-Defining Moments

8:00 a.m. – 9:00 a.m. | Room 404, Street Level,
Colorado Convention Center

Acknowledgement is important when you have been on the job for an extended amount of time, resulting in a leadership position. This session will address how you re-define yourself in leadership, and we will discuss the benefits in being proactive and resourceful in your current role.

PRESENTER:

Kristy Goodwin, Governors State University

W1.1824 Serving Those Who Serve: Making an Institution More Military Friendly

8:00 a.m. – 9:00 a.m. | Room 405, Street Level,
Colorado Convention Center

The Ohio State University started on a journey in 2009 to make itself more military friendly. Find out what changes were made, and how things have worked out since, including a discussion of past, current, and future military trends that may impact higher education enrollment. *This is a repeat / follow-up of the 2013 presentation.

PRESENTER:

Michael Gable, The Ohio State University

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

W1.1831 The Dream Team: The Registrar and Academic Leaders

8:00 a.m. – 9:00 a.m. | Room 106, Street Level,
Colorado Convention Center

Particularly when it comes to curriculum development and academic innovation, some really exciting things can happen when the expertise of the registrar is coupled with dynamic leadership in the academic units. This session will explore these relationships and provide some examples of “wins” that resulted from effective interactions.

PRESENTERS:

Reta Pikowsky, Georgia Institute of Technology-Atlanta
Jerry Montag, Northern Illinois University

W1.1848 Shifting Sands: An Update on the Changing UK Educational Landscape and Cambridge International Examination Variants

8:00 a.m. – 9:00 a.m. | Room 104, Street Level,
Colorado Convention Center

This is an overview of the changes in UK education with an emphasis on the reform of A-Levels and GCSE, an update on changes in vocational qualifications, and an introduction to new examinations such as Cambridge Pre-U.

PRESENTER:

Val Sismey, University of Cambridge International Examinations

W1.1900 Project Management: Key to the Future Success of Your Office

8:00 a.m. – 9:00 a.m. | Room 102, Street Level,
Colorado Convention Center

In the age of continuous change and process redesign, the project management role has emerged as critical to the successful execution of our strategic plans. This session will provide an overview of the role of project management and the factors driving the need for it in our offices today. The presenter will discuss practical approaches to implementing project management, review helpful tools and templates, and provide an overview of professional development opportunities.

PRESENTER:

Scott TerMeer, Michigan State University

Related Publication: *Managing for Outcomes: Shifting from Process-Centric to Results-Oriented Operations*

W1.1915 Training: The Often Forgotten, Yet Very Important, Piece of the Plan

8:00 a.m. – 9:00 a.m. | Room 403, Street Level,
Colorado Convention Center

Training is a critical piece to successful implementation of a new SIS, an upgrade, or a new tool. How do you bring your trainers up to speed on the content and be able to address user questions? Once trainers become proficient at their craft, how do you retain them? Join us to hear the tips and tricks of training and retaining good people.

PRESENTER:

Connie Goodman, The Ohio State University

W1.1934 Academic Dishonesty, Behavioral Misconduct, and the Academic Record

8:00 a.m. – 9:00 a.m. | Room 406, Street Level,
Colorado Convention Center

Registrars may or may not be involved with developing policy and procedure related to academic and/or behavioral misconduct, but we often find ourselves fielding questions from faculty about academic misconduct or discussing with student life/conduct personnel how to or not to record such sanctions on the academic record. We'll explore historical and legal aspects of misconduct, discuss ways the registrar can support faculty, and consider trends and best practices regarding the academic record.

PRESENTERS:

Kristi Wold-McCormick, North Dakota State University – Main Campus
Colin Russell, The University of Winnipeg

Related Publication: *Academic Dishonesty: Developing and Implementing Institutional Policy*

COURSE AND ROOM SCHEDULING TRACK

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W1.1967 Forecasting Course Demand: How to Ensure You Have Enough (but not too many) Seats and Courses to Meet Student Interest

8:00 a.m. – 9:00 a.m. | Room 301, Street Level,
Colorado Convention Center

At Ohio State, course demand uses several methods to gain accurate forecasts of seat demand for upcoming terms, with the goal of ensuring student access while avoiding excesses. Using tools such as trend analyses, electronic waitlists, student course/section interest, and tracking of submissions in a curricular approval system, our projections are largely successful. Join the discussion of factors that affect course demand, and how technology can help you make more informed projections.

PRESENTER:

David Schneider, The Ohio State University

W1.2003 NNLSO Salary and Other Surveys

8:00 a.m. – 9:00 a.m. | Room 302, Street Level,
Colorado Convention Center

The NNLSO Salary Survey will be discussed, as well as and other potential surveys to be conducted by NNLSO.

PRESENTERS:

Jay Ruffner, Case Western Reserve University
Eddie Upton, University of Mississippi School of Law
Pontus Niklasson, University of Washington – Seattle Campus

W1.2018 Comparing Competency-Based Assessment Practices: Implications for Credit Award, Transcription, and Transfer

8:00 a.m. – 9:00 a.m. | Room 201, Street Level,
Colorado Convention Center

This session will explore the implications of competency-based assessment practices for credit award, transcription, and transfer. Presenters will consider and compare policy, practices, and challenges to supporting transfer of credit awarded through competency-based direct assessment.

PRESENTERS:

Diane Rusk, University of Wisconsin System Administration
Janis Ford, University of Wisconsin-Extension

W1.2062 What's Happening with Electronic Transcript Exchange in Canada: An Update from Alberta, British Columbia, and Ontario

8:00 a.m. – 9:00 a.m. | Room 304, Street Level,
Colorado Convention Center

Four Canadian Application Centres will share their experience of putting into practice the use of PESC Standards and how this has allowed them to be successful in improved data exchanges.

PRESENTER:

Doug Holmes, Ontario Universities' Application Centre

W1.2071 Turn Transcripts into an Enrollment Asset with Automated Transcript Capture and Evaluation

8:00 a.m. – 9:00 a.m. | Four Seasons Ballroom 4, Lower Level,
Colorado Convention Center

Hear from a panel of your peers how to automatically capture transcript data and streamline transfer credit evaluation. They write data directly into their SIS, making staff more productive and providing students the information they need in days. Reduce manual data entry by more than 90%, grow your course articulation database, and provide students with timely status updates.

PRESENTERS:

Sherri Gaugh, San Juan College
Mary Ellen Hanna, University of Alabama
Leah Meicher, Madison College

W1.2074 Seeing and Hearing Are Believing: Effectively Assessing an Applicant's Language Skills

8:00 a.m. – 9:00 a.m. | Room 203, Street Level,
Colorado Convention Center

With a growing number of international applications for admission, effective English language assessment is more critical than ever. While existing language tests (i.e. TOEFL, IELTS) provide an indication of one's language skills, being able to see and hear the applicant adds an extremely valuable dimension to the evaluation process. This session shows an easy way for institutions to make that happen.

PRESENTERS:

Ashley Tjader, Georgia Institute of Technology
Kregg Strehorn, UMass Amherst
James Roche, University of Massachusetts – Amherst

W1.2077 LGBT Academic Record Management

8:00 a.m. – 9:00 a.m. | Room 303, Street Level,
Colorado Convention Center

This is an interactive panel discussion and presentation investigating some best practices around LGBT academic records management.

PRESENTERS:

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

W1.2098 Transcribing Undergraduate Research Abroad

8:00 a.m. – 9:00 a.m. | Room 110, Street Level,
Colorado Convention Center

Experiential education is on the rise and increasing numbers of students seek high-impact learning provided by programs that offer undergraduate research abroad. Such study abroad experiences, however, present unique transcribing challenges. This session will examine institutional policies toward planning, approval for, and execution of research abroad projects and will explore issues of ethics and highly independent study.

PRESENTER:

Eric Wirth, SIT Graduate Institute/ SIT Study Abroad

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

W1.2115 Approaches to FERPA Training at Three Institutions

8:00 a.m. – 9:00 a.m. | Room 205, Street Level, Colorado Convention Center

This session will focus on why training faculty and staff about FERPA is essential, and will discuss the specific AACRAO resources that exist to help facilitate the training. Each presenter will also provide an overview of how they've accomplished FERPA training on their different-sized campuses.

PRESENTERS:

Margaret Herron, Truman State University
Chris Meiers, University of Kansas Medical Center
Brenda Selman, University of Missouri-Columbia

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

W1.2597 The Common Application Redesigned

8:00 a.m. – 9:00 AM Room 407, Street Level, Colorado Convention Center

The Presenter will review the first year of the new Common Application with a focus on the enhancements impacting transfer students. He will also preview changes for the coming year and allow ample time for questions and feedback.

PRESENTER:

Rob Killion, The Common Application

W1.2048 Roundtable: Financial Aid Innovations and Best Practices

8:00 a.m. – 9:00 a.m. | Room 108, Street Level, Colorado Convention Center

Learn more about what others are doing to maintain a presence within their institution, secure scholarships and funding, the role of the financial aid office in recruitment and admission, and what you can do to advance in the Enrollment Management field.

FACILITATOR:

Katherine Allen, University of Michigan – Dearborn

(W2) Educational Sessions and Roundtables

WEDNESDAY, 9:15 A.M. – 10:15 A.M.

W2.1656 The “Green” Registrar’s Office

9:15 a.m. – 10:15 a.m. | Room 205, Street Level, Colorado Convention Center

One of the presenter’s first projects at Boston University was to create an office “Green Team” to look at sustainability efforts in the Office of the University Registrar. The office has since become the fourth department to receive “Green Department” certification from the BU Office of Sustainability. This session will describe some of the changes made and also provide tips on simple things others can do to make their offices more “green.”

PRESENTER:

Jeff von Munkwitz-Smith, Boston University

W2.1712 In Their Own Words: A Narrative Case Study of Transgenderism and the College Experience

9:15 a.m. – 10:15 a.m. | Room 404, Street Level, Colorado Convention Center

Explore the case studies of two transgender students who began their transition during their college years at a large, Southeastern university. The authors relied on dual instrumental case study methodology, collecting the experiences of male-to-female and female-to-male transgender students in order to shed light on the challenges and needs of this vulnerable student population.

PRESENTER:

Rodney Parks, Elon University

W2.1823 Combining Two Offices into One Space: Admission Processing and Registrar

9:15 a.m. – 10:15 a.m. | Room 108, Street Level, Colorado Convention Center

At Governors State University, it was determined that combining two offices: Admission Processing and the Office of the Registrar would increase the quality of service to our customers. This session will discuss the steps GSU took to ensure a seamless transition for both offices and the benefits of combining the Registrar’s Office and Admission Processing and what some opportunities are to improve such a merge.

PRESENTERS:

Tiffani Robertson, Governors State University
Chris Huang, Governors State University

W2.1828 Update on Legislative and Regulatory Issues and Advocacy

9:15 a.m. – 10:15 a.m. | Room 401/402, Street Level, Colorado Convention Center

This 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 presenters will share ideas for resources that are available to stay informed.

PRESENTERS:

Meredith Braz, Dartmouth College
William DeWolf, Emerson College

W2.1867 When Vocational and Technical Education Blurs with the Academic: Understanding Education in the UK

9:15 a.m. – 10:15 a.m. | Room 104, Street Level, Colorado Convention Center

This session will cover the educational systems of England, Wales, and Northern Ireland. Education in this region is rich and yet bewildering, in large part due to the complex vocational and technical offerings that also exist. This session will help demystify these areas of confusion, highlighting alternative pathways which also allow students back onto the academic track. Recent reforms, such as the Qualifications and Credit Framework, and sample credentials will also be reviewed.

PRESENTER:

Emily Tse, International Education Research Foundation

W2.1893 How Do I Know You Are Who You Say You Are?

9:15 a.m. – 10:15 a.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

How do you verify a student taking a class or needing a service is actually who they claim to be? With increasing levels of remote access and delivery, student authentication challenges grow. Join us as we discuss options and consider reasonable best practices for three authentication scenarios: brick and mortar classes, online classes/service delivery, and former student authentication for those needing university services.

PRESENTERS:

Mark McConahay, Indiana University – Bloomington
Mary Beth Myers, Indiana University – Purdue University – Indianapolis

W2.1916 Strategies for Increasing International Undergraduate Enrollments

9:15 a.m. – 10:15 a.m. | Room 110, Street Level, Colorado Convention Center

During the past three years, NC State has more than doubled its international undergraduate enrollment using a variety of recruitment, retention, and student success strategies. These collaborative strategies have been carefully designed to avoid some of the pitfalls commonly cited in the popular press. This session will discuss strategies used at NC State that can be used by other institutions to accomplish their international enrollment goals.

PRESENTERS:

Louis Hunt, North Carolina State University at Raleigh
Jeong Powell, North Carolina State University at Raleigh

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

W2.1955 MOOCs and the Completion Agenda: Lessons in Learning, Assessment, and Application

9:15 a.m. – 10:15 a.m. | Room 303, Street Level, Colorado Convention Center

Throughout the higher education community, questions continue to swirl about massive open online courses (MOOCs). How are students benefiting by participating in MOOCs? This session will examine opportunities and challenges that come from incorporating MOOC learning experiences into college curricula. It will also offer examples of MOOC integration currently taking place on college campuses.

PRESENTERS:

Mary Beth Lakin, American Council on Education
Elizabeth Allen, University of Southern Oklahoma

W2.1969 How U.S. Institutions Can Work with Sponsored Student Programs for International Graduate Admission

9:15 a.m. – 10:15 a.m. | Room 407, Street Level, Colorado Convention Center

The presenters will show how American higher education institutions can work with sponsoring organizations to bolster enrollment. The presentation will feature a conversational format, where attendees are presented with scenarios, and asked to brainstorm about possible solutions. Topics covered will include admissions, cost-sharing, student services, and outreach.

PRESENTERS:

Daniel Battista, Baruch College–City University of New York
Peter Raucci, Institute of International Education (IIE)
Carol Johnson, Monterey Institute of International Studies

W2.2002 Beyond Retention: Using Targeted Analytics to Improve Student Success

9:15 a.m. – 10:15 a.m. | Room 203, Street Level,
Colorado Convention Center

Colleges are awash in data, but converting that data into actionable information can be difficult. Too much analysis can lead to paralysis or a proliferation of programs that reduce efficiency. Learn how targeted analytics can increase effectiveness of student success efforts by targeting the RIGHT student at the RIGHT time. Our program has returned over \$3 million in increased net student revenue over 3 years.

PRESENTER:

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

W2.2051 IR and the Registrar: A Symbiotic Relationship?

9:15 a.m. – 10:15 a.m. | Room 201, Street Level,
Colorado Convention Center

At Vanderbilt University, the Institutional Reporting Group and the Office of the University Registrar are both part of the Enrollment Management organization. This session will look at how each office plays its role within the organization and where the two offices interact and rely on each other for critical reporting and data needs. The benefits of collaboration as well as the critical and important differences between the two offices will be discussed.

PRESENTERS:

Bart Quinet, Vanderbilt University
Roberta Bell, Vanderbilt University

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W2.2060 Fetch Me a Dragon: A Fully Impacted University Tackles the Course Demand Dragon

9:15 a.m. – 10:15 a.m. | Room 301, Street Level,
Colorado Convention Center

This session focuses on how Cal Poly tackled course demand analysis, and presents suggestions on how to implement a system where the future course demand is obtained using degree audit, degree flowcharts, and student input. We will also discuss how we have obtained buy-in from administration and faculty before we embarked on this project.

PRESENTER:

Cem Sunata, California Polytechnic State University-San Luis Obispo

W2.2066 Acknowledging the Present: Adopting a Multi-Institutional Approach to Measuring Retention and Persistence

9:15 a.m. – 10:15 a.m. | Room 302, Street Level,
Colorado Convention Center

Most college students attend more than one institution in the course of their academic career. So, why are we still measuring our success based on retention and persistence at a single institution? The presenter will briefly introduce the statistical tools she developed to measure persistence across multiple institutions, discuss the findings of her study, and give advice on adapting her methodology to the needs of your institution.

PRESENTER:

Jessica Muehlberg, University of Nevada – Reno

W2.2075 University of Colorado IR and Registrar's Office: Little Things That Help Us Understand Big Data

9:15 a.m. – 10:15 a.m. | Room 304, Street Level,
Colorado Convention Center

This session will cover how the University of Colorado Boulder's Institutional Research and Office of the Registrar work closely on understanding everything from big student data to campus academic structure. Representatives from both offices will share how they define big data, cover the ways UC is involved in some of the big data initiatives, and demonstrate how regular meetings help their offices and campus stay informed.

PRESENTERS:

Christy Samford, University of Colorado Boulder
Robert Stubbs, University of Colorado Boulder

W2.2087 Reaccreditation and Study Abroad

9:15 a.m. – 10:15 a.m. | Room 102, Street Level,
Colorado Convention Center

Reaccreditation guidelines have implications for institutional approaches to study abroad programming and credit processes. This session is designed to present information and resources that may aid institutions in meeting reaccreditation requirements.

PRESENTER:

Opal Leeman Bartzis, Butler University

W2.2105 Understanding and Appreciating Subcultures to Effectively Communicate and Mentor Underrepresented Students

9:15 a.m. – 10:15 a.m. | Room 405, Street Level, Colorado Convention Center

This session will discuss the demographics and subcultures of Asian students, and explore the ways to better understand and serve this underrepresented group of students. This includes, but is not limited to, our Asian international students on campus.

PRESENTERS:

Evelyn Andrews, California State University Maritime Academy
Mike Zhang, Johnson & Wales University
Bhavi Patel, University of San Francisco

W2.2821 Graduate Enrollment Management (GEM): A NAGAP Perspective

9:15 a.m. – 10:15 a.m. | Room 106, Street Level, Colorado Convention Center

You've heard of Strategic Enrollment Management, or SEM, but what about Graduate Enrollment Management, or GEM? The National Association of Graduate Admissions Professionals (NAGAP) has been working to brand GEM as a common practice in the field for those working in graduate and professional schools. The presenter will provide an overview of the evolution of GEM and discuss ways to create effective models of best practices on your campus.

PRESENTER:

Thomas P. Rock, Teachers College, Columbia University

W2.2795 Peak Performance Initiative and Denver Peak Academy, Part One

9:15 a.m. – 10:15 a.m. | Room 207, Street Level, Colorado Convention Center

The City of Denver started the Peak Performance Initiative as a way to build a culture of innovation throughout every city agency. The initiative utilizes the Lean methodology—a business process improvement framework focused on the elimination of waste and an improved customer (or citizen) experience. In this session, members of the Peak Performance team will provide an overview of the program, the unique space used for the program, talk about successes and lessons learned, and teach several of the process improvement tools they currently offer through their Peak Academy courses. Part 2 will take place on Wednesday at 10:30 a.m.

PRESENTERS:

Brian Elms, Denver Peak Academy
Melissa Field, Denver Peak Academy

W2.1908 Proprietary Roundtable: Mentorship and Business Enhancements

9:15 a.m. – 10:15 a.m. | Room 406, Street Level, Colorado Convention Center

Join us for a discussion about the definition and goals of mentorship, creating a formal plan of action, and evaluation. The roundtable will address mentorship accountability, idea sharing, networking opportunities, and business growth.

FACILITATOR:

Amynah Mithani, DeVry University – Houston

W2.2106 Law School Registrars and Admissions Roundtable

9:15 a.m. – 10:15 a.m. | Room 403, Street Level, Colorado Convention Center

Join us for a roundtable discussion for law school registrars and admissions officers.

FACILITATOR:

Jerri Cunningham, Baylor University

(W3) Educational Sessions and Roundtables

WEDNESDAY, 10:30 A.M. – 11:30 A.M.

W3.2796 Peak Performance Initiative and Denver Peak Academy, Part Two

10:30 a.m. – 11:30 a.m. | Room 207, Street Level, Colorado Convention Center

This is the continuation of W2.2795. The City of Denver started the Peak Performance Initiative as a way to build a culture of innovation throughout every city agency. The initiative utilizes the Lean methodology—a business process improvement framework focused on the elimination of waste and an improved customer (or citizen) experience. In this session, members of the Peak Performance team will provide an overview of the program, the unique space used for the program, talk about successes and lessons learned, and teach several of the process improvement tools they currently offer through their Peak Academy courses.

PRESENTERS:

Brian Elms, Denver Peak Academy
Melissa Field, Denver Peak Academy

W3.1499 Three Perspectives, One Goal: Data-Driven Communication Strategies

10:30 a.m. – 11:30 a.m. | Room 203, Street Level, Colorado Convention Center

Learn how three organizations developed data-driven communications strategies by utilizing the power of Google Analytics and other tools. This presentation will energize you to dive into the data and leave you wanting to explore the who, what, where, and when of your web presence. We will also highlight how you can leverage this information to expand and enhance your communication strategy.

PRESENTERS:

Ingrid Nuttall, University of Minnesota – Twin Cities
Jeremy Traska, University of Wisconsin – Madison
Tonya Roth, University of Wisconsin – Superior

W3.1782 International Advanced Placement Credentials: the Good, the Bad, and the Ugly

10:30 a.m. – 11:30 a.m. | Room 302, Street Level, Colorado Convention Center

AACRAO provides guidelines for the use of many foreign “placement” exams (A-levels, French Baccalaureate, Pre-Cambridge Program, German Abitur, Foundation Year Programs, etc.). However, with regard to admissions decisions and transfer credit evaluation, every institution is different in how it may treat each of these documents. See what other institutions are doing with these exams/programs and why.

PRESENTERS:

Lois Frederick, Colorado State University
Petra Marlin, Colorado State University
Kim Diawara, University of Colorado Boulder

W3.1799 Keep Those Evaluations Moving: Implementing Technology and Centralizing Transfer Credit Evaluation

10:30 a.m. – 11:30 a.m. | Room 405, Street Level, Colorado Convention Center

The University of Alabama dramatically reduced turnaround time on most transfer credit evaluations through targeted process review that included OCR software and electronic data loads. Come learn the details.

PRESENTERS:

Mary Ellen Hanna, University of Alabama
Denny Savage, University of Alabama
Jennifer McMillan, University of Alabama

Related Publication: *Transfer Credit Practices of Designated Educational Institutions*

W3.1805 It’s Broken: How Do I Fix It?

10:30 a.m. – 11:30 a.m. | Room 401/402, Street Level, Colorado Convention Center

This session will provide examples of business processes, policies, facilities, and procedures that hampered the ability of the registrar’s office to operate more efficiently. The presenters will highlight what things were broken, how they were fixed, and will discuss the impact of these sometimes small victories on the morale of the office.

PRESENTERS:

Reta Pikowsky, Georgia Institute of Technology-Atlanta
Diana Benmergui, Yeshiva University

W3.1389 100,000+ Documents: Best Practices in Admissions Processing

10:30 a.m. – 11:30 a.m. | Room 102, Street Level, Colorado Convention Center

This is a discussion of the methods used by Texas Tech University to streamline document processing while reducing staff. By focusing on knowledge and training gaps, and increasing the emphasis on customer service and process improvements, we are doing more with less.

PRESENTER:

Sheila Gray, Texas Tech University

W3.1812 CXCs and CAPE: An Update

10:30 a.m. – 11:30 a.m. | Room 104, Street Level, Colorado Convention Center

This session will present a brief overview of the Caribbean educational system (CXC, CAPE, CXC Associate Degrees, the Caribbean Vocational Qualifications) and will include recent updates and sample credentials.

PRESENTER:

Cleveland Sam, Caribbean Examinations Council

W3.1846 LAWSUIT!!!! Got Your Attention Yet?

10:30 a.m. – 11:30 a.m. | Four Seasons Ballroom 4, Lower Level, Colorado Convention Center

This session will outline an array of legal mandates and legal issues facing higher education. Federal mandates include Title II, III, VI, IX, Section 504, and ADA compliance (and their many sub-units) will form the basis of the discussion. This is a “must” session for anyone who works with students on a daily basis.

PRESENTER:

Eddie Pawlawski, Cumberland University

W3.1988 The New York Bar Exam: Certification Procedures

10:30 a.m. – 11:30 a.m. | Room 404, Street Level,
Colorado Convention Center

Bar exam certification presents many challenges for law school administrators. An administrator with the New York Bar will join us to discuss requirements for the New York bar exam certification process. This session will provide an opportunity to learn and share ideas that will make the process easier for those involved.

PRESENTERS:

John McAlary, New York Board of Law Examiners

W3.1989 Exploring the Challenges of Connecting Student ePortfolios to Meaningful Transfer Credit

10:30 a.m. – 11:30 a.m. | Room 303, Street Level,
Colorado Convention Center

This session will offer three perspectives on how ePortfolios can support more seamless transitions for students and institutions. The CSU system is testing how ePortfolios can facilitate transfer reform for general education in two- and four-year institutions. AAC&U's Quality Collaboratives project is designing practices to assess competencies as the basis for student transfer in nine states. Stanford University is piloting ePortfolios to help transfer students share their experiences with advisors.

PRESENTERS:

Terrel Rhodes, Association of American Colleges and Universities
Ken O'Donnell, California State University Office of the Chancellor
Helen Chen, Stanford University
Thomas Black, Stanford University

W3.2000 TOEFL and IELTS Updates

10:30 a.m. – 11:30 a.m. | Room 110, Street Level,
Colorado Convention Center

This session will provide an overview of TOEFL and IELTS including security of the tests, any new updates, and the process for receiving electronic scores.

PRESENTERS:

Michelle Hampton, Educational Testing Service
Katie Shibata, IELTS

W3.2063 The Latest in the Secure Electronic Exchange of PDF Student Transcripts

10:30 a.m. – 11:30 a.m. | Room 205, Street Level,
Colorado Convention Center

Hear the problems encountered and the success stories of several schools that have implemented the secure electronic exchange of PDF student transcripts.

PRESENTERS:

Brad Barron, Furman University
John Stewart, Retired, Miami Dade College
Nora McLaughlin, Reed College
Sheila Tolley, University of Virginia

Related Publication: *Electronic Data Exchange Primer*

W3.2091 Getting to the Finish Line

10:30 a.m. – 11:30 a.m. | Room 406, Street Level,
Colorado Convention Center

What do students need to proceed from applying to graduate to getting that long-anticipated diploma?

PRESENTERS:

Connie Chapman, University of Wisconsin – Madison
Rebekah Pryor Pare, University of Wisconsin – Madison
Josh Lind, University of Wisconsin – Stout

W3.2688 Caucus 101: Caucus Schmaucus, What the Heck is That?

10:30 a.m. – 11:30 a.m. | Room 403, Street Level,
Colorado Convention Center

Members have wondered what it means to be an active participant in an AACRAO caucus. You are strongly encouraged to attend this open forum to engage in a conversation with the chairs of the AACRAO Caucuses. In addition, you will have an opportunity to learn about the interworkings of the caucuses and how they align with the overall mission of AACRAO.

PRESENTERS:

Joseph Salomone, Drexel University
Mechelle Aitson-Roessler, Rose State College
Cindy Lambert, University of St. Francis
Hue Haslim, Western International University

W3.2771 Does Open-Source Really Work for a Student Information System?

10:30 a.m. – 11:30 a.m. | Room 108, Street Level,
Colorado Convention Center

Kuali Student is providing an open-source solution for the student information needs of an institution. This session will explain how an open-source system can really work at your school. Designed by higher educational institutions for higher educational institutions, KS provides leading-edge design concepts without the cost and complexity of a traditional ERP.

PRESENTER:

Richard Skeel, Kuali Student

W3.2073 Roundtable: For-Profit Schools

10:30 a.m. – 11:30 a.m. | Room 407, Street Level,
Colorado Convention Center

Proprietary schools face unique challenges. Come and meet your colleagues and find help (or empathy) in managing your professional questions and quandries.

FACILITATOR:

Kelly Brooks, Capella University

W3.2145 Roundtable: Accelerated Programs

10:30 a.m. – 11:30 a.m. | Room 301, Street Level,
Colorado Convention Center

Are you faced with working out the details for 3/2, 4/1, or accelerated programs on your campus? Do you have concerns about major declaration, changing from undergraduate to graduate, financial assistance, recording on the transcript, commencement, or reporting the students appropriately in internal and external reports? Whether you have been working with these special situations for years or are new to them, share your questions and your solutions with others.

FACILITATOR:

Kristi Wold-McCormick, North Dakota State University – Main Campus

W3.2211 Roundtable: Health Professions Schools

10:30 a.m. – 11:30 a.m. | Room 201, Street Level,
Colorado Convention Center

Join your colleagues from other health profession schools for a roundtable discussion. There is no set agenda or predetermined topic, so bring your questions and ideas and be prepared to share!

FACILITATOR:

Monique Snowden, Fielding Graduate University

W4.2763 Closing Plenary Presentation

Joseph A. Garcia
Lieutenant Governor of Colorado

Wednesday, 11:45 a.m. – 12:45 p.m.

**Four Seasons Ballroom 123, Lower Level,
Colorado Convention Center**

Lieutenant Governor Joseph A. Garcia is the Executive Director of the Colorado Department of Higher Education. Prior to his appointment by Governor John Hickenlooper in January 2011, Mr. Garcia served as president of Colorado State University-Pueblo, a regional, comprehensive university. During his tenure at CSU-Pueblo, the University added academic, athletic, and residential programs and facilities, and enrollment grew faster than at any point in its long history.

Garcia has continuously participated in community and non-profit organizations throughout his professional career. These experiences taught him to find solutions, not by driving a partisan agenda, but by working with all stakeholders to reach a common ground. He is committed to increasing the quality of our publicly supported schools and colleges, as well as fostering student success.

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Meetings

2014 AACRAO Technology Conference and Transfer Conference

July 6-8, 2014 (Sunday-Tuesday)

Marriott Harbor Beach
Ft. Lauderdale, Florida

24th Annual Strategic Enrollment Management Conference

October 26-29, 2014 (Sunday-Wednesday)

J.W. Marriott Los Angeles L.A. Live
Los Angeles, California

AACRAO's 101st Annual Meeting

April 12-15, 2015 (Sunday-Wednesday)

Baltimore Convention Center
Baltimore Maryland

Online Courses

Course descriptions and registration details available at
<http://www.aacrao.org/training-and-events/online-courses>

Admissions Counselor/Recruiter 101

April 21–May 17, 2014

Managing the Admissions Office

May 5–May 31, 2014

Registrar 101

June 2-28, 2014

Admissions Counselor/Recruiter 101

July 21–August 16, 2014

SEM 201

July 21–August 19, 2014

Essentials of Strategic Enrollment Management

September 8–October 4, 2014

Registrar 101

September 22–October 18, 2014

Other Professional Development Opportunities

AACRAO/Vanderbilt Institute for Senior Academic and Enrollment Services Professionals

http://peabody.vanderbilt.edu/degrees-programs/ppi/upcoming_institutes/index.php

June 22-27 (tentative dates)

Vanderbilt University
Nashville, Tennessee

The Summer Institute for International Admissions

<http://ies.aacrao.org/training/summerinstitute.php>

July 28–August 1, 2014

Embassy Suites
Washington, D.C.

Strategic Enrollment Management Endorsement Program (SEM – EP)

<http://www.aacrao.org/training-and-events/programs/strategic-enrollment-management-endorsement-program>

AACRAO's Strategic Enrollment Management Endorsement Program (SEM-EP) provides a well-defined professional development program and career advancement track for enrollment service professionals.

Webinars

<http://webinar.aacrao.org/training-and-events/webinars>

AACRAO webinars provide a convenient and cost effective way to obtain the information you need on topics relevant to your profession, such as technology, strategic enrollment management, FERPA, transfer, credential evaluations, and virtual sessions from our AACRAO conferences. The one-hour webinars are presented LIVE and build in time for Q & A.

For additional information on any of these professional development opportunities, contact AACRAO at meetings@aacrao.org.



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WHO ARE WE?

From 1965 until 1991, AACRAO evaluated foreign educational credentials for the US Agency for International Development (USAID), Office of International Training, Academic Advisory Services. With the end of USAID's scholarship program for developing nations in 1991, AACRAO opened IES to provide an evaluation service to its members, as well as, the public.

WHY CHOOSE US?

AACRAO published the World Education Series, the Projects for International Education Research (PIER), the AACRAO Country Studies, and the web based Electronic Database for Global Education (EDGE).

All IES evaluators are country and/or region specialists who have previously worked in international admissions at US institutions.

All IES evaluations follow the placement recommendations as approved by the National Council for the Evaluation of Foreign Educational Credentials (CEC), and the International Education Standards Council.

WHO DO WE SERVE?



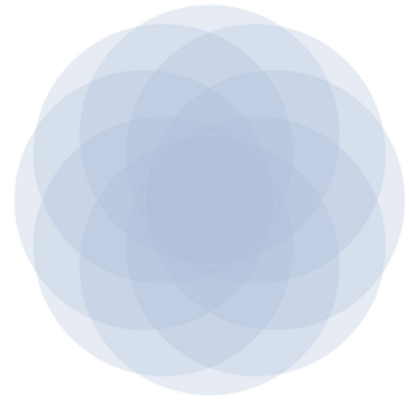
AACRAO IES provides foreign credential evaluations for over 1,500 institutions. Our evaluations paint a clear and comprehensive picture of the applicant's education history allowing you to make the correct admissions decision. Looking to evaluate credentials yourself? **AACRAO IES is here to help.** We provide training and resources for those performing evaluations internally. For more information go to www.aacrao.org/ies/institutions



AACRAO IES is the owner and content creator of the **Electronic Database for Global Education (EDGE)**, the measure by which Immigration and Naturalization Service (INS) judges evaluations submitted with applications for naturalization. Our immigration evaluation will give you honest and accurate information for submission to secure H1B Visas or permanent residency. For more information go to www.aacrao.org/ies/immigration



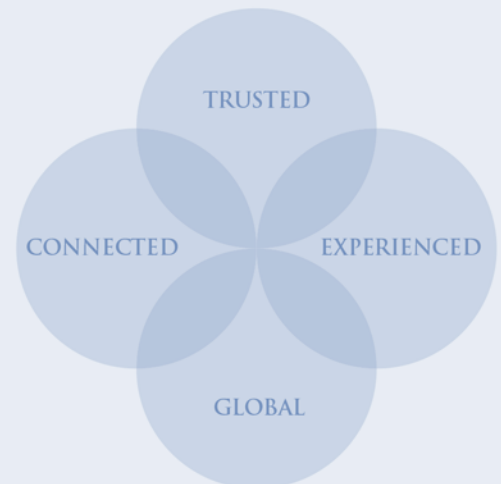
Credentialed outside the US and looking to continue your career here? Most licensing offices require a course by course evaluation and AACRAO IES knows state boards have specific evaluation requirements. **Our specialized licensure evaluation reports reflect this knowledge.** For more information go to www.aacrao.org/ies/licensure



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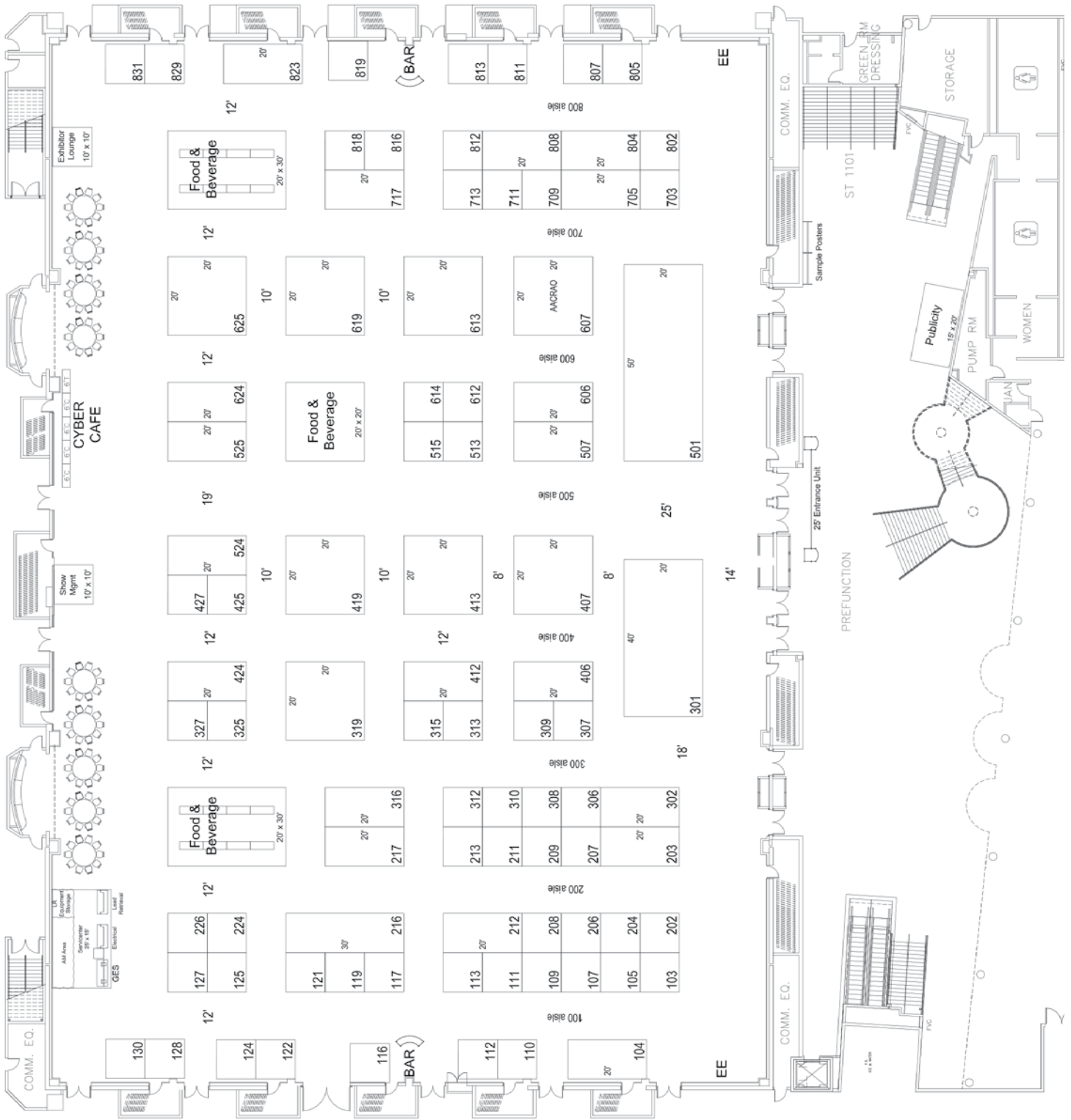
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AACRAO**Booth #607**

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URL: www.aacrao.org
Contact: Natalia Jimenez

The American Association of Collegiate Registrars and Admissions Officers (AACRAO) is one of the nation's oldest and largest higher education associations. Widely regarded as the leading authority on the emerging field of enrollment management, the association is a recognized source of information on student admissions, academic records, and international education. AACRAO serves as an independent advocate for the collegiate sector on a broad range of policy issues in Washington. The Association's policy agenda is founded on the principles of academic autonomy, access and accountability.

AACRAO Consulting (AC)**Booth #302**

One Dupont Circle, NW, Suite 520
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Phone: 202.355.1056
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URL: consulting.aacrao.org
Contact: Nicole Spero

AACRAO Consulting partners with colleges and universities to implement best practices in strategic enrollment management, student services, technology enhancements, and related business practices. Our unique expertise lies at the intersection of policy, practice, and technology, providing institutions with comprehensive, coordinated solutions. AACRAO Consulting positions its clients to implement systemic changes that drive sustainable operational improvements and enrollment results.

**AACRAO's International Education Services (IES)/
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Washington, DC 20036-1135
Phone: 202.296.3359
Fax: 202.822.3940
Email: hsut@aacrao.org
URL: ies.aacrao.org
Contact: Tiffany Hsu (AACRAO IES)
Matthew Washburn (EducationUSA)

Since the 1950s, AACRAO has been the premier publisher of foreign educational system references. In 1991, AACRAO created International Education Services (IES) to provide credential evaluations to AACRAO members and the public. With evaluators averaging 22+ years of experience, we currently provide evaluations to over 1,500 institutions and organizations.

AACRAO/Vanderbilt Institute**Booth #128**

735 University Avenue
Sewanee, TN 37383-1000
Phone: 931.598.1731
Fax: 931.598.1894
Email: pwiley@sewanee.edu
Contact: Paul Wiley

The AACRAO/Peabody Professional Institute for Senior Academic and Enrollment Services Professionals provides a short-term, intensive educational experience for senior academic and enrollment services professionals during the summer. The institute draws from social science disciplines and professional fields of study to provide a comprehensive, yet focused, curriculum. The institute helps practitioners expand their understanding of how colleges and universities function and introduces theoretical perspectives that shape good practice and leadership. Come learn more about this exciting professional development opportunity!

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United Kingdom

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Email: kevin.bassett@advancedsecure.co.uk

URL: www.advancedsecure.co.uk

Contact: Kevin Bassett

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URL: www.goarmy.com

Contact: Ina Jane Tyler

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URL: www.cie.org.uk

Contact: Val Sismey

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Runner Technologies specializes in address verification, data quality solutions, and online course evaluation survey systems. Our CLEAN_Address software verifiers, corrects, standardizes and enhances your student, employee, and alumni postal addresses with real-time and batch processing in your SIS or CRM. Clean_Address will improve staff productivity and eliminate unnecessary costs associated with inaccurate address data. Clean_Address is installed at over 500 institutions for higher learning and clients range in enrollment size from 600 to 65,000. SurveyDig is our web based course and instructor evaluation system for replacing paper-based evaluations and is seamlessly integrated with student information systems.

Sallie Mae

300 Continental Drive
Newark, DE 19713
Phone: 302.283.8414
Email: Jennifer.lapira@salliemae.com
URL: www.salliemae.com
Contact: Jennifer LaPira

Booth #806

For more than 40 years, Sallie Mae has successfully offered solutions and services tailored to help students, families and schools reach their financial and academic goals. We are committed to helping our school partners protect their revenue from insurable events that may affect a student's ability to complete their education. Our insurance and benefit programs are designed to protect the institution and to help students complete their education.

Scrip-Safe International

136 Commerce Blvd.
Loveland, OH 45140
Phone: 513.697.7789
Fax: 513.697.7891
Email: draissle@scrip-safe.com
URL: http://www.scrip-safe.com
Contact: David Raissle

Booth #136

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SmartCatalog

217 Commercial Street, Suite 406
Portland, ME 04101
Phone: 207.774.4769
Fax: 207.780.0129
Email: anne@academiccatalog.com
URL: www.academiccatalog.com
Contact: Anne Valentine

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Soft Skills Professionals, LLC **Booth #818**

231 West Horizon Ridge Parkway #1216
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Phone: 702.551.3033
Email: Solutions@softskillspros.com
URL: www.softskillspros.com

SoftSkillsPros is an innovative training solution for higher education administrators and support staff. Online training options are action-oriented, convenient, and affordable, cover topics such as customer service, management essentials, personality, and organizational culture. SoftSkillsPros also delivers on-site seminars and customized consulting to meet your team's "soft skills" training needs.

SoftDocs Inc. **Booth #829**

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 Columbia, SC 29201
Phone: 888.457.8879 x167
Fax: 803.695.6911
Email: Aboomer@softdocs.com
URL: www.softdocs.com
Contact: Anna Boomer

Softdocs is a specialized developer of enterprise content management and workflow solutions for the education marketplace. With more than 600 customers across North America, Softdocs solutions automate and improve business processes enterprise-wide.

Spantran Evaluation Systems **Booth #807**

450 Seventh Avenue, Suite 1004
 New York, NY 10123
Phone: 646.475.2575
Fax: 713.789.6022
URL: www.spantran.com
Contact: Agron Matoshi

As an industry standard bearer for more than three decades and a member of NACES, Spantran services specializes in research and dissemination of material concerning, institutions, education systems, and authentication of credentials for international education.

Straighterline **Booth #113**

1201 S. Sharp Street, Suite 110
 Baltimore, MD 21230
Phone: 877.787.8375
Email: csaba@straighterline.com
URL: www.straighterline.com
Contact: Christine Saba

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.

Three Rivers Systems **Booth #308**

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Fax: 636.386.8618
Email: PaigeB@threerivers-cams.com
URL: www.threerivers.com
Contact: Jami Morshed

CAMS Enterprise's disruptive technology makes it a fundamentally different academic ERP, one that is unlike all the others that were designed for the past and are incapable of operating efficiently in the modern world. With an adult out-of-the-box configuration and self-service customization, CAMS Enterprise removes all the barriers to success seen with conventional systems.

Tribal Group **Booth #203**

1-4 Portland Square
 Bristol, BS2 8RR
Phone: 44797.060686
Email: Marketing@tribalgroup.com
URL: www.tribalgroup.com
Contact: Joanne Pinkney

Tribal is a UK based provider of Student Information Systems. Our market leading system SITS: Vision is used by over 60% of the UK Higher Education market, as well as a growing list of institutions across Australasia, Canada and the United States. Our customers include the University of British Columbia, the University of Sydney and many others. With over 1.5 million students accessing our integrated web portal and a strong and happy user community, we offer solid functionality along with innovation required for today's modern institution. Find out more at www.tribalgroup.com.

U.S. News & World Report

Booth #207

1050 Thomas Jefferson St.
Washington, DC 20007
Phone: 202.955.2150
Email: Cpetrie@usnews.com
URL: [AI.usnews.com](http://ai.usnews.com)
Contact: Chris Petrie

U.S. News and World Report offers U.S. News Academic Insights, ai.usnews.com, a new analytics dashboard. Utilizing high-level graphic capabilities and data visualizations, the dash board features an historical archive of rankings and rankings data.

Unit 4 Business Software

Booth #816

1000 Elm Street, Suite 801
Manchester, NH 03101
Phone: 610.827.7055
Fax: 603.471.1717
Email: Boyd.fischer@unit4.com
URL: www.unit4software.com
Contact: Boyd Fischer

UNIT4 Business Software is the North American subsidiary of UNIT4, a global business software and services company that creates, provides and supports software for Businesses Living In Change – delivered via the cloud or on-premise. We offer solutions that help these fast-changing organizations embrace business change—simply, quickly and cost-effectively.

University Business

Booth #713

488 Main Avenue, 3rd floor
Norwalk, CT 06851
Phone: 203.981.3716
Fax: 203.663.0149
Email: Jkacin@universitybusiness.com
URL: www.universitybusiness.com
Contact: Joyce Kacin

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 Scheduler Builder

Booth #811

200 West High Streets, Suite 23
Milford, PA 18337
Phone: 514.813.2257
Email: Alanw@vsbuilder.com
URL: www.vsbuilder.com
Contact: Alan Weeks

Built on a passion for the ultimate user experience. Visual Schedule Builder is reinventing how students, advisors and staff Experience Scheduling. Students struggle in the juggling of work, personal and academic requirements. At VSB we have spent countless hours studying the course registration process and working with academic advisors, students and orientation staff to bring order to the complexity of student scheduling. Averaging 600 seconds from start to finish VSB delivers all possible results and allows students to zero in quickly on the best possible option.

VisualZen, Inc.

Booth #209

125 Saint Paul's Blvd, Suite 302
Norfolk, VA 23510
Phone: 757.513.0101
Fax: 866.811.8739
Email: info@visualzen.com
URL: www.visualzen.com
Contact: David Morales

VisualZen® is a software development company that provides innovative, agile technology for the seamless management of the student lifecycle, from recruitment through the enrollment process. VZ Events easily manages admissions events, interviews and more, freeing your staff to work more directly with your prospective students. VZ Apply is a customizable solution for every aspect of your online admissions application process, easy for students and staff alike. VZ Orientation is an online orientation reservation management system, exclusively built for orientation departments to support the student enrollment process.

World Education Group**Booth #831**

32 N. Main St. Suite 204
Belmont, NC 28012
Phone: 704.461.8670
Fax: 704.461.8672
URL: www.worldeducationgroup.com
Email: rferrin@worldeducationgroup.com
Contact: Richard Ferrin

In collaboration with Pearson Qualification International, WEGroup works with colleges and universities throughout the U.S. to develop progression pathways for students with UK qualifications to achieve acceptance and advanced standing in US institutions. WEGroup also offers US college credit programs throughout AAUP centers in other countries.

XAP Corporation**Booth #805**

100 Corporate Pointe, Suite 100
Culver, CA 90230
Phone: 424.750.3915
Fax: 310.410.0556
URL: www.xap.com
Email: mstevenson@xap.com
Contact: Matt Stevenson

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.

World Education Services Inc.**Booth #313**

Bowling Green Station, PO Box 5087
New York, NY 10274
Phone: 212.219.7330
Fax: 212.739.6151
Email: support@wes.org
URL: <http://www.wes.org>
Contact: Lorinda Grogg

World Education Services (WES) – www.wes.org is the largest non-profit credential evaluation service in North America and a leading provider of research on student mobility, international enrollment management, and transnational education. With 40 years of experience, WES is uniquely qualified to enhance your international admissions and recruitment.

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Curriculum Information System

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Perceptive Software (*Booth# 507*)
Three Rivers Systems (*Booth# 308*)

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Hyland Software (*Booth# 525*)
Three Rivers Systems (*Booth# 308*)
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College Scheduler LLC (*Booth# 424*)
CollegeNET, Inc. (*Booth# 319*)
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Noel-Levitz (*Booth# 812*)

Perceptive Software (*Booth# 507*)
Pointacross Solutions (*Booth# 121*)
Qnomy (*Booth# 316*)
Runner Technologies (*Booth# 515*)
Three Rivers Systems (*Booth# 308*)
Tribal Group (*Booth# 203*)
UNIT 4 Business Software (*Booth# 816*)
VisualZen, Inc. (*Booth# 209*)
World Education Services (*Booth# 313*)

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Laserfiche (*Booth# 117*)

Enterprise Reporting

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ERP

Three Rivers Systems (*Booth# 308*)

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University Business (*Booth# 713*)

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Cambridge International Examinations (*Booth# 312*)

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EMAS Pro (*Booth# 130*)
EMPOWER Student Information System (*Booth# 427*)
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Hyland Software (*Booth# 525*)
National Student Clearinghouse (*Booth# 501*)
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Perceptive Software (*Booth# 507*)
Pointacross Solutions (*Booth# 121*)
Runner Technologies (*Booth# 515*)
Three Rivers Systems (*Booth# 308*)
Tribal Group (*Booth# 203*)
UNIT 4 Business Software (*Booth# 816*)

Financial Education Services

DocFinity (*Booth# 317*)

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Entrinsik, Inc. (*Booth# 213*)
Evisions, Inc. (*Booth# 612*)
National Student Clearinghouse (*Booth# 501*)
Three Rivers Systems (*Booth# 308*)

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Educational Credential Evaluator, Inc. (*Booth# 711*)

Educational Perspectives (*Booth# 813*)
International Education Research Foundation (IERF)
(*Booth# 513*)
Spantran Evaluation Services (*Booth# 807*)
World Education Services (*Booth# 313*)

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Mobile Commons (*Booth# 127*)
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Government

Army Recruiting Education (*Booth# 212*)

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InviteRight School Tools (*Booth# 103*)
Jonesville Paper Tube Corporation (*Booth# 325*)
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Paradigm, Inc. (*Booth# 624*)

Imaging

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Lifetouch Special Events (*Booth# 819*)
Perceptive Software (*Booth# 507*)
SoftDocs, Inc. (*Booth# 829*)

Immunization Tracking

CertifiedBackground.com (*Booth# 327*)

Information Services and Software

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Ellucian (*Booth# 606*)
EMPOWER Student Information System (*Booth# 427*)
Entrinsik, Inc. (*Booth# 213*)
Evisions, Inc. (*Booth# 612*)
Higher Education Publications, Inc. (*Booth# 206*)
Hyland Software (*Booth# 525*)
InviteRight School Tools (*Booth# 103*)
National Student Clearinghouse (*Booth# 501*)
Qmatic Corporation (*Booth# 226*)
Runner Technologies (*Booth# 515*)
SmartCatalog (*Booth# 216*)
Three Rivers Systems (*Booth# 308*)
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Visual Schedule Builder (*Booth# 811*)

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Sallie Mae (*Booth# 806*)

Integrated Curriculum Management

Decision Academic (*Booth# 804*)

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Educational Credential Evaluator, Inc. (Booth# 711)
Educational Perspectives (Booth# 813)
World Education Services (Booth# 313)

International Recruiting Services

BookWear (Booth# 703)
World Education Services (Booth# 313)

Internet Services

Advanced Secure Technologies (Booth# 808)
CollegeNET, Inc. (Booth# 319)
Visual Schedule Builder (Booth# 811)

LMS

Deltak (Booth# 204)
Three Rivers Systems (Booth# 308)

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BookWear (Booth# 703)
Digital Architecture (Booth# 619)
EMS Software (Booth# 406)
GradImages (Booth# 125)
Mobile Commons (Booth# 127)
Straighterline (Booth# 113)
Three Rivers Systems (Booth# 308)
U.S. News + World Report (Booth# 207)
World Education Group (Booth# 831)

Media for the Education Market

University Business (Booth# 713)

Online Applications

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CollegeNET, Inc. (Booth# 319)
Credentials Solutions (Booth# 625)
Decision Academic (Booth# 804)
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Digital Architecture (Booth# 619)
Educational Credential Evaluator, Inc. (Booth# 711)
EMAS Pro (Booth# 130)
EMPOWER Student Information System (Booth# 427)
Hyland Software (Booth# 525)
InviteRight School Tools (Booth# 103)
National Student Clearinghouse (Booth# 501)
Scrip-Safe International (Booth# 524)
Three Rivers Systems (Booth# 308)
Tribal Group (Booth# 203)
Visual Schedule Builder (Booth# 811)
VisualZen, Inc. (Booth# 209)
XAP Corporation (Booth# 805)

Online College Courses

Straighterline (Booth# 113)

Online Credential Evaluation Forum

Educational Credential Evaluator, Inc. (Booth# 711)

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Decision Academic (Booth# 804)
Digital Architecture (Booth# 619)
Educational Credential Evaluator, Inc. (Booth# 711)
Higher Education Publications, Inc. (Booth# 206)
Micah's Printing (Booth# 709)
SmartCatalog (Booth# 216)
University Business (Booth# 713)

Que Management

Qnomy (Booth# 316)

Queuing Systems

Qmatic Corporation (Booth# 226)

Recognitions

Cambridge International Examinations (Booth# 312)

Records Management services, Support and Software

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China Higher Education Student Information and Career Center (CHESICC) (Booth# 202)
College Graduate Association (Booth# 211)
College Scheduler LLC (Booth# 424)
Credentials Solutions (Booth# 625)
DocFinity (Booth# 317)
EMAS Pro (Booth# 130)
EMPOWER Student Information System (Booth# 427)
Evisions, Inc. (Booth# 612)
Hyland Software (Booth# 525)
Infosilem Inc. (Booth# 823)
Laserfiche (Booth# 117)
National Student Clearinghouse (Booth# 501)
Perceptive Software (Booth# 507)
Scrip-Safe International (Booth# 524)
SoftDocs, Inc. (Booth# 829)
Three Rivers Systems (Booth# 308)
UNIT 4 Business Software (Booth# 816)

Registration Services and Software

China Higher Education Student Information and Career Center (CHESICC) (Booth# 202)
College Scheduler LLC (Booth# 424)
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Get SAP by FATV (Booth# 112)
Infosilem Inc. (Booth# 823)
InviteRight School Tools (Booth# 103)
Jenzabar (Booth# 412)
Perceptive Software (Booth# 507)
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Runner Technologies (Booth# 515)
SmartCatalog (Booth# 216)
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Research Services

National Student Clearinghouse (Booth# 501)

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EMS Software (Booth# 406)
Infosilem Inc. (Booth# 823)
InviteRight School Tools (Booth# 103)
Three Rivers Systems (Booth# 308)
Tribal Group (Booth# 203)
Visual Schedule Builder
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Hyland Software (Booth# 525)
Micah's Printing (Booth# 709)
National Student Clearinghouse (Booth# 501)
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Perceptive Software (Booth# 507)
Runner Technologies (Booth# 515)
Three Rivers Systems (Booth# 308)
Tribal Group (Booth# 203)
UNIT 4 Business Software (Booth# 816)

Student Information Access/Kiosks

Pointacross Solutions (Booth# 121)
Qnomy (Booth# 316)
Three Rivers Systems (Booth# 308)
Tribal Group (Booth# 203)

Student Recruitment

BookWear (Booth# 703)
Cambridge International Examinations (Booth# 312)
Campus Management Corp. (Booth# 407)
Capture Higher Ed (Booth# 309)
Chegg Enrollment Solutions (Booth# 802)
CollegeNET, Inc. (Booth# 319)
CollegeSource, Inc. (Booth# 413)
DecisionDesk (Booth# 208)
Deltak (Booth# 204)
Ellucian (Booth# 606)
EMAS Pro (Booth# 130)
Jonesville Paper Tube Corporation (Booth# 325)
Mobile Commons (Booth# 127)
Royall & Company (Booth# 310)
Straighterline (Booth# 113)
Three Rivers Systems (Booth# 308)
Tribal Group (Booth# 203)
UNIT 4 Business Software (Booth# 816)

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CertifiedBackground.com (Booth# 327)
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Deltak (Booth# 204)
EMAS Pro (Booth# 130)
Mobile Commons (Booth# 127)
National Student Clearinghouse (Booth# 501)
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Tribal Group (Booth# 203)
UNIT 4 Business Software (Booth# 816)
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CollegeNET, Inc. (Booth# 319)
EMS Software (Booth# 406)
Mobile Commons (Booth# 127)
Noel-Levitz (Booth# 812)
Runner Technologies (Booth# 515)

Testing Services

ACT, Inc (Booth# 614)
Army Recruiting Education (Booth# 212)
CaMLA (Booth# 224)
DSST Credit by Exam Program (Booth# 810)
Educational Testing Services (Booth# 307)
IELTS USA (Booth# 306)

Transcript Ordering Services

Advanced Secure Technologies (Booth# 808)
College Graduate Association (Booth# 211)
CollegeNET, Inc. (Booth# 319)
Credentials Solutions (Booth# 625)
National Student Clearinghouse (Booth# 501)
Parchment (Booth# 301)
Scrip-Safe International (Booth# 524)
XAP Corporation (Booth# 805)

Transcript Paper

Micah's Printing (*Booth# 709*)

Transfer Credit Evaluation Software

CollegeSource, Inc. (*Booth# 413*)

Decision Academic (*Booth# 804*)

Hyland Software (*Booth# 525*)

UNIT 4 Business Software (*Booth# 816*)

World Education Services (*Booth# 313*)

Web Hosting and Development

EMPOWER Student Information System (*Booth# 427*)

UNIT 4 Business Software (*Booth# 816*)





Advancing Global Higher Education

New Presentation Opportunity for the Baltimore 2015 AACRAO Annual Meeting

Are you working on a new project, but don't have results ready to present formally? Would sharing a difficult workflow challenge help you to find a new process? Have you recently changed a procedure and the results are mixed? Consider sharing your idea through the new poster presentation option in Baltimore.

Poster Session Description and Tips

A poster session provides an opportunity to discuss your topic with peers in an informal setting, *somewhat like an information fair*. A good poster session focuses on one main theme, presents useful information, and stimulates discussion.

What AACRAO Will Provide:

- 6' skirted table
- One side of a 4' x 8' poster board
(Someone else will be assigned to the other side)
- Assembly supplies (push pins, scissors, tape)

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We've Been Busy Researching the World's Education Systems ... So You Don't Have To!

In an increasingly globalized higher ed market, credential evaluators need ways to assess multinational applicants quickly and accurately. That's why we created AACRAO EDGE—home to the most comprehensive collection of data on worldwide postsecondary education systems available on the Web today.

EDGE, an annual subscription service, presents up-to-date profiles of more than 200 education systems across the globe and covers the educational backgrounds of nearly

every type of international student entering U.S. schools. Maintained by AACRAO's team of experts, the profiles feature:

- * historical overviews
- * education ladder(s)
- * grading system(s)
- * sample credentials
- * placement recommendations
- * lists of postsecondary institutions

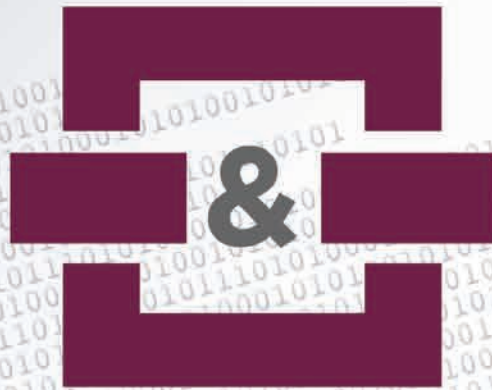
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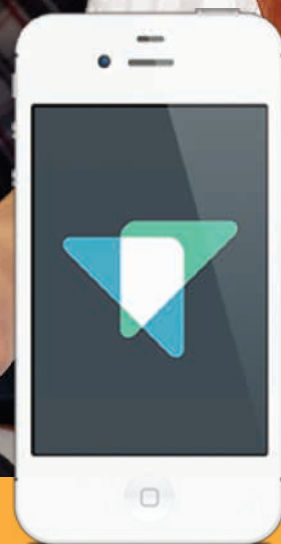
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