ANNUAL MEETING PROGRAM

103rd ANNUAL MEETING

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

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

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

On behalf of AACRAO, welcome to Minneapolis! The Association remains committed to providing professional development opportunities for our members, and our 103rd Annual Meeting is the culmination of a year of diligent planning by our Annual Meeting Program Committee. The Committee’s time and dedication is reflected in the extensive programming offered at the meeting—there are over 200 sessions, roundtables, poster sessions, and workshops to choose from. In addition, NEW Emerging Leader Insight (ELI) Talks will feature leaders in the early stages of their career who will discuss why they entered the profession and what causes them to excel. Due to its success last year, we are once again hosting the AACRAO Film Festival, where you can view other institutions’ videos to see how they are promoting their programs and services.

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

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

Sincerely,

Paul Kyle
AACRAO President

Mike Reilly
AACRAO Executive Director
Thank you for helping to make the Clearinghouse Academy a success!

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

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

Stop by an Innovation Station in booth #208 and let’s talk about the many ways the Clearinghouse can help you and your students.
AACRAO thanks our Annual Meeting sponsors:

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

Hotel Key Cards

Conference Photography
Headshot Studio

Totebags

Evaluations

International Educators’ Reception

International Educators’ Reception

Paver Family Foundation
International Educators’ Reception

Student Success Track

Corporate Research

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

1301 Second Ave S.
612.335.6000
As a courtesy to others, please remember to turn off your mobile devices.

Important Locations

**AACRAO Bookstore**
Lobby B, Level One

**Exhibit Hall**
Exhibit Hall B, Level One

**AACRAO/AACRAO International/EducationUSA Booth**
Exhibit Hall B, Level One

**AACRAO Consulting Booth**
Exhibit Hall B, Level One

**Cyber Café**
Lobby B, Level One

**Emerging Leader Insight (ELI) Talks**
Mezzanine Lobby

**AACRAO Film Festival**
200E, Level Two

**Minneapolis Hospitality Booth**
Lobby B, Level One

**Orlando Publicity Booth**
Lobby B, Level One

**Session Data Entry Room**
204, Level Two

**Speaker Ready Room**
201, Level Two

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

Presenters are required to check in at the Speaker Ready Room. Please stop by at least four hours prior to your presentation to verify that your presentation is formatted properly on the presentation computers.
We’ve Been Busy Researching the World’s Education Systems… so You Don’t Have to!

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

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

Simplify your evaluation process and sign up today!

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

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

Presenters:

Chris Dorsten, Registrar, Cuyahoga Community College
Laurel Stiller, Solution Manager, OnBase by Hyland
AACRAO EDGE (The Electronic Database for Global Education) is the most comprehensive and cost-effective resource on post-secondary education systems around the world. The online database houses over 230 country profiles featuring:

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

Simplify your evaluation process and sign up today!

Learn More/Sign Up
edge.aacrao.org
edge@aacrao.org
IMPORTANT REMINDERS

Don’t Miss the Following at the Annual Meeting

AACRAO Engage Mobile App
Use your mobile device to get meeting updates, search the program, view facility maps, submit session evaluations and more! To download the app, visit: mobile.aacrao.org/.

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

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

Name of the network: AACRAO
Passcode: aacrao17

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

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

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

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

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

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

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

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

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

**Visit Minneapolis and Orlando Booths**

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

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**Music Provided by Band of Praise**

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

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**New at the Annual Meeting This Year**

**Headshot Studio**

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

*Sponsored by* Lifetouch

**Emerging Leader Insight (ELI) Talks**

Based loosely on TED Talks, AACRAO is introducing Emerging Leader Insight (ELI) Talks at the Annual Meeting. The participants, who are all past winners of the Emerging Leader Award, will share their thoughts on what led them to enter the realm of higher education and what inspires them to excel. The ELI Talks will take place on Monday, from 1:15 p.m. – 2:15 p.m. in the Mezzanine Lobby, A-E Side. Join presenters Lee Furbeck, Luke Schultheis, Rodney Parks, Tiffany Robinson, and Ingrid Nuttall for an autobiographical glimpse into their professional lives.

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

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

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

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

**HOTELS**

1. **HILTON MINNEAPOLIS**  
   1001 Marquette Ave S  
   612-376-1000

2. **HYATT REGENCY**  
   1300 Nicollet Mall  
   612-370-1234

3. **HOLIDAY INN EXPRESS & SUITES**  
   225 South Eleventh Street  
   612-341-3300

4. **HILTON GARDEN INN**  
   1101 4th Avenue South  
   612-339-6633
CONVENTION CENTER FLOOR PLANS

Level Two
Mezzanine Level
Jobs Online

AACRAO Jobs Online is the only employment site specialized for admissions, enrollment management, student service and other higher education administration professionals.

To find or post a job, visit jobs.aacrao.org or e-mail us at jol@aacrao.org
AACRAO 2016-2017 BOARD OF DIRECTORS

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Johnson County Community College

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Jackie Carter
Registrar and Student Affairs Advisor
Washington University in St. Louis

EXECUTIVE DIRECTOR
Mike Reilly
American Association of Collegiate Registrars and Admissions Officers

2017 ANNUAL MEETING COMMITTEES

Annual Meeting Program Committee
PROGRAM COMMITTEE CHAIR
Tim Amyx
Volunteer State Community College

PROGRAM COMMITTEE VICE CHAIR
Sarah Harris
University of Iowa

COORDINATORS
Group 1: Admissions and Enrollment Management
Sherry Waldon Wells
Lamar University

Group 2: International Education
Karee Head
University of Idaho

Group 3: Records and Academic Services
Kelley Brundage
University of West Florida

Group 4: Leadership and Management Development
Kristi Wold-McCormick
University of Colorado Boulder

Group 5: Access and Equity
Tina DeNeen
University of Alabama

Group 6: Information Technology
Ingrid Nuttall
University of Minnesota – Twin Cities

Group 7: Workshops and Special Sessions
Ari Kaufman
Berklee College of Music

Annual Meeting Evaluations Committee
CHAIR, EVALUATIONS
Marianne Stickel
Dominican University of California

VICE CHAIR, EVALUATIONS
Jonathan Helm
Baylor University

Annual Meeting Volunteers
CO-CHAIR, VOLUNTEERS
Rhonda Kitch
North Dakota State University – Main Campus

CO-CHAIR, VOLUNTEERS
Kelly Browning
University of Wisconsin – River Falls
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<th>Year</th>
<th>City</th>
<th>President</th>
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<td>1910</td>
<td>Detroit, MI</td>
<td>Alfred H. Parrott</td>
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<tr>
<td>1911</td>
<td>Boston, MA</td>
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<td>1913</td>
<td>Salt Lake City, UT</td>
<td>John A. Cravens</td>
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<td>Richmond, VA</td>
<td>E.J. Matthews</td>
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<td>1915</td>
<td>Ann Arbor, MI</td>
<td>George O. Foster</td>
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<td>New York, NY</td>
<td>Walter Humphries</td>
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<td>Lexington, KY</td>
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<td>Chicago, IL</td>
<td>Arthur W. Tarbell</td>
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<td>Washington, DC</td>
<td>Erza L. Gillis</td>
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<td>St. Louis, MO</td>
<td>Arthur G. Hall</td>
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<td>Chicago, IL</td>
<td>James A. Gannett</td>
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<td>Boulder, CO</td>
<td>Thomas J. Wilson, Jr.</td>
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<td>Minneapolis, MN</td>
<td>George P. Tuttle</td>
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<td>Atlanta, GA</td>
<td>Rodney M. West</td>
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<td>1928</td>
<td>Cleveland, OH</td>
<td>Ira M. Smith</td>
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<td>Seattle, WA</td>
<td>Charles E. Friley</td>
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<td>Frank O. Holt</td>
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<td>Raleigh, NC</td>
<td>Kenneth P.R. Neville</td>
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<td>Alan Bright</td>
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<td>J.R. Sage</td>
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<td>New Orleans, LA</td>
<td>Fred L. Kerr</td>
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<td>S. Woodson Canada</td>
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<td>Carrie May Probst</td>
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<td>Columbus, OH</td>
<td>R. Fred Thomson</td>
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<td>R.E. McWhinnie</td>
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<tr>
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<td>Houston, TX</td>
<td>Elwood J. Kastner</td>
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<td>1952</td>
<td>Washington, DC</td>
<td>John C. Fellows</td>
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<td>Minneapolis, MN</td>
<td>Emma E. Deters</td>
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<td>Denver, CO</td>
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<td>Pittsburgh, PA</td>
<td>Herman A. Spindt</td>
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<td>Los Angeles, CA</td>
<td>William F. Adams</td>
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<tr>
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<td>Miami Beach, FL</td>
<td>Charles E. Harrell</td>
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<tr>
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<td>Kansas City, MO</td>
<td>Ted McCarell</td>
<td>675</td>
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<tr>
<td>1963</td>
<td>New York, NY</td>
<td>E. Vincent O’Brien</td>
<td>895</td>
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<tr>
<td>1964</td>
<td>Omaha, NE</td>
<td>Florence N. Brady</td>
<td>721</td>
</tr>
<tr>
<td>1965</td>
<td>Chicago, IL</td>
<td>James K. Hitt</td>
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</table>
NAVIGATING TRANSFER CREDITS

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

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

Transfer Credit Practices of Designated Educational Institutions (TCP)

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

The Transfer Handbook: Promoting Student Success

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

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

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

*(25 points toward Honorary Membership)*

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

*(15 points towards Honorary Membership)*

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

*(5 points to Honorary Membership)*

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

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

*(15 points toward Honorary Membership)*

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

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

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

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

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

25 points per service year
- Board of Directors

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

Brad Myers

After serving nearly 20 years as the University Registrar, Brad Myers recently retired from Ohio State University. A member of the Registrar’s Office for close to 30 years, Brad held key roles in institutional changes such as an SIS implementation, the creation of a consolidated Student Service Center, the design of a new student service building, and the conversion to semesters. He also spent over a year as Interim Director of Student Financial Aid in 2008-2009. Prior to his time in the Registrar’s Office, Brad was the chief records and registration officer for the largest college at Ohio State, and previously served as the Coordinator for University Orientation.

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

Mary Neary Morley

After 40 years in higher education and over 30 years as a member of AACRAO, Mary Neary Morley retired this January. During this time Mary has lent her expertise to institutions of all sizes as well as the private sector. Mary has served as Registrar for the past 12 years at the California Institute of Technology where she introduced a number of technology initiatives to modernize the office including online registration, transcripts, and degree audits. She designed and managed the rollout of an online Graduate Degree Progress application and implemented the National Student Clearinghouse Enrollment Reporting, including electronic transcripts and DegreeVerify. Mary began her career in higher education at Arizona State University in 1976. During her time there Mary served on the AACRAO Admissions, Evaluation, and Placement Committee; participated in the Joint AACRAO/NAFSA Arabian Gulf States Workshop, and served as the Production Support Editor for Volumes I and II of the AACRAO International Academic Credentials Handbook. Mary also served on, and later chaired, the original SPEEDE Committee and, in 1990, hosted the first SPEEDE Workshop in Arizona which eventually morphed into the AACRAO Technology Conference. She was also active as a member of the Small College Issues Committee and served twice on the Nominations & Elections Committee as Vice Chair Elect and Vice Chair.

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

Heather Smith

Heather C. Smith started her career as an Admissions Officer at Central New England College. After 10 years at Central New England, she moved to the Community College of Rhode Island and served as the Dean of Enrollment Services for 15 years. Heather retired in 2016 after having served 11 years as Associate Vice President of Enrollment Services at Bridgewater State University. That is more than 30 years in higher education, and more than 30 years as an AACRAO member!

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

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

AACRAO Centennial Award for Excellence

Brandy Johnson

Before joining Michigan College Access Network (MCAN) as its founding Executive Director in 2010, Brandy served in the Michigan Governor’s Office as College Access Coordinator. In this capacity, she coordinated the state’s college access and success agenda and advised Governor Jennifer Granholm on postsecondary education policy issues. Brandy hails from Phoenix, Arizona and attained a Bachelor of Science degree in political science with a concentration in public policy advocacy from Arizona State University. Upon graduation, she served as a Teach for America corps member and taught third grade in a low-income neighborhood in Las Vegas, Nevada. Brandy relocated to Michigan in 2007 and received a Master’s degree in public policy from the Gerald R. Ford School of Public Policy at the University of Michigan. More recently, Brandy was named the 2013 Michigan Champion for Children by the Michigan Association of School Administrators and in 2014 she received the National College Access Network’s Executive Leader of Excellence Award. Follow @MCANBrandy on Twitter!
Distinguished Service Award

Jeff von Munkwitz-Smith

Jeff von Munkwitz-Smith has been actively involved with AACRAO for more than twenty years. He has served as Inter-association Representative to the CUMREC and Educause organizations and as a member of the Registration Professional Activities Committee. He served on the Annual Meeting Program Committee for the 2003-2005 meetings, chairing the committee for the 2005 meeting. He was also the Director of the AACRAO Technology Conference from 2005-2008.

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

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

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

Award for Excellence in International Education

Steve Seaworth

Steve Seaworth has spent his entire professional career in service to the field of International Education. He has offered overwhelming service not only to AACRAO, but also to other organizations that serve the field, its professionals and its students. In support of AACRAO, he has presented at numerous conferences, served as Chair of the Study Abroad Committee and is the current Chair of the International Recruitment and Marketing Committee. As Chair of the Study Abroad Committee he was instrumental in the creation of the joint report on study abroad School of Record issues in collaboration with the Forum on Education Abroad. Outside of AACRAO, he is a regular presenter at conferences of the Forum on Education Abroad and NAFSA. At NAFSA he has served as a Trainer Corps member, is a current member and past chair of the NAFSA Education Abroad Awards Working Group, and was past chair of Region XII. In 2005 was presented the Lily von Klemperer Award recognizing his commitment to mentoring young professionals in the field. He holds B.A. degrees in Mathematics, Economics and Computer Science from the University of Redlands and an M.A. in Finance from the University of California at Riverside. Steve is past Vice President of University Relations at the Institute for Study Abroad and is currently Manager of Specialized Abroad Programs within the Office of Global Programs and Studies at Wake Forest University as well as a Director for the Institute of Economic and Political Studies (INSTEP) in London and Cambridge, United Kingdom.
Thomas A. Bilger Award

Mark McConahay

Mark McConahay has worked for Indiana University and the Office of the Registrar his entire career. In fact, he came to IU in 1976 as an undergraduate student and never left! He joined the office in 1982 as an Analyst/Programmer, and served as the Associate Registrar of Systems for many years before becoming the Associate Vice Provost and Registrar. Since his career began with programming, Mark has concentrated on how technology can be used as a tool for registrars. Within that technical lens, Mark has a firm grasp on the issues facing today’s registrars and demonstrates a strong understanding of the issues that higher education faces on the horizon.

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

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

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

Thomas A. Bilger Award

Tim Amyx

Tim Amyx is the Director of Admissions and College Registrar at Volunteer State Community College in Gallatin, TN where he has served for over 17 years. Prior to his time in Tennessee, Tim was the Assistant Director of Enrollment Services at Santa Fe College in Gainesville, FL while earning his graduate degree at the University of Florida (Go Gators!). Tim feels his role in higher education is more than a job; it’s a calling. He has a passion for the community college and the students they serve. If you spend time around Tim, you’ll eventually hear him ask how we can make something better and what he can do to help. This willingness to help and improve things has led him to many opportunities in and outside of AACRAO. Tim served Tennessee ACRAO as the Vice President for Information Technology and Publications prior to serving TACRAO as President. After his cycle as president, Tim also served as Interim Vice President for Records and Registration as well as an interim stint as VP for Information Technology. He continues to volunteer as needed with TACRAO and has served on various committees over the years and has even served as the TACRAO Webmaster for over 10 years.

Tim has been a regular presenter at the AACRAO Annual Meeting, typically on topics that are related to his love of technology, social media, and public policy. Tim has both presented and hosted AACRAO webinars and has contributed to AACRAO Connect. In addition to presenting, he has served on several AACRAO committees including Nominations and Elections and three iterations of the Public Policy Committee.

He is also very proud to have served on the committee that developed the current AACRAO statement on Ethics and Practice. He was one of the original developing faculty for AACRAO’s REG 201 workshop and is involved in its evolution to a new updated form. Tim has served as chair of the Community College Issues Committee and was selected as the Program Coordinator for Group V, Access and Equity working with the first three Vice Presidents to hold that position on the AACRAO Board of Directors. Tim was Vice Chair of the Program Committee for the 2016 Annual Meeting in Phoenix and is the Program Chair for Minneapolis.

In his “real life”, Tim is happily married to the best woman in the whole world, Kelly, who has put up with him for over 21 years. He’s also the proud poppa of a one year old black lab, Decker. He loves movies, technology, and his Jeep.
2017 AWARD WINNERS

Emerging Leader Award

Wayne Banks

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

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

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

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

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

Emerging Leader Award

Tiffany Robinson

Tiffany Robinson, University Registrar at Western Kentucky University, is a dedicated leader and will soon bring her passion, commitment and enthusiasm to the AACRAO Board of Directors as she steps into the role of Vice President for Access and Equity. Tiffany became active in the field at the state level with IACRAO. Then, with her move to Western Kentucky University, she became active in KACRAO and SACRAO in addition to AACRAO. She currently serves as the Secretary on the Executive Board for KACRAO and serves as a member of Distinct Populations and Recognition and Awards Standing Committee for SACRAO. When she became a member of AACRAO in 2014 she jumped right into action as a member of the Professional Access and Equity committee, and remained a member up until March 2016 when she became Chair. Tiffany also serves as the Chair for the Black Caucus and has been an active presenter at AACRAO annual conferences. Tiffany’s work with Access and Equity is not limited to AACRAO; she also serves on several committees at WKU that relate to Access and Equity. It is this work within her University and within AACRAO that have her poised to be a positive leader, eager to contribute to the membership and organization. We foresee her being a very valuable asset to the organization and its members for years to come.
## PAST AWARD WINNERS

### Honorary Membership

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
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<tbody>
<tr>
<td>1999</td>
<td>Margaret Ruthven Perry</td>
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<td>2000</td>
<td>Frederick A. Fresh</td>
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<td>2000</td>
<td>Ken Bogard</td>
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<td>2000</td>
<td>Gary L. Smith</td>
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<td>2000</td>
<td>D. Jack Pommrehn</td>
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<td>2001</td>
<td>Clifford Gillespie</td>
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<td>2001</td>
<td>Mary Elisabeth Randall</td>
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<td>2001</td>
<td>Donald Gwinn</td>
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<td>Georgeanne B. Porter</td>
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<td>2005</td>
<td>Beverly Lewis</td>
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<td>2006</td>
<td>Thomas A. Bilger</td>
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<td>Paul F. Taylor</td>
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<td>2008</td>
<td>Joseph A. Roof</td>
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<td>Gloria Nathanson</td>
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<td>Dennis J. Dulniak</td>
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<td>2011</td>
<td>Beth Tedrow</td>
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<td>James W. Blackburn</td>
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<td>Michael D. Allen</td>
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<td>Katherine M. Beaty</td>
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<td>Betty J. Huff</td>
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<td>2015</td>
<td>Nancy Krogh</td>
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<td>2016</td>
<td>Jeff von Munkwitz-Smith</td>
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<td>2016</td>
<td>William R. Haid</td>
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<td>2016</td>
<td>Bruce Cunningham</td>
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<td>2016</td>
<td>Adrienne McDay</td>
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<td>Angé Peterson</td>
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### APEX Award – 1997-2014

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<td>Patrick Forte</td>
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<td>Paul Anderson</td>
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<td>2002</td>
<td>Donald R. Larson</td>
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<td>2003</td>
<td>John T. Stewart</td>
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<td>2004</td>
<td>Joe Head</td>
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<td>Glenn Munson</td>
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<td>Bruce Marton</td>
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<td>2007</td>
<td>Elizabeth Childs</td>
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<td>2008</td>
<td>Wayne Sigler</td>
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<td>2009</td>
<td>Mary Koskan</td>
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<td>Margaret Bellon</td>
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<td>2011</td>
<td>Kathi Baucom</td>
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<td>Christine Kerlin</td>
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<td>Kathleen Jones</td>
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<td>2014</td>
<td>Johnny Johnson</td>
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<td>2014</td>
<td>Glenn Munson</td>
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### Elbert W. Ockerman State and Regional Professional Activity Award

<table>
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<tr>
<th>Year</th>
<th>Organization</th>
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<tbody>
<tr>
<td>2000</td>
<td>Kansas ACRAO (“Mission Possible” Video)</td>
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<td>2000</td>
<td>Southern ACRAO (Journal)</td>
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<td>2000</td>
<td>Michigan ACRAO (Summer Articulation Conference)</td>
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<td>2001</td>
<td>Arizona ACRAO (Staff Development Workshop)</td>
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<tr>
<td>2001</td>
<td>West Virginia ACRAO (Summer Drive-in Retreat)</td>
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<tr>
<td>2001</td>
<td>Wisconsin ACRAO (Professional Development Committee Projects)</td>
</tr>
</tbody>
</table>
PAST AWARD WINNERS

2002 Texas ACRAO
(Archived TACRAO Historical Records)

2003 Kansas ACRAO
(Planning for College Workshop)

2004 Virginia ACRAO
(The Virginia Tour)

2005 Pacific ACRAO
(PACRAO Writers Group)

2006 Georgia ACRAO
(Enrollment Management Workshop)

2006 Rocky Mountain ACRAO
(A Year in the Life of RMACRAO)

2007 Nebraska ACRAO
(Nebraska On Wheels Bus Tour)

2008 Michigan ACRAO
(Michigan Transfer Network)

2008 Upper Midwest ACRAO
(First-Ever UMACRAO/WACRAO Joint Conference)

2008 Wisconsin ACRAO
(First-Ever UMACRAO/WACRAO Joint Conference)

2008 New England ACRAO
(Reverse College Day)

2009 Kentucky ACRAO
(College to College Electronic Transcript Exchange)

2009 Ohio ACRAO
(Membership and Mentoring)

2010 Kentucky ACRAO
(Transfer College Fairs)

2011 Ohio ACRAO
(Scholarship Program)

2012 Pacific ACRAO
(PACRAO Review)

2013 Georgia ACRAO
(GACRAO W.E.A.L.T.H.)

2014 Southern ACRAO
(SACRAO Poster Sessions)

2015 Wisconsin ACRAO
(Veterans Certifying Workshop)

Thomas A. Bilger Award

2006 Mary K Jones*
2006 Michael D. Allen^*
2006 Carolyn Z. Bartlett*
2006 Michele Sandlin^*
2007 Paul Anderson*
2007 Brad A. Myers^*
2008 Kimra F. Schippporeit*
2008 Stanley E. Henderson*
2008 Heather Eckstein^*
2009 Dennis J. Duliak*
2009 Kathi M. Baucum^*
2010 R. Gerald Pugh*
2010 Robert K. Doolos^*

2010 Dorene L. Root^*
2011 Paul Aucoin*
2011 Tina M. Falkner^*
2012 Heather Eckstein*
2012 Dennis J. Hicks^*
2013 Joseph A. Roof*
2013 Katherine M. Beaty^*
2014 Paul G. Wiley*
2014 William F. DeWolf^*
2015 Jack Miner
2015 V. Shelby Stanfield
2016 Lara Medly

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

Emerging Leader Award

2006 Melinda Roelfs*
2007 Lee F. Furbeck*
2008 Luke D. Schultheis*
2011 Nathan Fuerst*

2014 Ingrid D. Nuttall*
2015 Rodney L. Parks
2016 Karee Head
2016 Catherine Mund

* Awarded as Exemplary New Member Award
## PAST AWARD WINNERS

### Award for Excellence in International Education

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>2004</td>
<td>Axel Markert</td>
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<tr>
<td>2005</td>
<td>Leo J. Sweeney</td>
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<tr>
<td>2006</td>
<td>James S. Frey</td>
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<tr>
<td>2007</td>
<td>Gloria Nathanson</td>
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<td>2008</td>
<td>William J. Paver</td>
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<td>2009</td>
<td>John Yopp</td>
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<td>2010</td>
<td>Cliff Sjogren</td>
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<td>2010</td>
<td>Linda Kosene</td>
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<tr>
<td>2011</td>
<td>Johnny K. Johnson</td>
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<tr>
<td>2012</td>
<td>Nancy Keteku</td>
</tr>
<tr>
<td>2013</td>
<td>G. James Haas</td>
</tr>
<tr>
<td>2015</td>
<td>Robert Watkins</td>
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### Distinguished Service

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
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<tbody>
<tr>
<td>2014</td>
<td>Ann West</td>
</tr>
<tr>
<td>2014</td>
<td>David A. Bergeron</td>
</tr>
<tr>
<td>2015</td>
<td>Bob Bontrager</td>
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<tr>
<td>2016</td>
<td>Peggy Blumenthal</td>
</tr>
</tbody>
</table>
Opening Plenary

Garrison Keillor
Master Storyteller, Host & Producer

Sunday, 5:45 p.m. – 6:45 p.m.
ID 6447
101, Level One

“An Evening with Garrison Keillor”

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

One of the most prolific American storytellers of all time, Garrison Keillor is a writer and humorist best known as the former host of the popular live radio variety show, A Prairie Home Companion. Keillor is also the host of the daily radio and online program, The Writers Almanac, and the editor of several anthologies of poetry, most recently, Good Poems: American Places. A best-selling author, he has published more than two dozen books, including Lake Wobegon Days, The Book of Guys, Pilgrims, Guy Noir and the Straight Skinny, and Homegrown Democrat. In 2006, Keillor played himself alongside a cast that included Meryl Streep, Lily Tomlin and Kevin Kline, in the critically acclaimed film adaptation of A Prairie Home Companion, directed by Robert Altman.

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

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

Danny Glover and Felix Justice  
Actors  

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

**ID 6452**  
101, Level One

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**“In Conversation with Danny Glover and Felix Justice”**

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

---

**Danny Glover**

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

---

**Felix Justice**

Felix Justice grew up in Florence, SC, and studied theater in both San Francisco and New York. His one-man Martin Luther King, Jr., show, “Prophecy in America,” premiered in 1981 at San Francisco’s Lorraine Hansberry Theatre and subsequently toured throughout the United States and Africa.
**Evolving Higher Education Business Models: Leading with Data to Deliver Results**

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

**Louis Soares**

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

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

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

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

Monday Plenary

Scott Jaschik, Editor and Co-Founder, Inside Higher Ed
William R. Gil, AACRAO
Michelle Mott, AACRAO

Monday, 2:30 p.m. – 3:30 p.m.
ID 6449
101, Level One

“The New Reality for Higher Education”

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

Scott Jaschik

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

International Luncheon

Matthew Andrews
University Secretary and Registrar, University of Gloucestershire

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

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

Tuesday, 11:30 a.m. – 1:00 p.m.
ID 6450
205AB, Level Two

“The Impact of Politics on International Mobility”

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

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

Matthew Andrews

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

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

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

Matthew graduated from Durham University with a B.A. in Philosophy and Theology and an M.A. in Seventeenth Century Philosophy. He also graduated from Northumbria University with an M.Sc. in Social Research and from Oxford University with a doctorate on nineteenth-century higher education.
Meredith McQuaid
Meredith McQuaid is the Associate Vice President and Dean of International Programs for the University of Minnesota system. In this role, she promotes the global dimensions of teaching, research, and engagement across all colleges and campuses of the University. She works with the President, Vice Presidents, Chancellors, Deans, faculty, and staff to create global opportunities; expand international and interdisciplinary components of teaching, research, and public engagement activities; recruit and support international students, faculty, and staff; and facilitate development of critical interdisciplinary and international partnerships important to the University’s strategic plan.

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

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

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

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

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

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

Nicole Maines & Wayne Maines
Student & Parent Activists

Tuesday, 2:30 p.m. – 3:30 p.m.
ID 6451
101, Level One

“One Father's Journey Raising a Transgender Child”

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

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

Nicole Maines

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

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

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

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

Wayne has been a safety professional and nationally known emergency management expert for over twenty years. Now he has turned his attention to introduce the world to transgender children and transgender rights and to “provide a safe environment for transgender children to grow, to learn, to be safe and to become productive members of our society.”
In the last year, 7 enrollment management professionals have earned AACRAO’s Strategic Enrollment Management Endorsement. These graduates have demonstrated an increased knowledge of enrollment management practices and an understanding of the core concepts of SEM, which culminated in a final capstone experience, as they earned the only SEM endorsement in the field. Please join AACRAO in saluting these colleagues!

**Darcy Briggs**
Registrar/Director of Enrollment Services
Arapahoe Community College

**Tysa M. Egleton**
Director for Student One Stop and
Associate Registrar
Youngstown State University

**Andrea J. Lehmacher**
Managing Director of Marketing Strategy
Elgin Community College

**Jennifer McClure**
Managing Director of Enrollment Services
Elgin Community College

**Steven J. McDowell**
Director of Financial Aid Services
Connecticut State Colleges & Universities

**Michael McManus**
Director of Advising & Retention
Arapahoe Community College

**Timothy Rees**
Director of Undergraduate Resident Admissions
Liberty University

SEM-EP can be started in any month of the year and is currently accepting new applications. It is a 12-18 month program that promotes industry competency and readiness, develops expertise in the field of strategic enrollment management and provides a thorough and vetted curriculum from leading enrollment professionals.

To learn more about SEM-EP, view all SEM-EP graduates, learn about their capstone projects, and to connect to their LinkedIn profiles, visit the National Registry at aacrao.org/semep.
Join us for the 2nd Annual AACRAO Film Festival in Room 200E, Level Two

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

Sunday, April 2
11:30 a.m. – 5:00 p.m.

Monday, April 3
8:00 a.m. – 9:15 a.m.
10:45 a.m. – 2:15 p.m.

Tuesday, April 4
8:00 a.m. – 9:15 a.m.
11:30 a.m. – 1:00 p.m.
Get ready to ...

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Using the credential management system already trusted to send and receive digital transcripts for 80% of postsecondary institutions.

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MONDAY 3RD
9:30 - 10:30 AM
SESSION: 6492

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MEETING AT A GLANCE

SATURDAY, APRIL 1, 2017

Conference of Registrars in Jesuit Institutions (CORE) Meeting
8:30 a.m. – 6:00 p.m.
Cristo Rey Jesuit High School
2924 4th Avenue S., Minneapolis
Contact: Robert Bromfield at rlbromfield@usfca.edu or (415) 422-2786

Registrar 101 and FERPA Pre-meeting Workshop (Part 1 of 2)
(9:30 a.m. – 5:30 p.m.
M100DE, Mezzanine Level

SUNDAY, APRIL 2, 2017

Registration
7:00 a.m. – 7:30 p.m.
Lobby B, Level One

Cyber Café
7:00 a.m. – 7:30 p.m.
Lobby B, Level One

Exhibit Hall Open
6:45 p.m. – 8:00 p.m.
Exhibit Hall B, Level One

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

Speaker Ready Room
12:00 p.m. – 5:00 p.m.
201, Level Two

IPEDS Pre-Meeting Workshop
(ticket at extra cost required)
7:30 a.m. – 3:30 p.m.
M101A, Mezzanine Level

Pre-meeting Workshops
(ticket at extra cost required)
• Full day:
  (S1) 8:30 a.m. – 3:30 p.m.
  (S2) 8:30 a.m. – 11:30 a.m.
  (S3) 12:30 p.m. – 3:30 p.m.
State and Regional Officers Workshop
8:30 a.m. – 11:30 a.m.
M100AB, Mezzanine Level

National Network of Law School Officers Board of Directors Meeting
8:30 a.m. – 3:00 p.m.
Marquette I, Second Floor, Hilton Minneapolis

Registrar 101 and FERPA Pre-meeting Workshop (Part 2)
(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
M100DE, Mezzanine Level

AACRAO SPEEDE Committee Business Meeting
9:00 a.m. – 5:00 p.m.
Marquette II, Second Floor, Hilton Minneapolis

Program Committee Meeting
9:30 a.m. – 11:00 a.m.
206AB, Level Two

Luncheon for Professional Activities Committees Chairs
By invitation
11:15 a.m. – 12:30 p.m.
205AB, Level Two

AACRAO Film Festival
11:30 a.m. – 5:00 p.m.
200E, Level Two

Meeting for Chairs & Members of Professional Activities Committees
(2017-2018)
12:30 p.m. – 2:30 p.m.
2000, Level Two

National Student Clearinghouse Academy
1:00 p.m. – 3:00 p.m.
Marquette IV/V, Second Floor, Hilton Minneapolis

Joint Caucus Welcome
2:45 p.m. – 3:45 p.m.
205AB, Level Two

First-Time Attendees’ Orientation & Welcome
3:15 p.m. – 4:45 p.m.
Salons EFG, Third Floor, Hilton Minneapolis
Sponsored by National Student Clearinghouse

NNLSO Welcome Reception
3:30 p.m. – 4:30 p.m.
Marquette III, Second Floor, Hilton Minneapolis

Nominations & Elections Committee Meeting
3:45 p.m. – 4:45 p.m.
206AB, Level Two

(S4) Annual Meeting Opening
5:00 p.m. – 6:45 p.m.
101, Level One
• Welcome and Awards Presentation
  5:00 p.m. – 5:45 p.m.
• Opening Plenary
  5:45 p.m. – 6:45 p.m.
  Presenter:
  Garrison Keillor, Master Storyteller, Host & Producer
  Sponsored by National Student Clearinghouse

Welcome Reception
(cash bar and hors d’oeuvres)
6:45 p.m. – 8:00 p.m.
Exhibit Hall B, Level One
MONDAY, APRIL 3, 2017

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

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

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

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

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

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
206AB, Level Two

AACRAO Past Presidents’ Breakfast
By invitation
8:00 a.m. – 9:30 a.m.
Duluth, Third Floor,
Hilton Minneapolis

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

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

(ML) Graduate & Professional Schools Luncheon
(ticket at extra cost required)
11:45 a.m. – 1:15 p.m.
205AB, Level Two

(ML) Nominations & Elections 2017-2018 Committee Luncheon
By invitation
11:45 a.m. – 1:15 p.m.
206AB, Level Two

(ML) TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch
11:45 a.m. – 1:15 p.m.
205C, Level Two
Contact: Jeanie Bell at Jeanie.bell@colorado.edu or (303) 735-2437

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

(M4) Emerging Leader Insight (ELI) Talks
1:15 p.m. – 2:15 p.m.
205C, Level Two

(M5) Plenary Presentation
2:30 p.m. – 3:30 p.m.
101, Level One

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

(M6) ACAOPU Meeting
4:00 p.m. – 5:00 p.m.
206AB, Level Two

(M6) LGBTQA Caucus
4:00 p.m. – 5:00 p.m.
205AB, Level Two

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

Board of Directors Reception for Honorees
By invitation
6:15 p.m. – 7:30 p.m.
Duluth, Third Floor, Hilton Minneapolis
TUESDAY, APRIL 4, 2017

INTERNATIONAL DAY

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

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

Exhibit Hall Open
9:00 a.m. – 3:00 p.m.
Exhibit Hall B, Level One
Space available for Professional Activity Committee meetings in the Exhibit Hall during exhibit hall hours.

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

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

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
206AB, Level Two

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

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

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

(T2) AACRAO Business Meeting
10:00 a.m. – 11:30 a.m.
101, Level One

(TL) International Luncheon
Ticket required
11:30 a.m. – 1:00 p.m.
205AB, Level Two
Presenters:
Matthew Andrews, University of Gloucestershire
Meredith McQuaid, University of Minnesota System
John Yopp, University of Kentucky (Emeritus)

(TL) Annual Meeting Planners Luncheon
By invitation
11:30 a.m. – 1:00 p.m.
Marquette V, Second Floor, Hilton Minneapolis

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

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

(T3) Poster Sessions
1:00 p.m. – 2:00 p.m.
Escalator Lobby, Level Two

(T3) Asian and Pacific Islander Caucus
1:00 p.m. – 2:00 p.m.
205AB, Level Two

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

NAIA Registrars Association Annual Business Meeting and Discussion
2:00 p.m. – 3:30 p.m.
205AB, Level Two

(T4) Plenary Presentation
2:30 p.m. – 3:30 p.m.
101, Level One
Presenters: Nicole Maines, Student & Activist
Wayne Maines, Parent & Activist
Moderator: Monique Snowden, Fielding Graduate University

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

(T5) Poster Sessions
3:45 p.m. – 4:45 p.m.
Escalator Lobby, Level Two

(T5) Black Caucus
3:45 p.m. – 4:45 p.m.
205AB, Level Two

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

(T6) Native American Caucus
5:00 p.m. – 6:00 p.m.
206AB, Level Two

International Educators Reception
(ticket at extra cost required)
6:30 p.m. – 7:30 p.m.
Duluth, Third Floor, Hilton Minneapolis
Sponsored by AACRAO International, Paver Family Foundation, ETS TOEFL

State and Regional Receptions
See page 91 for a list of reception locations.

National Network of Law Schools (NNLSO) Networking and Social Event
7:00 p.m. – 9:00 p.m.
For information and registration, contact:
Colleen Timmons at ctimmons@tulane.edu or (504) 862-8835

MEETING AT A GLANCE (continued)
WEDNESDAY, APRIL 5, 2017

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

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

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

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

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
206AB, Level Two

(W1) Educational Sessions
& Roundtable Discussions
8:00 a.m. – 9:00 a.m.

(W2) Educational Sessions
& Roundtable Discussions
9:15 a.m. – 10:15 a.m.

(W3) Educational Sessions
& Roundtable Discussions
10:30 a.m. – 11:30 a.m.

(W4) Closing Plenary
11:45 a.m. – 12:45 p.m.
101, Level One

Presenters:
Danny Glover, Actor
Felix Justice, Actor

Sponsored by National Student Clearinghouse

Program Committee Meeting
(2017-2018)
1:30 p.m. – 3:30 p.m.
205D, Level Two

Board of Directors Meeting
1:30 p.m. – 3:30 p.m.
205C, Level Two
### Key to Competencies and Proficiencies

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

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

#### Enrollment Management Core Proficiencies
- SEM Assessment
- Developing Enrollment Mix
- SEM Leadership
- Staffing Leadership
- Enrollment Technology

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

#### Cross-Functional Proficiencies
- Transfer and Articulation
- Assessing Prior International Education
- International Recruitment and Marketing
Saturday, April 1, 2017
Workshops

SATURDAY EVENTS

Conference of Registrars in Jesuit Institutions (CORe) Meeting
8:30 a.m. – 6:00 p.m.
Cristo Rey Jesuit High School
2924 4th Avenue S., Minneapolis
Contact: Robert Bromfield at rbromfield@usfca.edu or (415) 422-2786

Registrar 101 and FERPA Pre-meeting Workshop
(Part 1 of 2)
(ticket at extra cost required)
9:30 a.m. – 5:30 p.m.
M100DE, Mezzanine Level

Sunday, April 2, 2017
Events and Workshops

SUNDAY EVENTS

Registration
7:00 a.m. – 7:30 p.m.
Lobby B, Level One

Cyber Café
7:00 a.m. – 7:30 p.m.
Lobby B, Level One

Exhibit Hall Open
6:45 p.m. – 8:00 p.m.
Exhibit Hall B, Level One

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

Speaker Ready Room
12:00 p.m. – 5:00 p.m.
201, Level Two

IPEDS Pre-Meeting Workshop
(ticket at extra cost required)
7:30 a.m. – 3:30 p.m.
M101A, Mezzanine Level

Pre-meeting Workshops
(ticket at extra cost required)
• Full day:
  (S1) 8:30 a.m. – 3:30 p.m.
• Half day:
  (S2) 8:30 a.m. – 11:30 a.m.
  (S3) 12:30 p.m. – 3:30 p.m.

State and Regional Officers Workshop
8:30 a.m. – 11:30 a.m.
M100AB, Mezzanine Level

National Network of Law School Officers Board of Directors Meeting
8:30 a.m. – 3:00 p.m.
Marquette I, Second Floor, Hilton Minneapolis

Registrar 101 and FERPA Pre-meeting Workshop (Part 2)
(ticket at extra cost required)
8:30 a.m. – 3:30 p.m.
M100DE, Mezzanine Level

AACRAO SPEEDE Committee Business Meeting
9:00 a.m. – 5:00 p.m.
Marquette II, Second Floor, Hilton Minneapolis
Program Committee Meeting
9:30 a.m. – 11:00 a.m.
206AB, Level Two

Luncheon for Professional Activities Committees Chairs
By invitation
11:15 a.m. – 12:30 p.m.
205AB, Level Two

AACRAO Film Festival
11:30 a.m. – 5:00 p.m.
200E, Level Two

Meeting for Chairs & Members of Professional Activities Committees
(2017-2018)
12:30 p.m. – 2:30 p.m.
200D, Level Two

National Student Clearinghouse Academy
1:00 p.m. – 3:00 p.m.
Marquette IV/V, Second Floor, Hilton Minneapolis

Joint Caucus Welcome
2:45 p.m. – 3:45 p.m.
205AB, Level Two

First-Time Attendees’ Orientation & Welcome
3:15 p.m. – 4:30 p.m.
Salons EFG, Third Floor, Hilton Minneapolis

NNLSO Welcome Reception
3:30 p.m. – 4:30 p.m.
Marquette III, Second Floor, Hilton Minneapolis

Nominations & Elections Committee Meeting
3:45 p.m. – 4:45 p.m.
206AB, Level Two

(S4) Annual Meeting Opening
101, Level One
5:00 p.m. – 6:45 p.m.
• Welcome and Awards Presentation
  5:00 p.m. – 5:45 p.m.
• Opening Plenary
  5:45 p.m. – 6:45 p.m.
  Presenter:
  Garrison Keillor, Master Storyteller, Host & Producer
  Sponsored by National Student Clearinghouse

Welcome Reception
(cash bar and hors d’oeuvres)
6:45 p.m. – 8:00 p.m.
Exhibit Hall B, Level One

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

(Sa1) Registrar Workshops (Two-Days)
SATURDAY, APRIL 1, 9:30 A.M. – 5:30 P.M. AND SUNDAY, APRIL 2, 8:30 A.M. – 3:30 P.M.

Sa1.5656  Registrar 101 and FERPA (Parts 1 & 2)
Saturday, April 1, 9:30 a.m. – 5:30 p.m. I M100DE, Mezzanine Level
FEE: $460

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

PRESENTERS:
Stephanie Henning, Central College
Sheila Jarrell, Yavapai College
LeRoy Rooker, AACRAO
Kimra Schipporeit, University of Nebraska at Kearney
Daniel Weber, Northeastern Illinois University

(S2) Morning Half-Day Workshops
SUNDAY, APRIL 2, 8:30 A.M. – 11:30 A.M.

S2.5912  Implementing Electronic Student Records from eTranscript to ePortfolio
Sunday, April 2, 8:30 a.m. – 11:30 a.m. I M100G, Mezzanine Level
FEE: $150

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

PRESENTER:
Stephen Arod Shirreffs, Stanford University
S2.5675  The Core Concepts of SEM
Sunday, April 2, 8:30 a.m. – 11:30 a.m.  | M100F, Mezzanine Level
FEE: $175

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

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

S2.5676  State and Regional Officers Workshop
Sunday, April 2, 8:30 a.m. – 11:30 a.m.  | M100AB, Mezzanine Level
FEE: None

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

PRESENTER:
Charlie Couch, University of Northern California

S2.6002  NAIA Eligibility Workshop: Updates and Training
Sunday, April 2, 8:30 a.m. – 11:30 a.m.  | M100I, Mezzanine Level
FEE: None, for NAIA Member Institutions

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

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

S2.6075  Planning for a New Student Information System
Sunday, April 2, 8:30 a.m. – 11:30 a.m.  | M100H, Mezzanine Level
FEE: $150

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

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

S2.5523  Mentor Mapping: Develop the Skills and Network to Enhance and Advance Your Career
Sunday, April 2, 8:30 a.m. – 11:30 a.m.  | M100C, Mezzanine Level
FEE: $210

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

PRESENTER:
Monique Snowden, Fielding Graduate University

(S3) Afternoon Half-Day Workshops
SUNDAY, APRIL 2, 12:30 P.M. – 3:30 P.M.

S3.6001  FERPA 2.0: Taking Your FERPA Knowledge to the Next Level
Sunday, April 2, 12:30 p.m. – 3:30 p.m.  | M100AB, Mezzanine Level
FEE: $215

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

PRESENTERS:
Allyson Dean, Oregon State University
Tina Falkner, University of Minnesota - Twin Cities
Rebecca Mathern, Oregon State University
### S3.6059  Why Can’t We All Just Get Along? Navigating the Politics of Higher Education

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

**FEE: $160**

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

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

### S3.6440  Project Management Essentials

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

**FEE: $150**

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

**PRESENTER:**
- Jeff Rand, General Dynamics Mission Systems

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

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

**FEE: $175**

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

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

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

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

**FEE: None**

This is an overview of recent updates within EDGE educational profiles, as well as a developmental roadmap/timeline for technical updates. Participants are invited to provide feedback on their experiences with the product and discuss their successes, suggestions, and any issues.

**PRESENTERS:**
- Drew Carlisle, AACRAO
- Melanie Gottlieb, AACRAO

### S3.5808  Business Process Re-Engineering

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

**FEE: $145**

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

**PRESENTERS:**
- Jerald Bracken, Brigham Young University
- Jeff Elliott, University of Missouri - Columbia
SUNDAY EVENTS AND WORKSHOPS

(S3) National Student Clearinghouse Academy
SUNDAY, APRIL 2, 1:00 P.M. – 3:00 P.M.

S3.6603  Clearinghouse Academy Presents: What’s New & What’s Next
Sunday, April 2, 1:00 p.m. – 3:00 p.m. | Marquette IV/V, Hilton Minneapolis, Second Floor
FEE: None

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

PRESENTERS:
Roberta Hyland, National Student Clearinghouse
Sean McTighe, National Student Clearinghouse
Ron Phillips, National Student Clearinghouse

S3.6433  Joint Caucus Reception
Sunday, April 2, 2:45 p.m. – 3:45 p.m. | 205AB, Level Two
Please join us at this welcome for caucus participants.

S3.6571  First-Time Attendees’ Orientation & Welcome
Sunday, April 2, 3:15 p.m. – 4:45 p.m. | Salons EFG, Hilton, Third Floor
Don’t miss the AACRAO First-Time Attendees’ Orientation and Welcome. This is an opportunity for you to meet other first-time attendees, enjoy light refreshments, and learn more about AACRAO. Many say the best part of the orientation is the small group discussions led by long-time AACRAO members.

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

Welcome and Awards Presentation
Sunday, April 2, 5:00 p.m. – 5:45 p.m. | 101, Level One
Join us to honor the current class of AACRAO Award winners. Music provided by Band of Praise, which was founded in 2007 by two trombonists whose purpose was to bring the spirit of New Orleans brass bands and the jazz funeral tradition to Minnesota. The musicians performing at the Annual Meeting are members of the American Federation of Musicians and the Twin Cities Musicians Union (Local 30-73). A 5-piece Dixieland ensemble will showcase some of the best players in town. The band will perform at the Annual Meeting Opening and during the Honorees and International Educators’ Receptions.

S4.6447  Opening Plenary: An Evening with Garrison Keillor
Sunday, April 2, 5:45 p.m. – 6:45 p.m. | 101, Level One
In a solo performance perfect for theatrical venues and university programs, the acclaimed host of A Prairie Home Companion shares hilarious anecdotes about growing up in the American Midwest, the people of Lake Wobegon, and “late-life fatherhood.” With a wonderful, dry sense of humor (and sometimes with music), Keillor captivates audiences using his unique blend of comedy, class, charisma, and wisdom.

PRESENTER:
Garrison Keillor, Master Storyteller, Host & Producer

Sponsored by NATIONAL STUDENT CLEARINGHOUSE™

Welcome Reception
(cash bar and hors d’oeuvres)
Sunday, April 2, 6:45 p.m. – 8:00 p.m. | Exhibit Hall B, Level One
Attend the Welcome Reception, where you can preview the exhibit hall, visit with exhibitors, and network with colleagues. While in the hall, be sure to visit the AACRAO Booth (#203). Get your questions answered, find out about AACRAO’s upcoming meetings and online courses, and learn about the products and services we provide.
The National Student Clearinghouse offers services and research reports that draw on our unmatched student-level information resources, covering over 98 percent of public and private postsecondary enrollment. You can access our nationwide coverage of enrollment and degree records via our StudentTracker® service, helping you meet growing reporting demands. The upcoming launch of StudentTracker 2.0 will put even more tools and capabilities at your disposal. Learn more at https://studentclearinghouse.info/studenttracker.

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

Don’t miss our sessions:

“Your Transfer Student Toolkit: NEW StudentTracker for Colleges & Universities!”
Monday, April 3 — 9:30 am-10:30 am, Room M100DE

“College Completion’s Upward Trajectory: Latest Findings from the National Student Clearinghouse Research Center”
Monday, April 3 — 10:45 am-11:45 am, Room 200I

Visit booth #208 to find out how the Clearinghouse can help you with your student research and reporting and learn about the upcoming launch of StudentTracker 2.0!
Monday, April 3, 2017
Events and Sessions

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

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

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

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

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

Friends of Bill W. Meeting
7:00 a.m. – 8:00 a.m.
206AB, Level Two

AACRAO Past Presidents’ Breakfast
By invitation
8:00 a.m. – 9:30 a.m.
Duluth, Third Floor, Hilton Minneapolis

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

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

National Network of Law School Officers (NNLSO) Breakfast and Business Meeting
8:00 a.m. – 9:30 a.m.
205AB, Level Two
For information and registration, contact: Colleen Timmons at ctimmons@tulane.edu or (504) 862-8835

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

(M3) Educational Sessions & Roundtable Discussions
10:45 a.m. – 11:45 a.m.

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

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

(ML) Nominations & Elections 2017-2018 Committee Luncheon
By invitation
11:45 a.m. – 1:15 p.m.
206AB, Level Two

(ML) TAICEP: The Association for International Credential Evaluation Professionals Brown Bag Lunch
11:45 a.m. – 1:15 p.m.
205C, Level Two
Contact: Jeanie Bell at Jeanie.bell@colorado.edu or (303) 735-2437

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

(M4) Emerging Leader Insight (ELI) Talks
1:15 p.m. – 2:15 p.m.
Mezzanine Lobby, A-E Side

(M4) Latino/Latina Caucus
1:15 p.m. – 2:15 p.m.
205C, Level Two

(M5) Plenary Presentation
2:30 p.m. – 3:30 p.m.
101, Level One
Presenters: Scott Jaschik, Inside Higher Ed
William R. Gil, AACRAO
Michelle Mott, AACRAO

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

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

(M6) ACAOPU Meeting
4:00 p.m. – 5:00 p.m.
206AB, Level Two

(M6) LGBTQA Caucus
4:00 p.m. – 5:00 p.m.
205AB, Level Two

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

Board of Directors Reception for Honorees
By invitation
6:15 p.m. – 7:30 p.m.
Duluth, Third Floor, Hilton Minneapolis
M1.5653  Implementing a Comprehensive University Behavioral History Review Committee Across Different Populations

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

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

PRESENTERS:
Erin Mason, University of Connecticut
Lawrence Walsh, University of Connecticut

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

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

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

PRESENTERS:
Audra McQuarie, University of Phoenix
Joe Tate, University of Phoenix

M1.5680  FERPA Update and Q&A

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

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

PRESENTER:
LeRoy Rooker, AACRAO

M1.5744  Engaging Ethical Considerations of Exceptions to Policy

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

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

PRESENTERS:
Margo Landy, University of the Pacific
Michael Santarosa, Westminster College

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

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

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

PRESENTERS:
Roger Lurie, Arizona State University
Susan Reyes, San Diego State University
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<tr>
<td>M1.5810</td>
<td>Roundtable: Scheduling Policies, Systems, and Support</td>
<td>Monday, April 3, 8:00 a.m. – 9:15 a.m.</td>
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Most campuses encounter some of the same issues regarding space policies, scheduling systems, and supporting the academic community. Join the conversation with fellow schedulers.

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

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<td>M1.5829</td>
<td>Building Great(er) Relationships with Community Colleges</td>
<td>Monday, April 3, 8:00 a.m. – 9:15 a.m.</td>
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Northern Illinois University and Oakland University have developed initiatives to build dynamic and strategic relationships with community colleges in Illinois and Michigan to ensure a smooth student transfer to both universities. We will discuss the comprehensive reports developed, what we discovered when we reviewed our websites, and examples of what we recommended and changed to existing internal policies.

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

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<td>M1.5836</td>
<td>AACRAO Caucuses: Kick Off Meeting</td>
<td>Monday, April 3, 8:00 a.m. – 9:15 a.m.</td>
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The role of the AACRAO Caucuses is to promote diversity, cultural awareness, and inclusion. Come learn more about the mission and purpose of the AACRAO caucuses.

**Facilitator:**  
Tiffany Robinson, Western Kentucky University

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<td>M1.5866</td>
<td>Totally Student Centered: Building a Service Model for the 21st Century Student</td>
<td>Monday, April 3, 8:00 a.m. – 9:15 a.m.</td>
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What does it mean for an institution to be “totally student centered?” From application to graduation, students need a seamless and collaborative experience that supports their success. Students don’t care about silos or departmental lines or when something is above your pay grade. Learn how one institution transformed its student experience to meet the needs of the 21st century student, both online and on ground.

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

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<td>M1.5869</td>
<td>Mental Health: What Does it Look Like When it Shows up in Your Office?</td>
<td>Monday, April 3, 8:00 a.m. – 9:15 a.m.</td>
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Participate in the conversations around a study of international student perspectives at the University of Minnesota Duluth and documented evidence of undergraduate and graduate students withdrawing from school due to stress, anxiety, depression and other areas of mental health concerns.

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

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

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

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

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

**PRESENTERS:**
- Neil Robinson, The University of Melbourne, Australia
- Amy Schwartz, University System of New Hampshire
M1.6072  Credentials Fraud and Diploma Mills: A Global and Growing Problem
Monday, April 3, 8:00 a.m. – 9:15 a.m. | M101C, Mezzanine Level
Help protect your institution against the growing problem of credentials fraud and diploma mills. In this session, we will discuss important concepts, suggested methodology and resources, along with real-world samples and case studies to provide an understanding of the credentials fraud issue and a basic road map of what to do about it.
PRESENTERS:
Yuriko Bassett, Azusa Pacific University
Jasmin Saidi-Kuehnert, Association of International Credentials Evaluators, Inc.

M1.6443  Building a One Stop Contact Center: Planning Part II
Monday, April 3, 8:00 a.m. – 9:15 a.m. | 205D, Level Two
At SEM 2016, SLC presented on trending customer demands for phone support plus a One Stop Contact Center overview. Part II focuses on software and systems that smartly stretch resources to meet customer demands while improving the efficiency and effectiveness of every contact with students! Outstanding phone staffing plans provided!
PRESENTERS:
Julie Harrington, NICE Uptivity
Susan Leigh, California State University Long Beach

M1.6545  SEM Endorsement Program (SEM-EP): Learn About AACRAO’s Enrollment Management Credential
Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200I, Level Two
SEM-EP is an educational training opportunity resulting in a professional endorsement designed to prepare and recognize enrollment management professionals at the national level through an online registry. In this session, presenters will share information regarding program admission, learning outcomes, educational components, and benefits. Recent national research on enrollment management credentialing programs will also be highlighted. Learn how you can benefit from this credential.
PRESENTERS:
Kimberley Buster-Williams, Assistant Director, SEM-EP
Christopher Tremblay, Director, SEM-EP

M1.6608  Progress Update: Student Identity Workgroup
Monday, April 3, 8:00 a.m. – 9:15 a.m. | 200H, Level Two
As part of AACRAO’s initiative on facilitating an ongoing conversation on Gender Identity and Expression, the Student Identity Work Group was formed to spend this year developing best practices and guidelines for working with transgender students on records, enrollment, and student success issues. This will be an opportunity to engage with committee members to hear about the progress and to provide input into the recommendations.
PRESENTERS:
Jackie Carter, Washington University in St. Louis
Jack Miner, The Ohio State University

M1.6725  Roundtable: Graduate & Professional Schools
Monday, April 3, 8:00 a.m. – 9:15 a.m. | M100F, Mezzanine Level
This session will share some industry-wide best practices for graduate & professional schools across the nation. Come hear what your colleagues are doing and share some best practices of your own!
FACILITATORS:
Michael Murray, The Ohio State University College of Dentistry
Elizabeth Bouhmadoche, Boston University

M1.6028  NNLSO Business Meeting and Breakfast
Monday, April 3, 8:00 a.m. – 9:30 a.m. | 205AB, Level Two
Get updates on NNLSO and connect with colleagues in the field.
FACILITATOR:
Judith Calvert, Yale University Law School

Corporate Showcase
Monday, April 3, 9:15 a.m. – 10:30 a.m.
The Corporate Showcase offers dedicated time to the exhibit hall and corporate presentations. The refreshment break in the exhibit hall begins at 9:15. Grab a quick bite and be sure to attend one of the informative corporate presentations scheduled exclusively during Corporate Showcase hours, which are from 9:30-10:30. It’s your opportunity to listen to vendors and their clients discuss the latest trends and technologies in higher education administration. And if you have some free time, walk through the exhibit hall and see what exciting products and services our vendors have to offer.

Refreshment Break in Exhibit Hall
Monday, April 3, 9:15 a.m. – 10:30 a.m. | Exhibit Hall B, Level One
**M2.6442**  Can You Truly Manage the Student Experience When You are Only Seeing Half of the Student Record?

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

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

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

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

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

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

**PRESENTER:**
Ellen Wagner, Hobsons

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

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

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

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

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**M2.6482**  A Commencement Roundtable

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

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

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

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

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

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

**PRESENTER:**
Eric Paillet, Runner Enterprise Data Quality

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

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

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

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

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

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

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

**PRESENTER:**
Joe Green, National Student Clearinghouse
M2.6489  Build a Successful Schedule of Classes Every Term
Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100A, Mezzanine Level
Discover how CourseLeaf Section Scheduler (CLSS) redefines scheduling by replacing antiquated processes with a feature-rich interface that gives schedulers complete transparency across all departments. Effectively manage primetime, classroom space, and achieve more accurate forecasting. Plan, update, and validate schedules in compliance with institution policy and procedures for an error-free schedule every term. Easily publish back to your SIS, room scheduling software, and to web and print formats. The end result is a profound increase in departmental efficiency.

PRESENTER:
Patrick Boateng, CourseLeaf from Leepfrog Technologies

M2.6492  Issue Digital Diplomas and Send All of Your Credentials With the Comprehensive Digital Credential Platform
Monday, April 3, 9:30 a.m. – 10:30 a.m. | M100J, Mezzanine Level
As part of the comprehensive digital credentials platform that lets you send and receive official academic records, Parchment Award offers a simple process to securely issue digital diplomas or certificates and track how your graduates are sharing them socially on Facebook or LinkedIn. Digital diplomas are being explored to replace the international apostille process, reduce the number of replacement diplomas requested, increase the institutional awareness through social media, and provide a simple portable credential that can be used anywhere. Join this session to hear how the successes from our earliest adopters and how you can get going too.

PRESENTERS:
Rajeev Arora, Parchment
Jason Weaver, Parchment

M2.6519  Empower Staff. Enhance Productivity
Monday, April 3, 9:30 a.m. – 10:30 a.m. | 200I, Level Two
Learn how registrars of leading universities use business process automation to improve staff productivity and job satisfaction, avoid the tedium of transcript ordering and fulfillment, and make serving students, alumni and other constituents faster, easier, more efficient and secure. See how you can achieve better control of your office operations and be prepared for the digital revolution in student records.

PRESENTERS:
Mindy Starcher, Credentials Solutions
Natalie Spooner, Credentials Solutions

M2.6522  Guided Pathways to Success: Empower Students Through to Completion and Beyond
Monday, April 3, 9:30 a.m. – 10:30 a.m. | M101A, Mezzanine Level
Students and families are expecting institutions to provide the tools and support services to ensure students secure the necessary skills and competencies to prepare them for a successful life. Learn how Brigham Young University – Idaho has successfully rolled out a system to empower their 44,800 students throughout their journey. With their desired career as the goal, students stay on track for success in the areas of college readiness, career strategy, tutoring, advising, academic planning, course selection, job discovery, and internships. Hear how BYU-I has undertaken this guided pathways journey, and learn about the outcomes and results.

PRESENTERS:
Amy LaBaugh, Brigham Young University – Idaho
Eileen Smith, Jenzabar

M2.6578  The Workday Student Experience
Monday, April 3, 9:30 a.m. – 10:30 a.m. | M101C, Mezzanine Level
It’s no secret that early and active engagement with students directly impacts retention and completion rates. But how can you be sure you’re meeting your students’ expectations throughout their entire academic journey? Does your current system of record support a modern, mobile, and intuitive user experience that keeps your students on track for success? Come hear how higher education institutions can meet those challenges head-on with Workday Student, a cloud-based system with an entirely new take on student engagement. You’ll see it in action as we walk through the student journey through their eyes, from recruitment and admissions to academic advising, course selection, registration, and more.

PRESENTERS:
Adriana Farella, Workday
Evan Baum, Workday
**Student Success Track Session Sponsored by**

**SEAtS Software**
The Student Success Platform

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

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

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

**PRESENTER:**
Jim Tully, SEAtS Software

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

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

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

**PRESENTER:**
Emily Johnson, University of Utah

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

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

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

**PRESENTERS:**
Praveen Shanbhag, NameCoach
Thomas C. Black, Stanford University

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

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

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

**PRESENTER:**
Zoe Sachs, Elon University
### M3.5515  Najim Scholars: A Case Study on University-Community College Partnerships for Strategic Enrollment of Diverse Undergraduates

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

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

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

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

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

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

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

### M3.5703  Wayback Machine - AACRAO Research 2016

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

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

**PRESENTER:**
- Wendy Kilgore, AACRAO

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

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

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

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

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

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

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

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

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

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

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

**PRESENTERS:**
- Jeff Elliott, University of Missouri - Columbia
- Doug Holmes, Ontario Universities’ Application Centre
- Roger Lurie, Arizona State University
### M3.5819 The New York and California Bar Exam: Changing Requirements and Procedures

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

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

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

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

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

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

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

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

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

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

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

### M3.5949 Roundtable: Enrollment Reporting Best Practices

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

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

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

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

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

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

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

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

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

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

**PRESENTERS:**
- Tina Falkner, University of Minnesota - Twin Cities
- Niki Pechinski, University of Minnesota - Duluth
M3.5987  Academic Policy: More Than an Afterthought
Monday, April 3, 10:45 a.m. – 11:45 a.m. | M100J, Mezzanine Level

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

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

M3.5991  Roundtable: Veteran Services
Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200G, Level Two

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

**FACILITATORS:**
David Johnson, University of Iowa
Dennis Arps, University of Iowa

M3.6000  Keeping Up With Growing Enrollments of International Students
Monday, April 3, 10:45 a.m. – 11:45 a.m. | M101A, Mezzanine Level

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

**PRESENTER:**
Colleen Wilson, Colorado Technical University

M3.6036  Study Abroad 101 for Registrars
Monday, April 3, 10:45 a.m. – 11:45 a.m. | M101B, Mezzanine Level

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

**PRESENTER:**
Opal Leeman Bartzis, Butler University

M3.6480  Certified Electronic Diplomas: The Most Advanced Credential Now Include the Only Solution for the Apostille
Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200H, Level Two

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

**PRESENTERS:**
Thomas Black, Stanford University
Christopher Jackson, Paradigm Corporation

Research Session Sponsored by
NATIONAL STUDENT CLEARINGHOUSE RESEARCH CENTER

M3.6487  College Completion's Upward Trajectory: Latest Findings from the National Student Clearinghouse Research Center
Monday, April 3, 10:45 a.m. – 11:45 a.m. | 200I, Level Two

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

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

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

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**Emerging Leader Insight (ELI) Talks**

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

Based loosely on TED Talks, AACRAO is introducing Emerging Leader Insight (ELI) Talks at the Annual Meeting. The participants, who are all past winners of the Emerging Leader Award, will share their thoughts on what led them to enter the realm of higher education and what inspires them to excel. Join presenters Lee Furbeck, Luke Schultheis, Rodney Parks, Tiffany Robinson, and Ingrid Nuttall for an autobiographical glimpse into their professional lives.

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

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

**PRESENTER:**
Reid Kallman, University of Colorado Boulder
Michael Rendon, Texas A&M University - Corpus Christi
Richelle Warr, University of Utah

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

**PRESENTERS:**
Reid Kallman, University of Colorado Boulder
Michael Rendon, Texas A&M University - Corpus Christi
Richelle Warr, University of Utah
**MONDAY EVENTS AND SESSIONS (continued)**

| Session Code | Title                                                                 | Date, Time | Location
|--------------|----------------------------------------------------------------------|------------|----------|
| M4.5686      | You're the New Registrar, Now What?                                    | Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100G, Mezzanine Level
|              | You’re finally the registrar, so what does that mean? What are some of  |            |          |
|              | the pitfalls to plan for and what are some great moments to look forward |            |          |
|              | to? How can you build the relationships you’ll need to ensure you’re    |            |          |
|              | successful? I’ll share my own experiences as a brand new registrar and  |            |          |
|              | what I’ve learned on the path to becoming the best registrar ever!    |            |          |
| PRESENTER:   | Jennifer Briggs, University of Evansville                              |            |          |

| M4.5694      | Keeping Your Sanity While Implementing & Maintaining Multiple SIS Add-ons | Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100C, Mezzanine Level
|              | The Colorado School of Mines Registrar’s Office has at least ten different  |            |          |
|              | software systems that enable the medium-sized institution to service     |            |          |
|              | internal and external customers with a small staff of eight. In the past  |            |          |
|              | few years we have upgraded or implemented at least a half dozen systems  |            |          |
|              | to improve service, but not without a few twists and turns. We will share our |            |          |
|              | story of what we have learned over the years and how we keep our sanity  |            |          |
|              | as we continue to upgrade and implement new processes.                  |            |          |
| PRESENTERS:  | Dahl Grayckowski, Colorado School of Mines                             |            |          |
|              | Corey Wahl, Colorado School of Mines                                  |            |          |

| M4.5812      | A Comprehensive Guide to A-Level and GCSE Changes in the UK and Globally | Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100H, Mezzanine Level
|              | Since 2013 there have been significant changes to the UK curriculum—     |            |          |
|              | including Advanced Level examinations and GCSEs. With the              |            |          |
|              | implementation phasing in by subject, universities will begin seeing a  |            |          |
|              | vast array of old and new qualifications that make up an                |            |          |
|              | international student’s application. Learn how to make informed       |            |          |
|              | decisions on international applicants regarding their suitability for,  |            |          |
|              | and placement in, undergraduate degree programs.                       |            |          |
| PRESENTERS:  | Laurent Lemaitre, Pearson                                              |            |          |
|              | Emily Tse, International Education Research Foundation, Inc.           |            |          |

| M4.5824      | ADA Compliance: Making Sure Your Services Are Accessible to Everyone    | Monday, April 3, 1:15 p.m. – 2:15 p.m. | M100I, Mezzanine Level
|              | Higher education relies on information and communication technology    |            |          |
|              | (ICT) more than ever. While exciting, it can be inadvertently           |            |          |
|              | discriminatory when implemented without regard to users with disabilities. |            |          |
|              | CU Boulder recently underwent a Department of Justice investigation    |            |          |
|              | based on possible ADA non-compliance. We will share what we learned about barriers faced by users with disabilities, how to overcome them, and how to offer better ICT accessibility for registration systems, portals, LMS, etc. |            |          |
| PRESENTERS:  | Dustin Moody, University of Colorado Boulder                           |            |          |
|              | Paul O’Brien, University of Colorado Boulder                          |            |          |

| M4.5837      | Gender Diversity and Inclusion: Aligning the Student Information System With the NYU Social Consciousness | Monday, April 3, 1:15 p.m. – 2:15 p.m. | 200J, Level Two
|              | Prompted by student and administrator concerns about how legal sex      |            |          |
|              | versus gender (identity) is recorded in the Student Information System, |            |          |
|              | NYU brought their SIS experience in line with the NYU social           |            |          |
|              | consciousness and values of diversity and inclusion with several       |            |          |
|              | modifications, including adding a Gender Identity self-service field.  |            |          |
|              | This session will walk the audience through how NYU modified their SIS, |            |          |
|              | covering challenges, insights and successes.                          |            |          |
| PRESENTER:   | Holly Haimo, New York University                                       |            |          |

|              | The work of the registrar increasingly involves the application of     |            |          |
|              | technology to administrative tasks, which would be fine if technology  |            |          |
|              | would stop changing all of the time. This session will provide an     |            |          |
|              | overview of current technological trends in layperson’s terms in an   |            |          |
|              | effort to demystify and unshroud the acronyms and terminology. The    |            |          |
|              | goal is to be more comfortable communicating with your technical team  |            |          |
|              | and why that’s important for the success of your office’s initiatives. |            |          |
| PRESENTER:  | Doug McKenna, American University                                     |            |          |
This session will share some industry-wide best practices in transfer collected from admissions and registrar’s offices across the nation. Come hear what your colleagues are doing and share some best practices of your own!

**FACILITATOR:**
Seth Kamen, Montgomery College

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

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

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

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

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

**PRESENTERS:**
Paul Duldig, University of Melbourne
Natalie MacDonald, La Trobe University
Peter Marshall, Monash University

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

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

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

**PRESENTER:**
Katie Schwienteck, York College of PA
**MONDAY EVENTS AND SESSIONS (continued)**

**M4.5958  Roundtable: Small College Admissions**

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

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

**FACILITATOR:**

Rose Mwayungu, Eastern Virginia Medical School

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

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

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

**PRESENTERS:**

Nicole Desjardins Gowdy, Pomona College

Miriam Feldblum, Pomona College

**M4.6080  Latino/Latina Caucus**

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

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

**FACILITATOR:**

Cindy Lambert, Benedictine University

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

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

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

**PRESENTER:**

Matthew Pittinsky, Parchment

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

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

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

**PRESENTERS:**

Wendy Kilgore, AACRAO

Ellen Wagner, Hobsons

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

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

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

**PRESENTERS:**

Michael Carrell, The Ohio State University

Kimberly Nicholson, Indiana Wesleyan University

Cynthia Rathunde, City Colleges of Chicago

Joellen Evernham Shendy, University of Maryland - University College

**Best of the Best Sessions**

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

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

Being busy has become a sickness with which we’re infecting ourselves in both our personal and professional spheres. It serves as a reassurance that our lives are full—that we are important, and we are in high demand. The trend is an epidemic of self-imposed busy wherein we’re aware of the stress we’re causing ourselves, but can’t break the pattern. Is being too busy actually counterproductive? Come join us to find out—and to find the anecdote.

**PRESENTER:**

Helena Minerva, Fashion Institute of Technology
M5.6449 Monday Plenary Presentation
The New Reality for Higher Education
Monday, April 3, 2:30 p.m. – 3:30 p.m. | 101, Level One

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

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

M6.5461 Roundtable: The IR and Registrar Data Dance
Monday, April 3, 4:00 p.m. – 5:00 p.m. | M101B, Mezzanine Level

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

FACILITATOR:
Doug McKenna, American University

M6.5465 Transgender and Gender Nonconforming: Overcoming the Challenges of Adding Pronouns to the Student System
Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100B, Mezzanine Level

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

PRESENTERS:
Rodney Parks, Elon University
Robin Straka, Elon University

M6.5519 Changing Times: Graduating Students (when you are ready even if they are not)
Monday, April 3, 4:00 p.m. – 5:00 p.m. | M100F, Mezzanine Level

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

PRESENTER:
Kimberly Barber, Florida State University
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<th>Code</th>
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<tr>
<td>M6.5704</td>
<td>A Day in the Life of a Transfer Transcript</td>
<td>Monday, April 3, 4:00 p.m. – 5:00 p.m.</td>
<td>M100G, Mezzanine Level</td>
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<td>In the olden days, before the internet and EDI and document imaging workflows, handling transcripts for transfer students was a tedious, repetitive and time-consuming process, often fraught with human error and inconsistency. This session will explore both the old and the new ways of managing transfer of credit, with an emphasis on using today’s technologies to speed the process and ensure equitable and accurate transfer credit award for all students.</td>
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<td><strong>PRESENTER:</strong> Susan Eveland, University of Oregon</td>
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<td>M6.5771</td>
<td>Journey to Leadership for Women in Higher Education</td>
<td>Monday, April 3, 4:00 p.m. – 5:00 p.m.</td>
<td>M100H, Mezzanine Level</td>
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<td>In the age of so much dialogue about equality, there are still forces that hold women back in terms of career advancement. This session will explore the path to leadership through the stories of several women in senior-level positions in higher education. By understanding the experiences of others, how they navigated detours and roadblocks, we can understand our own possibilities. Results of a research study will be presented along with an opportunity for audience discussion.</td>
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<td><strong>PRESENTER:</strong> Cie Gee, The University of Texas at San Antonio</td>
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<td>M6.5785</td>
<td>Evolving Technology Outpacing Business Practice</td>
<td>Monday, April 3, 4:00 p.m. – 5:00 p.m.</td>
<td>M100DE, Mezzanine Level</td>
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<td>Changes in information technology and the fluidity of data in mobile-friendly system solutions are common. Often financial and human capital is overlooked and under resourced, so business practices and policies that govern that data fall behind, becoming difficult to apply and enforce. This session will explore government and industry standards for data stewardship, highlight examples where the technology and business practice intersection became problematic, and how the gap was bridged.</td>
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<td><strong>PRESENTERS:</strong> Megan Jerabek, West Chester University of Pennsylvania, Joseph Santivasci, West Chester University of Pennsylvania, Emily Shandley, Yale University</td>
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<td>M6.5813</td>
<td>FERPA: The “Stuff” You Can’t Make Up</td>
<td>Monday, April 3, 4:00 p.m. – 5:00 p.m.</td>
<td>200AB, Level Two</td>
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<td>If you are responsible for applying and interpreting FERPA, at least once in your career you’ve said “Wow, that’s a new one!” Those are the times it’s good to have exercised your FERPA muscle and talked through the nuances of FERPA application. This session will walk though FERPA case studies that you won’t find in the FERPA Guide. Audience participation is part of the format.</td>
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<td><strong>PRESENTERS:</strong> Tina Falkner, University of Minnesota - Twin Cities, Rhonda Kitch, North Dakota State University - Main Campus, Rebecca Mathern, Oregon State University</td>
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<td>M6.5820</td>
<td>Best Practices: Statistics &amp; Reporting</td>
<td>Monday, April 3, 4:00 p.m. – 5:00 p.m.</td>
<td>M100C, Mezzanine Level</td>
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<td>Many of us face mandates to collect, collate, analyze, and report statistical data while dealing with antiquated systems. Institutions struggle with rising costs to retain and produce data. Choosing from diverse approaches means taking into account not only the institution’s current needs, but also trying to predict future requirements. This session is meant to share ideas and develop best practices for statistics and reporting.</td>
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<td><strong>PRESENTERS:</strong> Pontus Niklasson, University of Washington - Seattle Campus, Kenneth Pokrouski, Fordham University School of Law</td>
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<td>M6.5882</td>
<td>Finding the Easy Button for Large Scale Needs</td>
<td>Monday, April 3, 4:00 p.m. – 5:00 p.m.</td>
<td>200CD, Level Two</td>
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<td>The Office of the Registrar collaborated with the College of Letters and Science to implement a new policy aimed to decrease time to degree: mandatory major declaration. Hundreds of students were mandated to declare a major or receive an enrollment hold. The Office of the Registrar developed a batch load to place a hold on accounts. After meeting with an advisor to declare, the hold was immediately removed. We have seen a significant decrease in students without majors.</td>
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<td><strong>PRESENTER:</strong> Keri Allard, University of Wisconsin - Madison</td>
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M6.5900  Two Organizations with One Common Goal: Student Success

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

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

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

M6.5965  Articulation Agreements 101

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

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

PRESENTER:
Katie Schwienteck, York College of PA

M6.5997  Roundtable: Proprietary Schools

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

This is a roundtable discussion for for-profit institutions.

FACILITATOR:
Pete Scanlan, Walden University

M6.6008  Roundtable: International Education

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

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

FACILITATOR:
Jacquelyn Elliott, Marion Military Institute

M6.6082  LGBTQA Caucus

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

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

FACILITATOR:
Joseph Salomone, Drexel University

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

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

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

PRESENTER:
Natalie Smolenski, Learning Machine

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

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

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

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

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

**M6.6599  ACAOPU Meeting**
Monday, April 3, 4:00 p.m. – 5:00 p.m. | 206AB, Level Two
Attend the meeting of the Association of Chief Admissions Officers of Public Universities.

**FACILITATOR:**
Matt Lopez, Arizona State University

**M7.6437  AACRAO Town Hall Meeting**
Monday, April 3, 5:15 p.m. – 6:15 p.m. | Room 101, Level One
This is an opportunity to discuss the status of the association, the proposed budget, any proposed bylaw change and other association priorities.

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

**Board of Directors Reception for Honorees**
*By invitation*
6:15 p.m. – 7:30 p.m. | Duluth, Third Floor, Hilton Minneapolis

**Musical Entertainment at the Honorees Reception**

**Band of Praise** was founded in 2007 by two trombonists whose purpose was to bring the spirit of New Orleans brass bands and the jazz funeral tradition to Minnesota. The musicians performing at the Annual Meeting are members of the American Federation of Musicians and the Twin Cities Musicians Union (Local 30-73). A 5-piece Dixieland ensemble will showcase some of the best players in town.
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Tuesday, April 4, 2017
Events and Sessions

**INTERNATIONAL DAY**

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

**Cyber Café Open**
7:45 a.m. – 4:30 p.m.
Lobby B, Level One

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

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

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

**Speaker Ready Room**
7:30 a.m. – 5:30 p.m.
201, Level Two

**Friends of Bill W. Meeting**
7:00 a.m. – 8:00 a.m.
206AB, Level Two

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

**AACRAO Film Festival**
8:00 a.m. – 9:15 a.m.
200E, Level Two

**Refreshment Break in Exhibit Hall**
9:15 a.m. – 10:00 a.m.
Exhibit Hall B, Level Two

**T2) AACRAO Business Meeting**
10:00 a.m. – 11:30 a.m.
101, Level One

**T) International Luncheon**
Ticket required
11:30 a.m. – 1:00 p.m.
205AB, Level Two

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

**T) Annual Meeting Planners Luncheon**
By invitation
11:30 a.m. – 1:00 p.m.
Marquette V, Second Floor,
Hilton Minneapolis

**AACRAO Film Festival**
11:30 a.m. – 1:00 p.m.
200E, Level Two

**T) Educational Sessions & Roundtable Discussions**
1:00 p.m. – 2:00 p.m.

**T) Poster Sessions**
1:00 p.m. – 2:00 p.m.
Escalator Lobby, Level Two

**T) Asian and Pacific Islander Caucus**
1:00 p.m. – 2:00 p.m.
206AB, Level Two

**Refreshment Break in Exhibit Hall**
2:00 p.m. – 2:30 p.m.
Exhibit Hall B, Level Two

**NAIA Registrars Association Annual Business Meeting and Discussion**
2:00 p.m. – 3:30 p.m.
205AB, Level Two

**T) Plenary Presentation**
2:30 p.m. – 3:30 p.m.
101, Level One

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

Moderator: Monique Snowden, Fielding Graduate University

**T) Educational Sessions & Roundtable Discussions**
3:45 p.m. – 4:45 p.m.

**T) Poster Sessions**
3:45 p.m. – 4:45 p.m.
Escalator Lobby, Level Two

**T) Black Caucus**
3:45 p.m. – 4:45 p.m.
205AB, Level Two

**T) Educational Sessions & Roundtable Discussions**
5:00 p.m. – 6:00 p.m.

**T) Native American Caucus**
5:00 p.m. – 6:00 p.m.
206AB, Level Two

**International Educators Reception**
6:30 p.m. – 7:30 p.m.
Duluth, Third Floor, Hilton Minneapolis
(ticket at extra cost required)

Sponsored by AACRAO International, Paver Family Foundation, ETS TOEFL

**State and Regional Receptions**
See page 91 for a list of receptions.

**National Network of Law Schools (NNLSO) Networking and Social Event**
7:00 p.m. – 9:00 p.m.
For information and registration, contact: Colleen Timmons at ctimmons@tulane.edu or (504) 862-8835
TUESDAY EVENTS AND SESSIONS (continued)

(T1) Educational Sessions and Roundtables
TUESDAY, APRIL 4, 8:00 A.M. – 9:15 A.M.

T1.5374  Scheduling Round Robin
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100J, Mezzanine Level

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

FACILITATORS:
Len Archer, Adventist University of Health Sciences
Carol Harrison, College of Southern Maryland
Diedre Weilminster, Frederick Community College

T1.5431  IPEDS Data: Changes and Updates to Federal Postsecondary Data Collection
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200AB, Level Two

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

PRESENTER:
James Isaac, RTI International

T1.5446  Roundtable: Enrollment Management Registrars
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200G, Level Two

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

FACILITATOR:
Cody Schmitz, Franciscan University of Steubenville

T1.5470  Beating Students Over the Head with the “Diversity Club”
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M101A, Mezzanine Level

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

PRESENTER:
Jesse Parrish, Elon University

T1.5512  A Glimpse Into the World of Admission Processing
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100C, Mezzanine Level

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

PRESENTER:
Tiffani Robertson, Governors State University

T1.5688  When Students Don’t Fit Into the Reporting Box: Gender Identity and Downstream Considerations
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100F, Mezzanine Level

In this session, panelists will share their evolving solutions to records management, compliance reporting and other regulation issues for students who change their gender identity and/or preferred name. Campus responses to the other needs of changing student demographics will also be discussed.

PRESENTERS:
Polly Griffin, Princeton University
Brenda Selman, University of Missouri - Columbia
Daniel Weber, Northeastern Illinois University
Kristi Wold-McCormick, University of Colorado Boulder
Juanita Womack, Philadelphia University
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<tr>
<td>T1.5699</td>
<td>Competency-Based Education: A Primer</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>200J, Level Two</td>
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<td>In the past several years the number of schools pursuing and developing CBE programs has dramatically increased. What is competency-based education? What models are currently being used to deliver it, what do we know about its success rate, and what are the reasons it is gaining tracking and popularity? Learn about the impacts of CBE on admissions and registrar areas, and hear from those who have implemented CBE programs.</td>
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<td><strong>PRESENTERS:</strong> Lesa Beals, Purdue University - Main Campus</td>
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<td>Joellen Evernham Shendy, University of Maryland - University College</td>
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<td>T1.5717</td>
<td>Registrars and IT: Beginning, Middle, and Latter Career Perspectives</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>200F, Level Two</td>
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<td>Join our panel of registrars who will share and discuss various points of view on our role as technology integrators—how to prepare, adjust and learn new tricks with ever-evolving information technology, what’s new, what’s leading edge, what’s old, and how to expand your knowledge.</td>
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<td><strong>PRESENTERS:</strong> Adrian Cornelius, University of Maryland - College Park</td>
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<td>Patricia Mathay, University of Pittsburgh - Main Campus</td>
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<td>Kara Saunders, University at Buffalo</td>
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<td>T1.5748</td>
<td>New to International Admissions? Tips for Growth in the Field</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>M100A, Mezzanine Level</td>
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<td>This session provides tips and secrets on how to develop the skills you need to review and admit international students, as well as how to become an expert in this exciting field. The team of presenters will share insights on how to get started as well as the types of activities that exist for professional development. Opportunities include presenting at conferences, publishing, committee work and travel!</td>
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<td><strong>PRESENTERS:</strong> LesLee Clauson Eicher, AACRAO International</td>
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<td>Jennifer Minke, Texas A&amp;M University - Kingsville</td>
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<td>Emily Tse, International Education Research Foundation, Inc.</td>
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<td>T1.5782</td>
<td>Come Sail Away: Semester at Sea Joins Colorado State University</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>205D, Level Two</td>
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<td>We will discuss the academic partnership and project plans between the Institute for Shipboard Education and Colorado State University—this forms the Semester at Sea experience. As a floating learning community, academic rigor was central to planning. Learn details on system integration, alignment of academic and student life policies, and the experience sailing in Fall 2016.</td>
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<td><strong>PRESENTER:</strong> D. Tobiasson Baitinger, Colorado State University</td>
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<td>T1.5830</td>
<td>What’s in a Name: A Discussion of Current and Ongoing LGBTQA Acronyms, Definitions, Concepts and Guides</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>M100B, Mezzanine Level</td>
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<td>Within the LGBT community and within higher education, there are several pertinent issues, acronyms, concepts and guides that help to better define and understand the LGBT community. The presenters will review all current concepts and trends and answer questions related to these categories.</td>
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<td><strong>PRESENTERS:</strong> Joseph Salomone, Drexel University</td>
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<td>Carl Stange, Winona State University</td>
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<td>T1.5862</td>
<td>Making Curriculum Migration Happen</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>M100G, Mezzanine Level</td>
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<td>When implementing a new curriculum, migrating current students to the new curriculum rather than “teaching out” the old curriculum can be a win-win for students and the institution.</td>
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<td><strong>PRESENTERS:</strong> Hope Martin, Chamberlain College of Nursing</td>
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<td>Megan Stroud, Chamberlain College of Nursing</td>
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T1.5923  Transparency in Higher Education
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100I, Mezzanine Level

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

PRESENTERS:
Scott Busch, Grand Canyon University
Matthew Gardner, Grand Canyon University
Shelley Gardner, Grand Canyon University

T1.5943  Admissions and Financial Aid: Essential Partnership for Enrollment Success
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100H, Mezzanine Level

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

PRESENTERS:
Kellie Nehring, University of San Diego
Stephen Pultz, University of San Diego

T1.5970  Implementing a Vision: The Trials of Achieving the CRM Dream
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M100DE, Mezzanine Level

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

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

T1.5994  Roundtable: Degree Progress Data Analytics
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M101B, Mezzanine Level

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

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

T1.6043  An Update on the Educational System of the Islamic Republic of Iran
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | M101C, Mezzanine Level

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

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

T1.6490  CourseLeaf CAT/CIM Re-invent Catalog and Curriculum Management
Tuesday, April 4, 8:00 a.m. – 9:15 a.m. | 200H, Level Two

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

PRESENTER:
Greg Soare, CourseLeaf from Leepfrog Technologies
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<td>T1.6503</td>
<td>We Are All Criminals: A Look at the Impact of Criminal Records</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>200CD, Level Two</td>
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<td>T1.6503</td>
<td>We Are All Criminals: A Look at the Impact of Criminal Records</td>
<td>Tuesday, April 4, 8:00 a.m. – 9:15 a.m.</td>
<td>200CD, Level Two</td>
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<td>TL.6450</td>
<td>International Luncheon</td>
<td>Tuesday, April 4, 11:30 a.m. – 1:00 p.m.</td>
<td>205AB, Level Two</td>
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<td>T2.6435</td>
<td>AACRAO Business Meeting</td>
<td>Tuesday, April 4, 10:00 a.m. – 11:30 a.m.</td>
<td>101, Level One</td>
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<td>T3.5375</td>
<td>Registrar Round Robin</td>
<td>Tuesday, April 4, 1:00 p.m. – 2:00 p.m.</td>
<td>200F, Level Two</td>
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One in four people in the US has a criminal record; four in four have a criminal history. This session will offer a compelling tool for discussing crime, privilege and punishment, and considerations for admissions and registrar professionals.

**PRESENTER:**
Emily Baxter, We Are All Criminals

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

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

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

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

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

The Impact of Politics on International Mobility
Ticket Required

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

**FACILITATORS:**
Len Archer, Adventist University of Health Services
Carol Harrison, College of Southern Maryland
Deirdre Weilminster, Frederick Community College
T3.5462  Great Scott! Transcript Model Extensions
Hit 88 MPH!

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 205D, Level Two

When it comes to expanding the academic record, institutions now have myriad options, including electronic certificates, badges, stackable micro-credentials, and co-curricular. Although the models developed by the Lumina Grant project will not fit every institution, they are nonetheless an essential first step, laying a foundation for further exploration. Join us for a discussion about the progress so far, next steps in the Lumina project, and a showcase of Elon’s Visual EXP (Visual Elon eXperiential Profile) that will be launched this May.

PRESENTER:
Rodney Parks, Elon University

T3.5681  FERPA: The Basics

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

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

PRESENTER:
LeRoy Rooker, AACRAO

T3.5719  Coalition for Access, Affordability & Success

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

Our nation has been in the midst of an important public policy dialogue about whether college is affordable and whether it has value. Can students—especially low- and moderate-income students—be successful and graduate without going deeply into debt? This coalition helps to answer that question with a resounding YES.

PRESENTER:
John Nondorf, University of Chicago

T3.5733  Administering a Successful Department Review

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

The Registrar’s Office at Missouri State University administered a department review this past year, including the utilization of AACRAO’s Registrar’s Self-Assessment guide, an internal review team, and an external review team composed of registrars from three other universities. This session describes successes and lessons learned from the perspective of the department head under review and the reviewers.

PRESENTERS:
Jay Haugen, Saint Louis University
Robert Hornberger, Missouri State University
Brad Myers, The Ohio State University
Douglas Swink, University of Missouri - Kansas City

T3.5750  International Admission Counseling: Competencies for Success

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100A, Mezzanine Level

This session is designed as a working session for all levels of international enrollment professionals. We will break into small groups to help inform the future AACRAO international core competencies. What competencies drive success in the field and should be considered in the hiring process, for example? Come prepared to discuss your views on what it takes to be successful in your job and help shape the conversation.

PRESENTER:
Jacquelyn Elliott, Marion Military Institute
T3.5772  Creating and Leveraging a Financial Aid Audit
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100B, Mezzanine Level

Come find out how the University of West Florida created and is leveraging a financial aid audit to proactively warn students against taking courses for which they will not receive financial aid, and only award aid for courses that are required for degree completion. We will also look at a report that allows advisors to request overrides, and the automations that allow the proactive communications with students.

**PRESENTER:**
Julie Glasco, University of West Florida

T3.5794  Lessons Learned from Canada and Methodologies to Proven Success with PESC XML Transcript Exchange
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100C, Mezzanine Level

Come hear how several Canadian Postsecondary institutions and Application Centres who have put into practice the use of PESC Standards and how this allows them to be successful in improved data exchanges.

**PRESENTER:**
Doug Holmes, Ontario Universities’ Application Centre

T3.5856  The Obstacle is the (Registrar’s) Way
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100F, Mezzanine Level

Ryan Holiday’s book *The Obstacle is the Way* has become a bestseller due to the applicability of his reflections on the Stoic philosophy. These principles are equally relevant for registrars who encounter challenges in the course of their work. We will explore approaches to turning challenges into opportunities through a refined perception, right action, and a resilient will. In Marcus Aurelius’ words, “The impediment to action advances action. What stands in the way becomes the way.”

**PRESENTER:**
Doug McKenna, American University

T3.5860  Enhancing the Enrollment Experience: An Exercise in Usability
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100G, Mezzanine Level

Take an inside look at the efforts of the University of Wisconsin-Madison’s Office of the Registrar to develop an enhanced suite of enrollment tools and to facilitate collaboration across a decentralized academic landscape. Learn how we actively engaged campus partners and students to design a system focused on usability in order to streamline the complex enrollment process.

**PRESENTER:**
Aaron Apel, University of Wisconsin - Madison

T3.5890  Bangladesh & Sri Lanka: An Exciting Look at their Education Systems & Academic Credentials
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100H, Mezzanine Level

This informative session will focus on the education systems and academic credentials of Bangladesh and Sri Lanka. Presenters will include two credential evaluators with extensive experience reviewing South Asian credentials. Participants will learn the basics of each country’s education system, how the British education system has influenced these two countries, documentation formats, how the documentation is used for admissions purposes, and helpful resources for document verification.

**PRESENTERS:**
Julia Funaki, AACRAO International
Amy Ullrich, Educational Credential Evaluators, Inc.

T3.5911  Discovering Unknown Unknowns Through Design Thinking
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100I, Mezzanine Level

In an effort to reimagine experience and services, the University of Wisconsin Higher Education Location Program (UW HELP) offers a design thinking approach to realign program offerings to better serve the target audience. The challenge of the project was to discover a more personalized learning experience necessary to reshape the relationship between UW and students throughout their lifelong journey of learning. The session will discuss the process that was used and what was learned.

**PRESENRERS:**
Andrea Deau, University of Wisconsin - Extension
Mary Vilmo, University of Wisconsin - Extension
T3.5956  From Big to Small and Small to Big: Make Your Move a Good Fit
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100J, Mezzanine Level

There really is a difference between working in a big university registrar’s office versus a small college registrar’s office. Some differences include the reporting lines, job responsibilities, staffing, and budgets. This session offers tips from several who have been there, done it, and believe that you can do it too!

PRESENTERS:
Susan Hines, The College of Idaho
Heidi Hoskinson, Rogers State University

T3.5979  Leading Through the Unexpected
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M101A, Mezzanine Level

Join this discussion of strategies for leading teams when life gets in the way of what you had planned for your office. Topics covered will include a variety of life events, including pregnancies, illnesses, weddings, caring for parents, and deaths (both of staff and their loved ones).

PRESENTERS:
Leesa Beck, University of California - Santa Barbara
Amber Cellotti, University of Minnesota
Ingrid Nuttall, University of Minnesota - Twin Cities

T3.6011  Partnering with EducationUSA for your International Student Recruitment Needs
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M100DE, Mezzanine Level

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

PRESENTERS:
Ella Clement-Lilly, EducationUSA
Sofia de la Garza, EducationUSA
Affriile Degoma, EducationUSA
Justyna Kozyra-Bober, EducationUSA
Maya Sundararajan, EducationUSA
Ana Villavicencio, EducationUSA

T3.6041  Effective Communication in the Workplace
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M101B, Mezzanine Level

Communicating successfully within and between departments can be a challenge for some institutions. The presenter will discuss techniques and practices that can help make communication more effective and efficient.

PRESENTER:
Kess Knight, AACRAO

T3.6081  Asian and Pacific Islander Caucus
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 206AB, Level Two

The Asian Pacific Islander Caucus is a forum in which members discuss issues faced by students and professionals in higher education who identify as Asian Pacific Islanders.

PRESENTER:
Cassandra Moore, Anne Arundel Community College

T3.6486  Improving Student Success and Academic Transparency through the Clearinghouse’s Reverse Transfer and Student Portal
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200I, Level Two

The National Student Clearinghouse’s landmark Reverse Transfer service is a national solution that enable millions of eligible students to receive associate degrees. With Reverse Transfer, you can cross public, private, and state lines to help more of your students succeed. Find out what Reverse Transfer is, why it’s important, how it works, and how you can participate. The Clearinghouse also believes all students should be able to access their academic records. With the launch of our new student portal, MyHub, they can! MyHub provides students with full transparency into their academic records as they progress across their individual learning continuum. Come see the exciting new student portal we’re launching.

PRESENTERS:
Roberta Hyland, National Student Clearinghouse
Michelle Blackwell, National Student Clearinghouse

T3.6506  Transfer Tools to Maximize Your Recruiting Efforts
Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 200H, Level Two

Is your institution doing everything it can to attract prospective transfer students? Join CollegeSource to learn about TES®, a database with over 100,000 catalogs and 84 million course descriptions to aid in evaluating transfer credit, and Transferology™, which helps students manage transfer exploration and provides staff with qualified transfer leads.

PRESENTER:
John Panzica, CollegeSource
T3.6525  Big Changes Among High School Graduates Through the 2030s

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | M101C, Mezzanine Level

The Western Interstate Commission for Higher Education (WICHE) has produced its 9th edition of *Knocking at the College Door*, which provides updated high school graduate projections through 2032. WICHE’s co-author of the report will highlight the projected trends—limited growth in the overall number of high school graduates between now and 2025, with strong production from the South and West mitigated by declines in the Midwest and Northeast. After that, most states are projected to experience youth population declines that will lead to fewer graduates in the early 2030s. Virtually all net new high school graduates will be non-White, and White graduates will decrease to barely half of the total. The panelists will discuss how they use these data to promote best practices in this period of change.

**PRESENTERS:**
Pace Bransberger, WICHE
Darcy Briggs, Arapahoe Community College
Lee Furbeck, Cleveland State University

**Poster Session**

T3.5395  Creating Learning Communities Collaboratively

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

Learning communities have been used for many years in various forms and are cited in research as valuable retention programs. At MTSU, a struggling learning community program was revitalized in 2015 in a collaborative effort between Academic Affairs, the Office of Student Success, and the Scheduling Center. Surveys collected at the end of the semester indicated positive results overall and increased retention. This poster presentation will detail the steps taken to turn the program around.

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

**Poster Session**

T3.5596  AACRAO Research: A Year in Review

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

Visual representation of the key findings of the 2016 and early 2017 AACRAO research initiatives.

**PRESENTER:**
Wendy Kilgore, AACRAO

**Poster Session**

T3.6590  Becoming an LGBTQ-Friendly Campus: The Journey for University of Wisconsin-Superior

Tuesday, April 4, 1:00 p.m. – 2:00 p.m. | 2nd Floor Escalator Lobby, Level Two

The University of Wisconsin-Superior celebrates diversity of all kinds. In 2015, a small team set out to determine what we are and what we should be doing for the recruitment and retention of LGBTQ students, staff, faculty and administration. Since last fall, UWS has embraced system-wide changes and added policies to protect and empower students of all genders. Discover what LGBTQ individuals look for and where UWS finds itself on the road to becoming an LGBTQ-Friendly campus.

**PRESENTER:**
Debra Cheslock, University of Wisconsin-Superior

**Poster Session**

T3.6643  Emergency Plan for the Office of the University Registrar

Tuesday, April 4, 1:00 PM – 2:00 PM | 2nd Floor Escalator Lobby, Level Two

After participation in a staff retreat that featured a campus police officer who addressed how to respond to an active shooter, our office decided to create an emergency preparedness plan to provide and maintain safe and healthful working conditions and follow practices that will safeguard faculty, staff, students, and visitors at the University of Tennessee, Knoxville.

**PRESENTERS:**
Kathy Abbott, University of Tennessee - Knoxville
Peggy Love, University of Tennessee - Knoxville
**Poster Session**

**T3.6670 Implementation of our Inclusive Student Records Project**

Tuesday, April 4, 1:00 PM – 2:00 PM | 2nd Floor Escalator Lobby, Level Two

In March 2016, fourteen University of Iowa campus partners came together to hear a proposal from a College of Education doctoral student and their advisor, for revising our student portal as well as our student records system to be more inclusive and affirming. This session will describe the data elements updated.

**PRESENTER:**
Sarah Harris, University of Iowa

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**Poster Session**

**T3.6671 Study Abroad = Students + Faculty + Global Education Staff +—Wait for It—the Registrar!**

Tuesday, April 4, 1:00 PM – 2:00 PM | 2nd Floor Escalator Lobby, Level Two

What happens when a strategic goal of 100% undergraduate student access to global education meets a hands-on graduation audit process? Staff from the University Registrar’s Office at Elon University share experiences, challenges, and tips for helping students smoothly incorporate a semester abroad into their academic plan.

**PRESENTER:**
Robin Straka, Elon University

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**Refreshment Break in Exhibit Hall**

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

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**T4.5747 NAIA Registrars Association Annual Business Meeting**

Tuesday, April 4, 2:00 p.m. – 3:30 p.m. | 205AB, Level Two

All NAIA registrars, conference registrars, assistant registrars, or anyone working in the registrar’s office at an NAIA school is invited to participate in the Annual Business Meeting. The NAIA Registrar is the official voting delegate from the school.

**PRESENTER:**
Jessica Cason, National Association of Intercollegiate Athletics (NAIA) Eligibility Center

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**T4.6451 Tuesday Plenary Presentation**

One Father’s Journey Raising a Transgender Child

Tuesday, April 4, 2:30 p.m. – 3:30 p.m. | 101, Level One

Recently featured in the HBO documentary, *The Trans List*, Nicole Maines shares her journey as a transgender woman, and how her family continues to work to support the transgender community. She and her father, Wayne Maines, will examine some of the pitfalls and successes that occurred during their family’s journey, including her college search and enrollment process, in order to provide insight on creating a positive and inclusive climate for transgender youth pursuing higher education.

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

**MODERATOR:**
Monique Snowden, Fielding Graduate University
(T5) Educational Sessions and Roundtables
TUESDAY, APRIL 4, 3:45 P.M. – 4:45 PM

T5.6531  The Student Voice: Serving Transgender and Gender Non-Conforming Students
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. I 200AB, Level Two

As we craft policies and procedures that are supportive of student needs, it is vital to hear directly from those populations impacted. This facilitated panel of students will explore the experiences of transgender and gender non-conforming on campus—what has worked, what has not, and advice on how to create a safer and more supporting environment on your campus.

PRESENTERS:
Nicole Maines, Student & Activist
James Schwartz (he/him)
Finn Schneider (they/them)
Melinda Lee (they/them)

MODERATOR:
Jack Miner, The Ohio State University

T5.5185  Roundtable: Registrars for Medium and Large Institutions
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. I 200F, Level Two

Discussion of hot topics, campus concerns and best practices.

FACILITATORS:
Kelley Brundage, University of West Florida
Sarah Harris, University of Iowa

T5.5362  The Interstate Passport: The Outcomes-based Model for Transfer
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. I 200I, Level Two

The Interstate Passport offers a comprehensive, multi-state solution to transfer by developing a streamlined transfer process for students from participating institutions. The Passport provides a framework for block transfer of lower-division general education courses based on student learning outcomes rather than on course-to-course transfer, resulting in unnecessary repetition of coursework, reduced student costs and accelerated pathway to degree progress.

PRESENTERS:
Kari Brown-Herbst, Laramie County Community College
Stacy Maestas, Laramie County Community College

T5.5472  Mining Co-Curricular Data to Impact Retention of Minority Students
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. I 200CD, Level Two

Elon University is the only university in the nation recognized for excellence in all eight categories of high-impact learning practices: First-Year Experience, Internships, Learning Communities, Senior Capstone, Service Learning, Study Abroad, Undergraduate Research/Creative Projects, and Writing in the Disciplines. To produce its hallmark co-curricular transcript, Elon collects data on these practices continuously. Until now, however, its use was limited to credentialing alone. Join us for a discussion of how this data can be used to gain insight on student subpopulations and increase their engagement. We will consider the average undergraduate experience at Elon, compare it to several case studies, and present data-mining techniques that can be used at your institution to impact retention.

PRESENTERS:
Rodney Parks, Elon University
Jesse Parrish, Elon University

T5.5546  Do I Matter? Retaining Online Students Through Integrated Services
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. I M100DE, Mezzanine Level

Online enrollments have exploded while retention rates for online students fizzle. Providing services for online students is much more complex than traditional one-stop services. Come hear about a mixed methods study linking integrated services to feelings of “mattering” for students in online programs, and learn about the resulting impact on their decisions to persist.

PRESENTER:
Tracy Hart, University of New Mexico - Main Campus

T5.5678  Update on New Approaches to Veterans Certification and Related Issues
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. I M100J, Mezzanine Level

This session is an update on the national, grassroots project to streamline the veterans compliance and reporting process. The project’s goal is to alleviate the burden of much of the complexity related to veteran student certification, reporting and tracking. Representatives from institutions as well as the National Student Clearinghouse who are involved with the effort will review the processes, phases and provide an update on progress.

PRESENTERS:
Marc Barker, Colorado State University
Scott Owczarek, University of Wisconsin - Madison
Brenda Selman, University of Missouri - Columbia
Shelby Stanfield, The University of Texas at Austin
Ricardo Torres, National Student Clearinghouse
T5.5687 Alphabet Soup of Accreditation: What is Accreditation and How Does it Work?
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 205D, Level Two

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

PRESENTER:
Alana Davis, Randolph-Macon College

T5.5706 Succession Planning for a State & Regional Association
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100C, Mezzanine Level

Members of our state and regional associations rely on their board of directors to work towards the association goals and continued progress in serving the membership. But this can be challenging in terms of recruiting new officers, new board members understanding their responsibilities, the timelines associated with those responsibilities, etc. Come learn about succession planning from a panel of state and regional association board members.

PRESENTERS:
Sally Page, University of Colorado Boulder
Texas Ruegg, Letourneau University
Heather Soleim, Minnesota State University - Moorhead

T5.5752 Undergraduate Benchmarks in International Credentials Evaluation
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100F, Mezzanine Level

Benchmarks are points of completion, or points of transition from one level of education to another. This session will provide the benchmarks for international studies and the standards and strategies to use to clearly identify the correct levels of education to help with the admission and placement of international students.

PRESENTERS:
Beth Cotter, Foreign Credential Evaluations, Inc.
Jasmin Saidi-Kuehnert, Association of International Credentials Evaluators, Inc.

T5.5805 The Funky-tech Overview of Implementing Electronic Transcripts Exchange
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100G, Mezzanine Level

This session will walk you through the process behind XML/EDI implementation as it relates to student transcripts and academic records.

PRESENTERS:
Jerald Bracken, Brigham Young University
Susan Reyes, San Diego State University

T5.5818 Roundtable: Law School Registrars & Admissions
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200G, Level Two

Join in the roundtable discussion and learn how colleagues at other institutions deal with challenges similar to the ones you face, and gain ideas on how you might change or make improvements to your processes.

FACILITATOR:
Colleen Timmons, Tulane University Law School

T5.5877 Where Did They Go? Using Student Clearinghouse Data to Find Your Declines & Your Real Peer Institutions
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M101A, Mezzanine Level

In this session we explore the utility of National Student Clearinghouse data to understand an institution and/or program’s position in their market, as well as identify trends in the competition. Finally, we will demonstrate student-by-student data to help identify and develop yield strategies to enroll the best and the brightest students.

PRESENTER:
Emily Easton, University of Chicago

T5.5950 Why Aren’t Students Reading our Emails?
Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100H, Mezzanine Level

Creating a comprehensive and collaborative plan for student communication is important for the overall success of any strategic enrollment management plan. How do you create such a plan? How do you select the right message modality? Join us for a session where you will learn the answers to these questions and many more, as well as some best practices for collaborating with marketing and other departments on campus to plan and launch successful communications to students.

PRESENTER:
Stuart Boyd, Arapahoe Community College
T5.5969  Armchair International Recruitment Part II: The Details in the Digital Era

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200H, Level Two

With worldwide connectivity using digital tools, costly international travel may not be required for a successful international enrollment management recruitment plan. The second part of this 2-part session shows you where to start your armchair efforts, practical and cost effective strategies, performance and outcome indicators, digital trends, traditional and digital recruitment options and use of social media. Discussion and questions will be encouraged.

PRESENTER:
Zepur Solakian, Center for Global Advancement of Community Colleges

T5.5982  Compliance Issues in Curriculum: Scheduling, Contact Hours, Joint Programs and More

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M101C, Mezzanine Level

This panel discussion will address multiple compliance issues related to curriculum and how different institutions have addressed them. From scheduling requirements to contact hours, financial aid regulations to veterans’ benefits, there are multiple requirements related to curriculum. Panelists from multiple institutions will discuss the issues they have encountered and approaches they have taken to improve compliance.

PRESENTERS:
Adrian Cornelius, University of Maryland - College Park
K. Celeste Taber, Oklahoma State University - Main Campus
Stacey Tidball, University of Minnesota

T5.6031  Education System and Diploma Verification in China

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100A, Mezzanine Level

This session will focus on topics like electronic credential verification and transmission services made by CHESICC. It is making every effort to expand its services from transcript and qualification verification to multi-dimensional credential evaluation including applicants’ university and major. This discussion will conclude with efforts to enhance international cooperation through a digitalized network featuring global student information mobility.

PRESENTER:
Chen (Edward) Wenjun, CHESICC (China Higher Education Student Information and Career Center)

T5.6052  Leveraging and Supporting Student Innovation

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 200J, Level Two

“Why don’t you let students write programs for you?” This is often the suggestion for how to advance our use of technology to meet service needs. While this can be a successful solution, there are inherent risks associated with this strategy as well. In this session, we’ll explore the positives and negatives of what this approach entails. Issues of security, privacy and ownership of IP will be discussed and illustrated. Also, we will touch upon how financial interests affect the strategy you take.

PRESENTERS:
Thomas Black, Stanford University
Jonathan LeBouef, Princeton University

T5.6083  Black Caucus

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

The Black Caucus of AACRAO seeks to increase awareness of trends and issues affecting Black students and professionals in higher education. The Caucus actively engages with all individuals in identifying solutions to issues surrounding access as well as examining ways to enhance/increase the representation of both Black students and professionals within colleges and universities.

PRESENTER:
Tiffany Robinson, Western Kentucky University

T5.6535  Getting it Done: Presenting a Single System for Catalog, Curriculum, Syllabi and Transfer Credit Evaluation

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | M100I, Mezzanine Level

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

PRESENTER:
Anne Valentine, SmartCatalog
T5.6537  Contribute to the Profession Through AACRAO

Tuesday, April 4, 3:45 p.m. – 4:45 p.m.  |  M101B, Mezzanine Level

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

PRESENTERS:
Brooke Barnett, AACRAO
Kimberley Buster-Williams, Assistant Director, SEM-EP
Melanie Gottlieb, AACRAO
Kess Knight, AACRAO
Linda Smith, AACRAO
Christopher Tremblay, Director, SEM-EP
Heather Zimar, AACRAO

Poster Session

T5.5468  Micro-aggressions and the Impact on Retention of African-American Students

Tuesday, April 4, 3:45 p.m. – 4:45 p.m.  |  2nd Floor Escalator Lobby, Level Two

The poster session will present qualitative research findings of the experiences of African-American students in a classroom setting and how subliminal micro-aggressions may affect student performance, shape self-identity, and impact retention at a primarily white university (PWI). There will be a focus on the student perspective to retain minority students and what training might be needed to help faculty work with having very few minority students in a class at a PWI.

PRESENTER:
Brittany Jaetter, Elon University

Poster Session

T5.5471  A Course by Any Other Name

Tuesday, April 4, 3:45 p.m. – 4:45 p.m.  |  2nd Floor Escalator Lobby, Level Two

Course selection is a predominantly sequential process—some courses must be taken before others, others at the same time, all for some specific curricular purpose. But is there more to it? Given some flexibility in their programmatic decision-making, will students choose one course over another if its mere title is somehow more appealing? Join us for an exploration of the subtle influence of course names, in which we will present findings from our recent experimental study and discuss how best to nudge students with course titles.

PRESENTER:
Devon Cross, Elon University

Poster Session

T5.5786  Degree Audit: Selecting the Right Tool and Exceeding Expectations

Tuesday, April 4, 3:45 p.m. – 4:45 p.m.  |  2nd Floor Escalator Lobby, Level Two

This poster session demonstrates how to leverage your existing degree audit application to innovate and automate services provided to your students.

PRESENTERS:
W. Matthew Bemis, University of Southern California
Matt Schill, University of Nebraska at Omaha

Best of the Best Sessions

T5.6541  Are You Sure You Really Know the Explicit Differences Between FERPA and FOIA?

Tuesday, April 4, 3:45 p.m. – 4:45 p.m.  |  M100B, Mezzanine Level

Do you have a thorough understanding of the differences between these two laws? Do you know and understand the FOIA “private information” exemption that may protect certain information from disclosure? Do you know how much time you have to provide requested FERPA or FOIA information? Come learn the basics in understanding the specificity of these acts and bring your questions to this discussion.

PRESENTERS:
Greg Brady, Northern Illinois University
Jerry Montag, Northern Illinois University
**Poster Session**

**T5.5954  When “the Way We Do Things” Needs to Change**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Whether change is at the institutional level or the departmental level, change can be scary. However, very often, good things come from change—whether we want to believe it or not. How do we systematically approach change? How do we support our co-workers through times of transition? The goal of this poster is to bring you back to basics so you can develop a tangible, workable plan to guide you through your next transition, be it large or small.

**PRESENTERS:**
- Jennifer Gattilia, University of Connecticut
- Erin Mason, University of Connecticut

**Poster Session**

**T5.6013  EducationUSA in India**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Meet an EducationUSA Adviser from India to get insights into the country and how to engage with the EducationUSA network there.

**PRESENTER:**
Maya Sundararajan, EducationUSA

**Poster Session**

**T5.6014  EducationUSA in Poland**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Attend this poster session and get first-hand information about the educational system and higher education trends in Poland. Discover what attracts Polish students to U.S. universities and what unique challenges they face when deciding where to study. Find out how to partner with the Polish EducationUSA network to diversify your student population.

**PRESENTER:**
Justyna Kozyra-Bober, EducationUSA

**Poster Session**

**T5.6015  EducationUSA in Mexico**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Attend this poster session to meet an EducationUSA Adviser from Mexico. This poster session will have information and updates on the educational system in Mexico and insights on how to connect and engage with students and the EducationUSA network there.

**PRESENTER:**
Sofia de la Garza, EducationUSA

**Poster Session**

**T5.6589  EducationUSA in Philippines**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

Attend this poster session to meet an EducationUSA Adviser from the Philippines. This poster session will have information about the K-12 transition occurring in the Philippines.

**PRESENTER:**
Affrille Degoma, EducationUSA

**Poster Session**

**T5.6644  Evolution of a Gap Semester Program: Outcomes and Retention**

Tuesday, April 4, 3:45 p.m. – 4:45 p.m. | 2nd Floor Escalator Lobby, Level Two

In an effort to create innovative pathways in undergraduate education, Elon University launched a semester-long Gap program. Over the course of a semester, students traveled across the country conducting service, engaging in leadership activities, and completing a 6-week global education program. After five years, challenges relating to transitioning to campus and retention emerged. This poster session will provide data on the program, retention, assessment, and reintegration challenges of five cohorts.

**PRESENTER:**
Mikayla Shaw, Elon University

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**(T6) Educational Sessions and Roundtables**

**TUESDAY, APRIL 4, 5:00 P.M. – 6:00 P.M.**

**T6.5402  The University Catalog of the Future...Today!**

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200H, Level Two

BYU has fully transitioned to a non-traditional catalog process that creates the catalog electronically each time a user needs it. No more paper, no more PDF, no more limitations! The catalog system interfaces with the student information system, curriculum files, course enrollment descriptions, course learning outcomes, course syllabi, faculty profiles, and distributed college content. It is built with custom modules to import data and accommodates traditional archiving.

**PRESENTERS:**
- Rob Cook, Brigham Young University
- Michael Kemp, Brigham Young University
- Coral Taylor, Brigham Young University
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<td>T6.5466</td>
<td>Intercultural Discrimination in Higher Education: A Focus on Retention</td>
<td>Tuesday, April 4, 5:00 p.m. – 6:00 p.m.</td>
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<td>We will present the results of qualitative research examining interracial</td>
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<td>discrimination in the Latino community at a medium-sized private</td>
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<td>institution. The research seeks to understand the underlying problems</td>
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<td>surrounding programming that classifies all Hispanic/Latino students into</td>
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<td>one race/ethnicity category. The research will propose programs that</td>
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<td>foster a more inclusive community for Latino students.</td>
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<td>PRESENTER:</td>
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<td>Claudia Rodriguez, Elon University</td>
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<td>T6.5619</td>
<td>Air University has Been Doing that Since When? Let’s Talk.</td>
<td>Tuesday, April 4, 5:00 p.m. – 6:00 p.m.</td>
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<td>The Air University is regionally accredited and has been recording,</td>
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<td>tracking, assessing, validating and transcripting for degree competency-</td>
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<td>sustain these programs, and how this structure is providing a framework</td>
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<td>to grow education opportunities within the Air Force.</td>
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<td>Michael Masterson, Air University</td>
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<td>T6.5674</td>
<td>Applying FERPA in More Real Life Settings</td>
<td>Tuesday, April 4, 5:00 p.m. – 6:00 p.m.</td>
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<td>(FERPA) until we’re tested by specific real-life situations. This highly</td>
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<td>interactive session allows participants to share how they would interpret</td>
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<td>and apply FERPA in realistic scenarios (different from the ones addressed</td>
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<td>LeRoy Rooker, AACRAO</td>
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<td>K. Celeste Taber, Oklahoma State University - Main Campus</td>
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<td>T6.5689</td>
<td>Title IX: View from the Registrar’s Desk</td>
<td>Tuesday, April 4, 5:00 p.m. – 6:00 p.m.</td>
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<td>The registrar’s role in working with various campus entities on records</td>
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<td>management, reporting, training and tracking is complex when adhering to</td>
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<td>Executive Order 1095, which relates to the implementation of Title IX,</td>
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<td>the campus SaVE Act and legislation on sex discrimination, sexual</td>
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<td>harassment and sexual violence on campus. This session will include the</td>
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<td>perspectives and lessons learned from different types of institutions.</td>
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<td>PRESENTERS:</td>
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<td></td>
<td>Michael Burke, Harvard University</td>
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<td>Alana Davis, Randolph-Macon College</td>
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<td>Elizabeth Kienle-Granzo, New York University</td>
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<td>T6.5718</td>
<td>Roundtable: Managing Technology Projects</td>
<td>Tuesday, April 4, 5:00 p.m. – 6:00 p.m.</td>
<td>200G, Level Two</td>
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<td>Join us for a roundtable discussion for registrars to discuss managing</td>
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<td>technology integrations, beyond the contract negotiation phase.</td>
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<td>Increasingly we are the “integrators of technology” on campus. We are</td>
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<td>also the “business owners” of many systems as well as the designated</td>
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<td>data stewards. Come hear your colleagues discuss how to manage the</td>
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<td>various relationships, projects, data sharing and implementations.</td>
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<td>FACILITATORS:</td>
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<td></td>
<td>Joellen Evernham Shendy, University of Maryland - University College</td>
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<td>John Papinchak, Carnegie Mellon University</td>
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<td>Paul Robinson, University of Michigan - Ann Arbor</td>
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<td>T6.5739</td>
<td>Meeting the Transitional Needs of Veterans and Other Military-Connected Students</td>
<td>Tuesday, April 4, 5:00 p.m. – 6:00 p.m.</td>
<td>205D, Level Two</td>
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<td>Have you ever wanted to know more about military life and how that</td>
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<td>unique experience often affects a veteran’s success in college? They</td>
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<td>chose to serve, and now large numbers of veterans are on our college</td>
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<td>campuses. This session will discuss ways of better understanding and</td>
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<td>then serving this unique population. You will hear an engaging and</td>
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<td>entertaining presentation, complete with profiles of student veterans and</td>
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<td>their stories, and then hear how they succeeded in college.</td>
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<td>PRESENTER:</td>
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<td>Mark Eister, Georgia State University</td>
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T6.5783  Online Course Evaluation Systems Panel
Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100A, Mezzanine Level

Panelists will share their experiences using different vendor and homegrown solutions to manage course evaluations online at their respective institutions. The discussion will include implementation, governance, campus needs, and data use. Best practices and future development plans will also be presented. Time will be reserved for questions from the audience.

PRESENTERS:
Joy Cavaliero, Carnegie Mellon University
Maria Di Benedetto, Northwestern University
Susan Eveland, University of Oregon
Emily Shandley, Yale University

T6.5803  Keys to Success with Your Technology Innovations: Stakeholders, SME’s, Business Analysts and Developers
Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100J, Mezzanine Level

Discuss the challenges and benefits of creating an environment of collaboration between key stakeholders in business/university operations and IT to ensure transparency and agility process improvement and new solutions.

PRESENTERS:
Jerald Bracken, Brigham Young University
Monterey Sims, University of Phoenix

T6.5811  Bringing in the Class: Balancing the Needs of the Institution With Those of the Colleges/Departments
Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M101A, Mezzanine Level

Bringing in the class is a constant challenge as the competition for new students continues to increase and recruitment resources rarely keep pace. Strong collaborative efforts between the admission office, academic units, and student support entities are vital to enrollment success. This session will discuss the challenges, opportunities, and lessons learned as the University of Utah’s Office of Admissions has grown our partnerships across campus to help meet everyone’s enrollment goals.

PRESENTER:
Mateo Remsburg, University of Utah

T6.5865  Air Traffic Controller, Co-Pilot & Ground Crew: The Registrar's Office and Curricular Change
Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200CD, Level Two

Curricular innovation is exciting for faculty and students, and it can be exciting, although daunting, for registrar staff who serve many roles: an air traffic controller coordinating many people and perspectives; a co-pilot helping faculty leaders steer innovation in a realistic direction; and ground crew implementing the details. Explore these roles through our experience implementing a new general education program, which included new courses, pedagogies, policies, and technologies.

PRESENTER:
Kara Saunders, University at Buffalo

T6.5901  AACRAO’s Guide to Graduation Ceremonies: A Discussion with the Authors
Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 200I, Level Two

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

PRESENTERS:
Heather Bjorgan, Black Hawk College
M.J. Caro, Embry Riddle Aeronautical University - Daytona Beach
Timothy Drueke, Winthrop University
John Hall, Southern Methodist University
Rhonda Kitch, North Dakota State University - Main Campus
Paul Kleschick, American International College
Cheryl Sorensen, Carlow University
Cynthia Suter, Heidelberg University
Edward Trombley, Embry Riddle Aeronautical University Worldwide
T6.5936  From Accreditation to Verification: Innovative Internet Resources for Latin American Credential Evaluation

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100G, Mezzanine Level

If you work with students from Latin America, then you will want to learn more about the highly developed online resources available across this region. Many of these websites are run by their respective ministries of education and convey the most current and definitive information available. We will explore websites and databases that can assist with everything from determining programmatic accreditation to document verification.

PRESENTER:
Martha Van Devender, Educational Credential Evaluators, Inc.

T6.6019  Research Findings in International Education: Top Ten Changes in EDGE (Electronic Database for Global Education) in 2017

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100C, Mezzanine Level

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

PRESENTERS:
Johnny Johnson, Monterey Peninsula College
William Paver, University of Texas at Austin (retired)
Jasmin Saidi-Kuehnert, Association of International Credentials Evaluators, Inc.
Robert Watkins, The University of Texas at Austin

T6.6032  Best Practices for Communicating with Generation Z

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100DE, Mezzanine Level

When you hear of the rise of Generation Z, what does that mean to you? How do you communicate to the digital native? Are the communication and marketing strategies you are deploying today for recruitment going to apply to this next generation? Learn strategies and best practices applicable to communicating to the new cohorts of the future.

PRESENTER:
Angela Brockelsby, North Carolina State University at Raleigh

T6.6039  Graduate Student Study Abroad

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | M100H, Mezzanine Level

Graduate students are participating in international academic activities at an increasing rate. This session will explore these various activities, including study abroad coursework, directed and independent research, internships, service learning, and more, and will examine the ways in which they are structured and administered. Implications for registration and records will be a major focus.

PRESENTERS:
Opal Leeman Bartzis, Butler University
Lori Citti, Johns Hopkins University

T6.6079  Native American Caucus

Tuesday, April 4, 5:00 p.m. – 6:00 p.m. | 206AB, Level Two

The Native American Caucus is a talking circle that provides an opportunity for the AACRAO community to communicate, collaborate, and identify topics that affect Indigenous students and professionals in higher education.

PRESENTER:
William DeWolf, Emerson College
International Educators’ Reception  
(ticket at extra cost required)

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

Musical Entertainment at the International Educators’ Reception

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

Sponsored by

AACRAO

ETS TOEFL

Paver Family Foundation

State and Regional Receptions

Check with your organization or the AACRAO message board to see if your organization is hosting a reception.

- **Indiana ACRAO (IACRAO)**
  Tuesday, April 4, 6:30 p.m.
  Zelo Restaurant
  Medical Arts Building, 831 Nicollet Mall
  Email Lisa Scully for information or to RSVP - lscully@indiana.edu

- **Kansas ACRAO**
  Tuesday, April 4, 6:30 p.m. – 9:00 p.m.
  The Local, 931 Nicollet Mall

- **New England ACRAO (NEACRAO)**
  Tuesday, April 4
  Dinner together as a group
  Meet at Hell’s Kitchen (80 S. 9th Street) at 6:20 p.m. for a 6:30 reservation. Email Ari Kaufman at akaufman@berklee.edu to RSVP.

- **Rocky Mountain ACRAO (RMACRAO)**
  Tuesday, April 4, 6:30 p.m. – 8:30 p.m.
  Keys at the Foshay, 114 S. 9th Street

- **Southern ACRAO (SACRAO)**
  Tuesday, April 4, 6:00 p.m. – 8:00 p.m.
  Brit’s Pub, 1110 Nicollet Mall

- **Wisconsin ACRAO (WACRAO)**
  Tuesday, April 4, 6:30 p.m. – 8:00 p.m.
  Prairie Kitchen and Bar at the Hyatt Regency Minneapolis (1300 Nicollet Mall)
  Contact Paul Gedlinske at gedlinsk@uwosh.edu
AACRAO’s Strategic Enrollment Management Endorsement Program (SEM-EP) is designed to provide a well-defined professional development program and career advancement track for enrollment service professionals. For the individual, completion of the program is a valuable addition to a resume and a formal recognition by AACRAO regarding professional readiness to conquer current and future challenges in the field. For the institution, the program will offer a better way to evaluate the preparedness of prospective employees for SEM positions.

How long is the program?
The SEM-EP is tied to the most recent SEM material and trends in the field. The program is designed to be completed in 12 to 18 months.

What do I receive when I complete the program?
AACRAO will provide you with official documentation to verify your successful completion of the SEM-EP professional development curriculum. Graduates will be listed on the AACRAO SEM-EP national web registry.

Program Eligibility
- Five years experience in the field of SEM (Registrar, Admissions, Recruitment, Financial Aid or related fields as determined by the SEM-EP program committee).
- Individual must be employed (full or part time) by an “accredited” post-secondary institution.
- Provide a one page vita or resume reflecting career experience, professional accomplishments and education.
- Hold a minimum of an earned baccalaureate degree from an accredited institution.

Curriculum
The SEM-EP faculty are drawn from highly experienced professionals in the field of enrollment service.

1. SEM 101 Online Course
   A four week course to develop a baseline understanding of SEM.

2. Webinars
   Three pre-recorded webinars on topics focused on key components of SEM.

3. Field Visits
   Visits to three approved institutions of distinct types followed by a written report guided by prescribed questions. In addition, attendance at the AACRAO Annual Meeting or AACRAO SEM Conference will fulfill one of the field visit requirements.

4. Capstone Research Experience
   All SEM-EP candidates are expected to conduct a brief research capstone project during the course of the curriculum. The assignment focuses on tracking and analyzing a local population of students from the candidate’s institution and concludes by reporting conversion outcomes or conducting an annotated literature research project.

Learn more at aacrao.org/SEMEP

For more information on this and other professional development opportunities, visit: aacrao.org
Facebook “f” Logo CMYK / .eps Facebook “f” Logo CMYK / .eps

• Hold a minimum of an earned baccalaureate degree from an individual must be employed (full or part time) by an “accredited” five years experience in the field of SEM (Registrar, Admissions, Program Eligibility

web registry. Graduates will be listed on the AACRAO SEM-EP national successful completion of the SEM-EP professional development

AACRAO will provide you with official documentation to verify your field. The program is designed to be completed in 12 to 18 months. The SEM-EP is tied to the most recent SEM material and trends in the program. What do I receive when I complete the program?

professionals. For the individual, completion of the program is a valuable program and career advancement track for enrollment service (SEM-EP) is designed to provide a well-defined professional development

AACRAO’s Strategic Enrollment Management Endorsement Program

Advancing Global Higher Education

Sponsored by National Student Clearinghouse

Felix Justice

205C, Level Two

1:30 p.m. – 3:30 p.m.

Board of Directors Meeting

1:30 p.m. – 3:30 p.m.

205C, Level Two

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

201, Level Two

Registration

7:45 a.m. – 12:30 p.m.

Lobby B, Level One

Cyber Café Open

7:45 a.m. – 12:30 p.m.

Lobby B, Level One

Exhibit Hall Open

6:45 p.m. – 8:00 p.m.

Lobby B, Level One

AACRAO Bookstore

8:30 a.m. – 12:00 p.m.

Lobby B, Level One

Speaker Ready Room

7:30 a.m. – 10:30 a.m.

201, Level Two

(W1) Educational Sessions and Roundtables

Wednesday, April 5, 8:00 a.m. – 9:00 a.m.

M100DE, Mezzanine Level

Wednesday, April 5, 8:00 a.m. – 9:00 a.m.

W1.5685 Disciplinary Transcript Notations: AACRAO Guidance Update

Members of the Work Group on Transcript Disciplinary Notations

Presenters:

Brad Myers, The Ohio State University

Kristi Wold-McCormick, University of Colorado Boulder

Roundtables

9:15 a.m. – 10:15 a.m.

200CD, Level Two

Program Committee Meeting

(W1) Educational Sessions & Roundtable Discussions

WEDNESDAY, APRIL 5, 8:00 A.M. – 9:00 A.M.

Registration

7:45 a.m. – 12:30 p.m.

Lobby B, Level One

Cyber Café Open

7:45 a.m. – 12:30 p.m.

Lobby B, Level One

Exhibit Hall Open

6:45 p.m. – 8:00 p.m.

Lobby B, Level One

AACRAO Bookstore

8:30 a.m. – 12:00 p.m.

Lobby B, Level One

Speaker Ready Room

7:30 a.m. – 10:30 a.m.

201, Level Two

Friends of Bill W. Meeting

7:00 a.m. – 8:00 a.m.

206AB, Level Two

(W1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:00 a.m.

(W2) Educational Sessions & Roundtable Discussions

9:15 a.m. – 10:15 a.m.

(W3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:30 a.m.

(W4) Closing Plenary

11:45 a.m. – 12:45 p.m.

101, Level One

Presenters: Danny Glover, Actor

Felix Justice, Actor

Sponsored by National Student Clearinghouse

(W1) Educational Sessions & Roundtable Discussions

8:00 a.m. – 9:00 a.m.

(W2) Educational Sessions & Roundtable Discussions

9:15 a.m. – 10:15 a.m.

(W3) Educational Sessions & Roundtable Discussions

10:30 a.m. – 11:30 a.m.

(W4) Closing Plenary

11:45 a.m. – 12:45 p.m.

101, Level One

Presenters: Danny Glover, Actor

Felix Justice, Actor

Sponsored by National Student Clearinghouse

Program Committee Meeting

(2017-2018)

1:30 p.m. – 3:30 p.m.

205D, Level Two

Board of Directors Meeting

1:30 p.m. – 3:30 p.m.

205C, Level Two

W1.5509 Big Picture Learning and Assessing Noncognitive Variables From Secondary through Post Baccalaureate

This session will explore the assessment of noncognitive variables via its application in Big Picture Learning, a global leader in education reform, research, and innovation with successful K-12 schools around the world. Big Picture graduates will be and are having an impact on higher education. Research, theory, and practical implementation of noncognitive assessment within higher education will also be presented.

Presenters:

Michele Sandlin, AACRAO Consulting

William Sediacek, University of Maryland - College Park

Elliot Washor, Big Picture Learning

W1.5685 Disciplinary Transcript Notations: AACRAO Guidance Update

With AACRAO’s recently changed stance regarding disciplinary notations, increased public accountability and scrutiny, possible federal legislation and member interest, an AACRAO work group was formed and tasked with developing guidance and best practices for institutions. Work group members will share registrar, admission and student conduct perspectives, provide an update on their progress during the past year, discuss legislation, and present/seek final feedback on recommendations.

Presenters:

Brad Myers, The Ohio State University

Kristi Wold-McCormick, University of Colorado Boulder

Members of the Work Group on Transcript Disciplinary Notations
**W1.5695  Pop Culture, Process Improvement, and Popular CRAO Topics**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200H, Level Two**

Join us for a fun (and informative) session on different trends in higher education and how they impact registrar and admission functions. We will try to relate them to as many pop culture references as possible. Among other topics, find out what the student of the future will be like, how process improvement relates to a beloved movie, and how our offices are similar to the happiest place on earth.

**PRESENTER:**
Marc Booker, University of Phoenix

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**W1.5696  The Registrar in Tomorrowland!**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200I, Level Two**

Come hear about digital credentials, credential stacking, the Beta-framework from Connecting Credentials, the Right Signals Initiative for community colleges, portable credentials, the AACRAO/NASPA Grant to create a new comprehensive student record and others. Find out how current and future shifts in employment and technology may drive credentialing in new ways. What type of registrar or enrollment professionals are going to be needed in the future? Innovation and new models of records help position us for a changing tomorrow but the leaders of today have to keep up with an ever-changing landscape of initiatives.

**PRESENTERS:**
Joellen Evernham Shendy, University of Maryland - University College
Tom Green, AACRAO Consulting

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**W1.5710  Limitless Data in a Data Informed World: Implementing a Student Data Warehouse**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200J, Level Two**

As the focus of the University of Utah moved toward data informed decision-making, the availability of impactful data became an area of great interest and discussion, which led to the creation of the Student Data Warehouse. This session will discuss our road to implementation, including defining the stakeholders, the governance and guidelines, the training, and the reports created and future reports coming.

**PRESENTER:**
Timothy Ebner, University of Utah

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**W1.5741  Building the Relationship between Faculty and the Registrar’s Office: A Small Colleges Panel Discussion**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100C, Mezzanine Level**

Building a strong working relationship with the faculty is an important component of the registrar’s work, and can help you do your job more effectively. This panel discussion will involve strategies employed to help foster this important relationship on three small campuses.

**PRESENTERS:**
Arnold Arredondo, Baptist College of Health Sciences
Vincent Cataudella, St. Vincent’s College
Susan Hines, The College of Idaho

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**W1.5797  International Transcript Exchange: The New Frontier**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 205D, Level Two**

Come hear the latest updates from the Groningen declaration meetings as well as some updates from our friends in Canada.

**PRESENTER:**
Doug Holmes, Ontario Universities’ Application Centre

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**W1.5832  Put the Academic Calendar Where It Can’t Be Ignored...in Their Personal Calendars**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200AB, Level Two**

Learn how to create CSV and iCal uploads for students, faculty, and staff to upload your academic calendar into their Outlook, Google, Apple, and Yahoo calendars, where important dates and deadlines will now be displayed at the top of each day. You can also create a CSV upload or iCal calendar for internal office processing calendars as well, to assure that no key date will ever be missed again.

**PRESENTER:**
Robert Lothringer, Texas Woman’s University

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**W1.5894  Roundtable: Locally Developed SISs**

**Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200F, Level Two**

Come commiserate and celebrate with colleagues who also have home-grown student information systems.

**FACILITATOR:**
John Papinchak, Carnegie Mellon University
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<td>W1.5935</td>
<td>International Credential Evaluation: Let’s Start From the Beginning</td>
<td>Wednesday, April 5, 8:00 a.m. – 9:00 a.m.</td>
<td>M100B, Mezzanine Level</td>
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<td>W1.5962</td>
<td>The Impact of the Fair Labor Standards Act Final Rule on Enrollment Management Teams</td>
<td>Wednesday, April 5, 8:00 a.m. – 9:00 a.m.</td>
<td>M100F, Mezzanine Level</td>
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<td>W1.5986</td>
<td>Roundtable: Developing a Transfer Student Orientation Program</td>
<td>Wednesday, April 5, 8:00 a.m. – 9:00 a.m.</td>
<td>M101B, Mezzanine Level</td>
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<td>W1.6029</td>
<td>How to Remain Sane While Pulling Together an Academic Schedule</td>
<td>Wednesday, April 5, 8:00 a.m. – 9:00 a.m.</td>
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<td>W1.6038</td>
<td>Connecting Study Abroad and Academic Advising</td>
<td>Wednesday, April 5, 8:00 a.m. – 9:00 a.m.</td>
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**W1.5935 International Credential Evaluation: Let’s Start From the Beginning**

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100B, Mezzanine Level

As of Fall 2015, Indiana University enrolled approximately 8,798 international students. Our team of international credential evaluators reviews academic credentials for students at all education levels across the campus and throughout the state of Indiana. This session aims to provide others with the tools and resources necessary to maintain consistency in terms of student equity and fairness across an increasingly diverse student population.

**PRESENTERS:**
Andrew Goss, Indiana University - Bloomington
Kelly Sumner, Indiana University - Purdue University Indianapolis

**W1.5962 The Impact of the Fair Labor Standards Act Final Rule on Enrollment Management Teams**

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100F, Mezzanine Level

The Fair Labor Standards Act Final Rule requires some salaried staff, who were previously exempt from overtime, to now receive overtime compensation. This regulation, signed into order on May 18, 2016, may significantly change how you schedule or compensate your admissions or financial aid staff. Learn how this new federal requirement can impact enrollment management staff, what is now required, what counts as a work day, and strategies for staying in compliance with the updated regulation.

**PRESENTER:**
Dean Kahler, University of Idaho

**W1.5986 Roundtable: Developing a Transfer Student Orientation Program**

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M101B, Mezzanine Level

Transfer students often are included in general campus orientation programs, although the information and needs of these students often varies considerably from those of first-year students. This roundtable discussion provides an opportunity to share ideas and approaches toward developing effective transfer-specific orientation programs.

**FACILITATOR:**
Karen Reinoehl, Trine University

**W1.6029 How to Remain Sane While Pulling Together an Academic Schedule**

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100H, Mezzanine Level

Learn how to build and organize an academic schedule while maintaining balance between student needs and faculty demands. Topics will include faculty preferences, avoiding conflicts, and use of software.

**PRESENTER:**
Suzanne Dennis, Brooklyn Law School

**W1.6038 Connecting Study Abroad and Academic Advising**

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100I, Mezzanine Level

This session will explore the outgoing and incoming academic advising that is required for successful study abroad and the support systems that must be in place. As academic advisors increasingly find themselves advising on study abroad opportunities, and study abroad advisors increasingly position international experiences as part of degree pathways, connections between these two advising approaches can be mutually strengthening.

**PRESENTERS:**
Summer Eglinski, University of Kentucky
Thomas Teague, University of Kentucky
W1.6045  Education Reforms in the Philippines and Its Effects on University Admissions

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100A, Mezzanine Level

The Philippines is the last country in Asia to have ten years of primary and secondary education. With the ongoing changes in its education system and curricula, the Philippines is building up its students to be more globally competitive. This session will explain the various changes in the education system to better prepare admissions professionals.

PRESENTER:
Bernard Ramos, Educational Perspectives

W1.6062  A Deeper Dive into the ACE Credit and Military Evaluations Review Process and Tools

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | M100J, Mezzanine Level

Do you want to garner a better understanding of the integrity and rigor of the ACE CREDIT (college credit recommendation service) and military evaluation review process? Would you like to learn more about the ACE CREDIT transcript and ACE National Guide, as well as the Joint Services Transcript and ACE Military Guide? Come join the ACE staff to learn the details.

PRESENTERS:
Sarah Godsey, American Council on Education
Dawn Light, American Council on Education

W1.6065  Roundtable: Community Colleges

Wednesday, April 5, 8:00 a.m. – 9:00 a.m. | 200G, Level Two

Join your peers from other community colleges for this roundtable discussion of current trends and topics affecting our institutions and our students.

FACILITATOR:
Katherine Thompson, College of DuPage

(W2) Educational Sessions and Roundtables

W2.5295  Reverse Transfer in Colorado: Is it Worth the Effort?

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M101C, Mezzanine Level

Degree Within Reach, Colorado’s reverse transfer program, allows students who have transferred from a 2-year college to a 4-year university to combine credits from both institutions and apply them towards an associate’s degree. Despite a generous Lumina grant and dedicated work to set up the process, the numbers of degrees awarded are significantly lower than initially projected. Come to learn more and discuss the value of reverse transfer in Colorado and in your state/country.

PRESENTER:
Carl Einhaus, Colorado Department of Higher Education

W2.5473  Self-Reporting Gender Identity, Sexual Orientation, and Preferred Names and Pronouns at Cornell University

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200I, Level Two

During the 2015/16 academic year, the registrar at Cornell University convened a work group that was charged with assessing the possibilities, opportunities, and challenges of allowing students to self-select gender identity, sexual orientation, and preferred pronoun, in addition to identifying the use of preferred first name on internal documents. This session will review the group’s recommendations, implementation considerations, and implementation progress.

PRESENTERS:
Cassandra Dembosky, Cornell University
Brian Patchcoski, Cornell University

W2.5735  Roundtable: Small College Registrars

Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100DE, Mezzanine Level

Come chat and network with your small school registrar colleagues and have all your questions answered.

FACILITATOR:
Heidi Hoskinson, Rogers State University
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<th>Session Code</th>
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<tbody>
<tr>
<td>W2.5749</td>
<td>A Case Study of the Hiring, Training and Processing Considerations Involved in Moving to In-house Evaluations</td>
<td>Wednesday, April 5, 9:15 a.m. – 10:15 a.m.</td>
<td>205D, Level Two</td>
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<td>This session will provide an overview of the experience at one university that moved from outsourcing international credential evaluations to handling these evaluations in-house. Key factors in the decision will be discussed, as well as the pros and cons of each approach. An overview of the evaluator hiring and training process will be provided, from the perspective of the chief admissions officer, as well as from evaluators involved in the training.</td>
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<td><strong>PRESENTERS:</strong> Barry Dickerson, INTO Marshall University Tammy Johnson, Marshall University</td>
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<td>W2.5792</td>
<td>Show Me the Money: Cost Benefits of Electronic Exchange of Student Transcripts</td>
<td>Wednesday, April 5, 9:15 a.m. – 10:15 a.m.</td>
<td>M100B, Mezzanine Level</td>
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<td>Learn about the possibilities of doing more with less by implementing electronic student transcripts at your institution.</td>
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<td><strong>PRESENTERS:</strong> Matt Schill, University of Nebraska at Omaha Monterey Sims, University of Phoenix</td>
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<td>W2.5821</td>
<td>Finding Your Happy Place by Hiring &amp; Training Efficient &amp; Motivated Employees</td>
<td>Wednesday, April 5, 9:15 a.m. – 10:15 a.m.</td>
<td>M100A, Mezzanine Level</td>
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<td>The session presenters will share some well-known leadership principles along with personal experiences to engage participants in a discussion around some best practices used to motivate individuals across small and large teams.</td>
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<td><strong>PRESENTERS:</strong> Theresa Gallo, Drexel University Connie Shipman, Campbell University School of Law</td>
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<td>W2.5825</td>
<td>From Inquiry to Enrollment: A Communications Strategy Uniquely Developed to Increase Undergraduate International Student Enrollment at a Minimal Institutional Cost</td>
<td>Wednesday, April 5, 9:15 a.m. – 10:15 a.m.</td>
<td>200J, Level Two</td>
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<td>Colleges in the U.S. are turning offshore to meet their enrollment goals, enhance campus diversity, and positively impact the bottom line. Research shows most schools usually respond to the initial inquiry, however, few schools maintain a sustained level of communication with prospective international students that encourages progress through the enrollment funnel. Learn how to develop a fully automated communication strategy to enhance international recruitment on a dime.</td>
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<td><strong>PRESENTERS:</strong> Casey Jackson-Aceituno, University of Arkansas - Little Rock Dean Kahler, University of Idaho Tugrul Polat, University of Arkansas - Little Rock</td>
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<td>W2.5848</td>
<td>Roundtable: Diversity and Inclusion</td>
<td>Wednesday, April 5, 9:15 a.m. – 10:15 a.m.</td>
<td>200F, Level Two</td>
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<td>Join the Caucus Chairs and your AACRAO peers for this roundtable discussion that looks at diversity, equity and inclusive excellence in higher education.</td>
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<td><strong>FACILITATORS:</strong> Cindy Lambert, Benedictine University Tiffany Robinson, Western Kentucky University Joseph Salomone, Drexel University</td>
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<td>W2.5873</td>
<td>Transfer Guidelines: The Joint Statement on Transfer and a Transfer Student Bill of Rights</td>
<td>Wednesday, April 5, 9:15 a.m. – 10:15 a.m.</td>
<td>M100F, Mezzanine Level</td>
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<td>AACRAO has a goal to update the Joint Statement on Transfer and to develop a Transfer Student Bill of Rights. This session will provide an update to this initiative and look for feedback regarding the proposed documents.</td>
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<td><strong>PRESENTER:</strong> Seth Kamen, Montgomery College</td>
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<td>W2.5876</td>
<td>All About Communication: Best Practices for Reaching Students</td>
<td>Wednesday, April 5, 9:15 a.m.</td>
<td>M100G, Mezzanine Level</td>
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<td>From registration to class schedules and grades, enrollment</td>
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<td>services professionals maintain vital processes for their</td>
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<td>students and institutions. But communicating deadlines and</td>
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<td>program details can be a challenge in today’s world of</td>
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<td>social media, micro-content and mobile devices. Learn how</td>
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<td>the Office of the Registrar at the University of Colorado</td>
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<td>Boulder leverages its communication strategy through branding,</td>
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<td>web content and social media.</td>
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<td>PRESENTER:</td>
<td>Dustin Moody, University of Colorado Boulder</td>
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<td>W2.5905</td>
<td>Roundtable: Career Paths for Emerging Leaders</td>
<td>Wednesday, April 5, 9:15 a.m.</td>
<td>200G, Level Two</td>
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<td>FACILITATOR:</td>
<td>Scott Reed Cooper, University of California - Santa Cruz</td>
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<td>This session is intended for individuals new to management or</td>
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<td>who aspire to become leaders in the various fields of</td>
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<td>enrollment management, including admission and registrar</td>
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<td>professions. Challenges, opportunities, best practices and</td>
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<td>other issues relevant to this population will be shared and</td>
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<td>discussed.</td>
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<td>W2.5908</td>
<td>FERPA and the Reaches of Human Subjects Research</td>
<td>Wednesday, April 5, 9:15 a.m.</td>
<td>200AB, Level Two</td>
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<td>PRESENTERS:</td>
<td>Allyson Dean, Oregon State University</td>
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<td>Tina Falkner, University of Minnesota - Twin Cities</td>
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<td>Rebecca Mathern, Oregon State University</td>
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<td>W2.5930</td>
<td>State and Regional Organizations Working with Legislatures and</td>
<td>Wednesday, April 5, 9:15 a.m.</td>
<td>M100H, Mezzanine Level</td>
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<td>State Higher Education Agencies</td>
<td>10:15 a.m.</td>
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<td>FACILITATOR:</td>
<td>AACRAO Executive Director Mike Reilly, AACRAO</td>
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<td></td>
<td>AACRAO Executive Director Mike Reilly will share and discuss</td>
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<td>his experience with state higher education agencies. Learn</td>
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<td>how your state and regional professional associations can</td>
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<td>become more involved with these agencies in order to have</td>
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<td>our voices heard and to help affect change.</td>
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<td>PRESENTER:</td>
<td>Michael Reilly, AACRAO</td>
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<td>W2.5944</td>
<td>Roundtable: Financial Aid as a Pathway to Enrollment Leadership</td>
<td>Wednesday, April 5, 9:15 a.m.</td>
<td>M101B, Mezzanine Level</td>
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<td>FACILITATORS:</td>
<td>Patricia Morales, University of California - Irvine</td>
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<td>Stephen Pultz, University of San Diego</td>
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<td>W2.5967</td>
<td>A New Year, a New Degree, a New CBE-friendly Student</td>
<td>Wednesday, April 5, 9:15 a.m.</td>
<td>M100I, Mezzanine Level</td>
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<td>Engagement System (Oh My!)</td>
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<td>PRESENTERS:</td>
<td>Andrea Deau, University of Wisconsin-Extension</td>
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<td>Janis Ford, University of Wisconsin-Extension</td>
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In 2016, University of Wisconsin System’s Flexible Option added a new business degree to its online competency-based portfolio. An innovative learning structure brought new challenges to operations and student engagement systems already stretched by UW Flex’s unique needs. Pushed to capacity and with a tight one-year timeline, the build of a centralized student engagement system was taken on. Presenters will share their approach, with focus on several key admissions and registrar examples.

PRESENTERS: Andrea Deau, University of Wisconsin-Extension
Janis Ford, University of Wisconsin-Extension
W2.5985  The University Registrar Partnerships in Student Data Governance
Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100J, Mezzanine Level

This session will discuss the role of the university registrar, in collaboration with IT and Legal Counsel, to further establish a student data governance model. The presenter will show how to identify data governance needs, establish data standards, and implement data governance as a part of faculty counsel. Discussion of data governance at the state system level will also be covered.

PRESENTERS:
Frank Blalark, Duke University
Christopher Derickson, Duke University

W2.6042  Breaking Bad: Identifying Fraud
Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M100C, Mezzanine Level

With a degree in criminology, I always think like a bad guy. I have seen enough academic documents (real/not) and attended enough sessions on fraud to know exactly how to beat the system if I ever start breaking bad. Using readily available technology, I’ll show exactly how to beat your institution’s transcript requirements, get a visa, and earn a scholarship—should I ever decide I’m in the wrong business. Only by realizing your vulnerabilities can you develop best practices to protect yourself.

PRESENTER:
Timothy Kell, Educational Credential Evaluators, Inc.

W2.6047  Revitalizing Recruitment: Overhauling Your Existing Marketing Plan
Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | M101A, Mezzanine Level

Is your admission office still working off the same marketing and communication plan that was put in place years ago? In today’s competitive marketplace, “That’s the way we’ve always done it” doesn’t cut it anymore! Learn how to overhaul your existing marketing program using a mix of strategic goals and existing data.

PRESENTER:
Becky Tankersley, Georgia Institute of Technology-Atlanta

W2.6491  CourseLeaf FocusSearch Personalizes the Student Search Experience
Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200H, Level Two

Discover how FocusSearch enhances the student user experience through a utility that rapidly performs sophisticated queries based on a student’s course and program information. See how FocusSearch can be implemented with baseline search functionality or integrated as a synthesized module with Student Aware Mode and CART to deliver an even more focused search with streamlined gateway to preflight registration. Faculty can provide focused promotions of relevant courses, while students gain access to the exact courses they need when heading into registration.

PRESENTER:
Lee Brintle, CourseLeaf from Leepfrog Technologies

W2.6546  Redefining Debt Management through Compassionate Collections: The VA Debt Management Center
Wednesday, April 5, 9:15 a.m. – 10:15 a.m. | 200CD, Level Two

The Debt Management Center (DMC) provides distinctive, high quality accounts receivable services through a compassionate and value added approach. Our presentation provides information on the DMC collection process and how it impacts the Veteran. We provide advice and best practices in regards to how DMC can help Veterans and their families resolve their VA benefit overpayments. Attendees can expect to gain knowledge on how debts are established before they are referred to DMC. Attendees will also be provided with information concerning debt notification and the collection process. DMC will explain the difference between school and student debts. DMC will also provide guidance to school liaisons to assist Veterans managing their VA debts. Information will be given how to dispute the debt, request a waiver, set up a payment plan or submit a compromise offer.

PRESENTER:
Jason Hoge, VA Debt Management Center
Three community colleges in Maryland were provided a one-step-away grant to identify and contact completers and near completers. All three colleges developed different methods of assisting students to completion. Some of the methods to be discussed are degree audit infrastructure, one-step counselor approach, and student financial support.

**PRESENGERS:**
Carol Harrison, College of Southern Maryland
Kelly Hewett, Wor-Wic Community College

As the members of the East African Community (EAC) strive to find common ground on trade and governance issues, education has become one of the major development foci. The constituent countries understand that educational harmonization is critical to their plans. This session will provide an introduction to the educational systems of the EAC member nations (Kenya, Tanzania, Uganda, Burundi, Rwanda, and South Sudan), along with a discussion of the recent and anticipated changes.

**PRESENGER:**
Martha Van Devender, Educational Credential Evaluators, Inc. (ECE)
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<tr>
<td>W3.5626</td>
<td>Collaborative Solutions to Records Management Challenges</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>200H, Level Two</td>
<td>This session will review the results of the records management survey, and will engage attendees in a discussion of those results, with a goal of finding solutions at their institutions. Come prepared with your questions about records management and be ready to brainstorm with other attendees.PRESENTERS: Susan Hamilton, Rutgers University  Wendy Kilgore, AACRAO  Nora McLaughlin, Reed College</td>
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<td>W3.5655</td>
<td>Successful Collaboration between the Registrar’s Office and the University Advising Community</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>M101A, Mezzanine Level</td>
<td>The Registrar’s Office is at the intersection of academic affairs, enrollment management, and student affairs. Because of this, it is critical to establish sound relationships with academic advising partners. Learn how the University of Connecticut Registrar’s Office partners with the Academic Advising community to improve and enhance policies and procedures, as well as faculty, staff and student knowledge and skills acquisition. PRESENTERS: Erin Mason, University of Connecticut  Mansour Ndiaye, University of Connecticut</td>
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<td>W3.5679</td>
<td>Roundtable: FERPA</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>M101B, Mezzanine Level</td>
<td>Join your peers to participate in this moderated roundtable to discuss FERPA topics, trends, questions and scenarios as you live them on your campus. FACILITATORS: Joni Krueger, Augustana College  Brenda Selman, University of Missouri - Columbia</td>
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<td>W3.5690</td>
<td>Prepping for Promotion, My Journey</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>M101C, Mezzanine Level</td>
<td>In this session, a seasoned professional will share lessons learned from her professional journey in higher education. With a focus on how to prepare for promotion, participants will have the opportunity to examine what steps they can take to ready themselves for the next career move. PRESENTER: Roslyn Perry, The Ohio State University</td>
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<td>W3.5790</td>
<td>Roundtable: Sending and/or Receiving Electronic Transcripts</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>200F, Level Two</td>
<td>Come be a part of the growing electronic transcript community and share your experience! FACILITATOR: Susan Reyes, San Diego State University</td>
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<td>W3.5802</td>
<td>The EDX Chronicles: Maximizing the Benefits of Electronic Transcripts</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>M100F, Mezzanine Level</td>
<td>Ever wondered what happens to the transcript data after it’s been received? Come hear how several presenters are using electronic transcripts in their evaluation process! PRESENTERS: W. Matthew Bemis, University of Southern California  Patrick Elliott, University of Maryland - University College  Roger Lurie, Arizona State University  Matt Schill, University of Nebraska at Omaha</td>
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<td>W3.5804</td>
<td>Everything You Ever Wanted to Know About PDFs But Were Afraid to Ask</td>
<td>Wednesday, April 5, 10:30 a.m. – 11:30 a.m.</td>
<td>M100G, Mezzanine Level</td>
<td>Come hear how several institutions are using the latest technology in PDF transcript exchange. Panelists will discuss how they implemented this technology, and how their students and institutions have reaped the benefits. PRESENTERS: Jim Feigert, University of Southern California  Louis Hunt, North Carolina State University at Raleigh  John Papinchak, Carnegie Mellon University</td>
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W3.5834  The LGBT Inclusive Campus of the Future: What Does it Look Like?

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  M100H, Mezzanine Level

This is a review of current best practices in the industry regarding creating and sustaining an inclusive LGBT campus. What does it take? Learn how you can create mini milestones that can lead to monumental and successful initiatives.

PRESENTER:
Joseph Salomone, Drexel University

W3.5931  Preserving History: Tips for Archiving Your Association’s Treasured Information

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  M100I, Mezzanine Level

Our state and regional associations do a lot of good work throughout the year, and for most of us, that includes holding an annual conference. Leadership changes frequently, and documents and history can easily get lost. Attend this session to learn some simple ways to begin archiving information in retrievable and usable ways so that future leaders don’t have to reinvent the wheel, and to preserve important and historical information about your association.

PRESENTER:
Susan Eveland, University of Oregon

W3.5941  The “Changing” Graduate/Professional School Student

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  M100DE, Mezzanine Level

Join this informative and interactive discussion on what has recently changed in the graduate & professional schools student population. How do we engage them effectively? What impact has mental health issues had on these students? What student services are we providing specifically for this student population to aid in their persistence and success in graduate school? What are the best practices occurring at various institutions?

PRESENTERS:
Elizabeth Bouhmadouche, Boston University
Jessica Cheatwood-Alvarez, University of Central Florida
Michael Murray, The Ohio State University

W3.5974  You Can Teach an Old Dog New Tricks! Leadership Development for Experienced Professionals

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  M100J, Mezzanine Level

It is easy for established leaders to forget that leadership is a process, not a position. Once you’ve been doing it a while, it is easy to start thinking “I’ve been there, done that.” This session will highlight the experiences of a “seasoned” professional who went through a program designed to challenge every assumption leaders make about themselves, forcing participants to look themselves in the mirror and decide whether they have the courage to not only learn, but embrace, new tricks.

PRESENTER:
Beth Warner, University of Wisconsin - Madison

W3.6018  Who Makes International Credential Recommendations?

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  M100C, Mezzanine Level

International admissions and credential evaluation practitioners will explore how they arrive at credential placement advice for their respective groups. Four senior experts in the field will share insights on how educational credentials are analyzed, who makes the determinations, what methodologies are used, and how the outcomes are shared with the field and even altered over time.

PRESENTERS:
Jennifer Minke, Texas A&M University - Kingsville
William Paver, University of Texas at Austin (retired)
Emily Tse, International Education Research Foundation, Inc.
Robert Watkins, The University of Texas at Austin

W3.6022  Prior Prior Year—What is That?

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  200I, Level Two

Learn about the latest change in financial aid, prior prior year. Explanation of the rule, how it impacts students, and effective strategies for communicating to students and parents will be discussed.

PRESENTERS:
Griselda Castilla, University of Texas Rio Grande Valley
Maggie Hinojosa, University of Texas Rio Grande Valley
W3.6034  Roundtable: Study Abroad Hot Topics

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  I 200G, Level Two

Join your colleagues from registration and records as well as admissions for a frank discussion about the challenges and opportunities for study abroad at this roundtable session. Perspectives across institutional types, sizes and locations will be shared.

FACILITATOR:
Lori Citti, Johns Hopkins University

W3.6040  Predictive Analytics for Dummies (and Admissions Professionals)

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  I 200CD, Level Two

Regression analysis, machine learning, data mining, decision trees, etc. Unless you work with statistics for a living, such terms and concepts may look like Greek to you. Come learn how you can accurately predict yield for your class and other student behaviors by simply using elementary statistics and a spreadsheet. This session will be especially helpful for institutions with demographics or fluctuating enrollment goals.

PRESENTER:
Alexis Pope, Appalachian State University

W3.6439  First-Time Attendee Feedback and Wrap-Up

Wednesday, April 5, 10:30 a.m. – 11:30 a.m.  I 200AB, Level Two

Make an impact on AACRAO right away by sharing feedback on your conference experience! All members attending the annual meeting for the first time are encouraged to participate in this session and share their experiences, further network and provide input that will help the AACRAO Program Committee plan even stronger and more effective meetings in the future.

FACILITATOR:
Alana Davis, Randolph-Macon College

W4.6452  Closing Plenary
In Conversation with Danny Glover and Felix Justice

Wednesday, April 5, 11:45 a.m. – 12:45 p.m.  I 101, Level One

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

PRESENTERS:
Danny Glover, Actor
Felix Justice, Actor

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- Monday, April 3 at 9:30 a.m. in Room M100F - Catalog and Curriculum Management — A new day has arrived (Panel Discussion)
- Monday, April 3 at 4:00 p.m. in Room 200J - Engage Students AND Cut Catalog Production Time In Half
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Janie Barnett
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Phone: 202-293-9161
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Phone: 310-550-3305
Email: jasmin@aice-eval.org
www.aice-eval.org

AICE is a non-profit professional association for those involved in international credential evaluations. AICE’s mission is to establish standards and best practices in the international credentials evaluation field, advance comparative education research, facilitate the global flow and assimilation of the international community and provide unmatched credential evaluation expertise. AICE membership provides access to information, research and experts in the comparative education field.

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EXHIBITORS AND CONTACTS

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E-10006, Zhongkun International Plaza, Dazhongsi Haidian District  
Beijing 100098  
China  
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Fax: +86(10)62160938  
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CHESICC is the only MOE-authorized institution to carry out verification service for Chinese academic qualifications. With its national student record database, it officially authenticates and evaluates high school diploma, Gaokao results, college student enrollment status, graduation certificate, academic transcript, etc. As one of the executive committee members of Groningen Declaration, CHESICC promotes the idea of exchanging credentials electronically, especially in PDF, XML, or EDI format.

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International Education Research Foundation - IERF

Booth #215

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Suite 300
Culver City, CA 90230
Phone: 310-258-9451
Fax: 310-342-7086
Email: info@ierf.org
www.ierf.org

Founded in 1969, IERF is the oldest credentials evaluation agency in the US. IERF specializes in providing equivalency reports for international applicants, both for admissions and transfer credit. Its services, which include electronic applications and reports, are reliable, timely and user-friendly.

IVY.AI

Booth #538

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Fax: 919-695-6080
Email: mark@ivy.ai
www.ivy.ai

Ivy is an artificially intelligent customer service chat bot for colleges and universities. Ivy is similar to Siri, but Ivy is specifically trained to answer questions unique to your school. Ivy can handle questions about transcript requests, course schedules, university bulletins, financial aid statuses and more! Plus, Ivy gets smarter over time! With a single line of code, Ivy can be added to any university web page. Ivy will immediately improve your customer service, extend your hours to 24-7 and simultaneously reduce the burden on your support staff!
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Phone: 617-492-9099
Fax: 617-492-9081
Email: sawyer.treffinger@jenzabar.com
www.jenzabar.com

Jenzabar is a leading provider of enterprise software, strategies, and services developed exclusively for higher education. The company offers integrated, innovative solutions to advance the goals of academic and administrative offices across the campus and throughout the student lifecycle. As a trusted partner serving more than 1,000 campuses worldwide, Jenzabar has over four decades of experience supporting the higher education community.

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James Rose
540 Beck Street
Jonesville, MI 49250
Phone: 517-849-9963
Fax: 517-849-2229
Email: jim@papertube.com
www.papertube.com

Jonesville Paper Tube Corporation, founded in 1955, manufactures inexpensive paper tubes used for diplomas, mailing, admissions, orientation kits and much more. We offer these in any size, length, or color and they can be printed, plain, embossed or smooth. Challenge us with a design today! Stop by our booth #733, call 517-849-9963 or visit us on the web at www.papertube.com.

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Tom Rysavy
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Minneapolis, MN 55435
Phone: 952-830-4785
Fax: 952-830-3309
Email: tom.rysavy@jostens.com
www.jostens.com

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Chris Coppola
3300 N. Ashton Blvd.
Suite 300
Lehi, UT 84043
Phone: 760-582-5401
Email: info@kuali.co
www.kuali.co

Kuali believes colleges and universities should spend less on administration and more on teaching and research. Thoughtfully-designed open-source software, built specifically for higher education and delivered from the cloud, simplifies administrative processes to significantly reduce costs for student services, financials, research, and continuity planning. www.kuali.co

Learning Machine
Josh Miller
12001 N. Central Expy
Suite 1025
Dallas, TX 75243
Phone: 469-930-4169
Email: jmiller@learningmachine.com
www.learningmachine.com

Learning Machine is a technology company on a mission to digitize academic and professional credentials so that individuals can share their official records directly with others. We partner with leading organizations around the world to deploy production systems that leverage the Bitcoin blockchain as a secure anchor of trust.
Need help with your commencement planning and execution? Do you want to have great photographs at your commencement? We can do both! Lifetouch Special Events has been photographing hundreds of college-level commencement ceremonies for over 30 years. We have experience and expertise, and we enjoy collaborating with schools to help their commencement ceremonies go well and ensuring that each graduate gets a great image to remember it by.

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The National Student Clearinghouse has been education’s trusted partner since 1993, when we were founded as a nonprofit by the higher education community. Today the Clearinghouse is the leading provider of educational reporting, data exchange, verification, and research services with more innovations on the way. We can’t wait to share the latest updates on our full range of solutions with you, including what’s new with Enrollment Reporting and our compliance resources; our line of flexible Transcript Services (featuring near real-time electronic delivery via eTranscripts); enhancements to DegreeVerify; the exciting new analysis and reporting features coming soon to StudentTracker for colleges & universities; our unique nationwide Reverse Transfer platform; the extensive user resources and training available through the Clearinghouse Academy; our amazing new student portal; the latest on our student vets initiative; and even more. Stop by and find out what’s new and how we can help you!

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Virginia Beach, VA 23453  
**Phone:** 757-333-4823  
**Fax:** 800-842-3080  
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**PTE Academic**
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London England WC2R 0RL  
United Kingdom  
**Phone:** 612-419-8214  
**Email:** katherine.shibata@pearson.com  
[pearsonpte.com](http://pearsonpte.com/)

Pearson Test of English Academic (PTE Academic) is the leading computer-based English language proficiency test for international student applications. The test offers institutions the most accurate measure of English proficiency available and is accepted by increasing numbers of academic programs in the United States, including the University of Southern California and Harvard University.

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Jennifer Kim  
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**Phone:** 202-261-6514  
**Fax:** 202-261-6517  
**Email:** jennifer.kim@PESC.org  
[www.PESC.org](http://www.PESC.org)

Established in 1997 at the National Center for Higher Education, PESC is an international, non-profit, community-based, umbrella association. Through open and transparent community participation, PESC enables cost-effective connectivity between data systems to accelerate performance and service, simplify data access and research, and improve data quality along the education lifecycle.

**Qnomy**
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**Phone:** 1-866-811-3144  
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**Fax:** 513-697-7891  
**Email:** sweiss@scrip-safe.com  
[www.scrip-safe.com](http://www.scrip-safe.com)

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Eric Paillet  
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Boca Raton, FL 33487  
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**Fax:** 561-395-9301  
**Email:** marketing@runnertech.com  
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RunnerTech’s focus across the institution or across the enterprise is improving the quality of student data with our address verification solution. Our CLEAN_Address software verifies, corrects, and standardizes student and employee postal addresses with real-time and batch processing. CLEAN_Address is integrated in Banner and Colleague by Ellucian, and in Oracle’s PeopleSoft & E-Business Suite. It will improve staff productivity while eliminating costs associated with inaccurate addresses.

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**SEAtS Software**

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SEAtS Software is the innovative, collaborative platform for students, academics, and staff. SEAtS aims to empower universities, schools and colleges through better student engagement, retention and achievement to enhance and protect their reputations and revenues.

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iDiploma™, The Award Group’s exclusive online diploma program, offers graduates the ability to receive their diplomas delivered framed. This program creates a profit center for you from the sale of frame while eliminating your administrative drudgery.

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Arlington, VA 22201
Phone: 703-378-9788
Email: tfox@commonapp.org
www.commonapp.org

The Common Application is a not-for-profit member organization of more than 700 colleges and universities in the U.S. and around the world. Building on our mission and 40+ year history, the Common Application works to close the equity gap by educating all students—regardless of circumstance—about the value, attainability, and affordability of a college degree.

**The National Society of Collegiate Scholars (NSCS)**
Sankaya Hall
2000 M Street, NW
Suite 600
Washington, DC 20036
Phone: 202-265-9000
Email: hall@nscs.org
www.nscs.org

The National Society of Collegiate Scholars (NSCS) recognizes high-achieving students on more than 300 college campuses nationwide and provides a lifetime of leadership, scholarships, service and professional development opportunities to its members. Additionally, NSCS offers more than $1,000,000 in scholarships annually that are available to all member types—4 year, 2 year and online.
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Phone: 603-471-1728
Email: info@unit4software.com
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Unit4 is a leading provider of enterprise applications empowering people in service organizations. Unit4 and Three Rivers Systems have now joined forces to deliver the first end-to-end, next-generation education management software solution that will directly empower your institution to deliver on institutional growth, boost student success, deliver research excellence and improve institutional effectiveness. With annual revenue over US $550M and more than 4,000 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, non-profit, travel, wholesale and financial services benefit from Unit4 solutions. Unit4 is in business for people.

Visual Schedule Builder
Booth #435
Alan Weeks
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Suite 2500
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Canada
Phone: 514-813-2257
Email: showme@vsbuilder.com
www.vsbuilder.com

Visual Schedule Builder is built on a passion for the ultimate user experience. We have spent countless hours studying the student schedule planning and registration process at colleges and universities across North America, working with registrars, advisors, students, and orientation staff to bring order to the complexity of student scheduling.

University Business
Booth #110
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Trumbull, CT 06611
Phone: 203-663-0100
Fax: 203-663-0149
Email: jkacin@universitybusiness.com
www.universitybusiness.com

University Business is the leading provider of business and management solutions for higher education administrators at two-and-four year colleges and universities nationwide. University Business also produces the annual UBTech Conference, where higher education leaders combine visionary thinking with practical solutions.

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Booth #226
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World Education Services
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Bowling Green Station
PO Box 5087
New York, NY 10274
Phone: 212-219-7330
Fax: 212-739-6151
Email: support@wes.org
www.wes.org

World Education Services is a non-profit organization that provides expert credential evaluation services and research-based consulting on student mobility, international enrollment management, and transnational education. With a staff representing 37 nations and speaking over 40 languages, WES works with more than 2,500 institutions in the U.S. and Canada.
EXHIBITORS AND CONTACTS

Xap Corporation  
Booth #541

George Yang  
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Culver City, CA 90230  
Phone: 424-750-3915  
Fax: 310-410-0556  
Email: gyang@xap.com  
www.xap.com

XAP is an industry leader in providing students and adults with online tools to explore careers and discover, plan, and apply to colleges and universities. XAP’s products are used by thousands of K-12 institutions and colleges and universities in the United States and Canada.

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<td>SCRIP-SAFE Security Products</td>
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<td>The Award Group</td>
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<td>Xap Corporation</td>
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## Alumni/Development Software

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## Administrative Services and Software

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<td>Visual Schedule Builder</td>
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<td>Workday, Inc</td>
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## Admissions/Recruiting Software Products and Services

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<tr>
<td>Campus Management Corp.</td>
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<td>CollegeNET, Inc.</td>
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<td>EMPOWER Student Information System</td>
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<td>ETS TOEFL</td>
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<td>Hobsons</td>
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<td>Parchment</td>
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<td>Xap Corporation</td>
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<td>ZAP Solutions</td>
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## BMI-Based Document Management

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<td>RightLabs Inc.</td>
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## Career Guidance

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<td>Army Recruiting</td>
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## Class Schedules Publisher

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## Curriculum Information Systems

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<td>SmartCatalog</td>
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## Degree Audit Software

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<td>CollegeSource, Inc.</td>
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<tr>
<td>Unit4</td>
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## EXHIBITORS PRODUCTS AND SERVICES

### Degree/Education Verification

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### Electronic Data Conversion

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### Electronic Data Interchange (EDI)

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### English as a Second Language

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<td>Micah’s Printing</td>
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### Educational Materials

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### Enrollment Management Services & Software

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<td>Kuali</td>
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<tr>
<td>OnBase by Hyland</td>
<td>314</td>
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<tr>
<td>Qnomy</td>
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<tr>
<td>SmartCatalog</td>
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### Financial Aid Services and Software

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<td>PESC</td>
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<td>Qnomy</td>
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### Financial Reporting – AP, GL, Budgeting
- Ellucian: Booth #537
- Evisions: Booth #615
- Unit4: Booth #626
- Workday, Inc: Booth #226

### Foreign Credential Evaluation
- AACRAO International: Booth #203
- Association of International Credential Evaluators (AICE): Booth #617
- Cambridge Assessment Inc.: Booth #521
- Educational Credential Evaluators: Booth #533
- International Education Research Foundation - IERF: Booth #215
- World Education Services: Booth #228

### Fundraising Software
- Campus Management Corp.: Booth #629
- Jenzabar: Booth #233
- RightLabs Inc.: Booth #437

### Graduation Supplies and Services
- GradImages: Booth #627
- Herff Jones LLC: Booth #621
- Jonesville Paper Tube Corporation: Booth #733
- Jostens: Booth #708
- Lifetouch Special Events: Booth #114
- Micah’s Printing: Booth #535
- Paradigm: Booth #632
- RightLabs Inc.: Booth #437
- SCRIP-SAFE Security Products: Booth #728
- The Award Group: Booth #132

### Imaging
- BMI Digital ReeL: Booth #611
- DocFinity: Booth #433
- Laserfiche: Booth #320
- OnBase by Hyland: Booth #314

### Information Services and Software
- Ad Astra Information Systems, LLC: Booth #527
- BMI Digital ReeL: Booth #611
- DocFinity: Booth #433
- Evisions: Booth #615
- Jenzabar: Booth #233
- Kuali: Booth #336
- Laserfiche: Booth #320
- Signal Vine, LLC: Booth #638
- SmartCatalog: Booths #536, 532

### International Credential Evaluation
- AACRAO International: Booth #203
- Association of International Credential Evaluators (AICE): Booth #617
- China Higher Education Student Information and Career Center (CHESICC): Booth #636
- CollegeNET, Inc.: Booth #515
- Educational Credential Evaluators: Booth #533
- International Education Research Foundation - IERF: Booth #215
- World Education Services: Booth #228

### International Recruiting Services
- ETS TOEFL: Booth #117

### Marketing / Publicity
- CourseLeaf from Leepfrog Technologies: Booth #227
- DIGARC: Booth #315
- Jonesville Paper Tube Corporation: Booth #733
- Qnomy: Booth #720
- SCRIP-SAFE Security Products: Booth #728

### Online Applications
- CollegeNET, Inc.: Booth #515
- DIGARC: Booth #315
- Qnomy: Booth #720
- RightLabs Inc.: Booth #437
- Runner EDQ: Booth #108
- The Common Application: Booth #542
### EXHIBITORS PRODUCTS AND SERVICES

#### Other

<table>
<thead>
<tr>
<th>Exhibitor/Association</th>
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<tr>
<td>AACRAO International</td>
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#### Publications and Publishing Services

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#### Records Management Services, Support and Software

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#### Registration Services and Software

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#### Scanning Software, Equipment and Services

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#### Scheduling/Events Management Software

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#### Security Documents

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#### Student Enrollment Status Supporting Services

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#### Student Information Access/Kiosks

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## Student Recruitment

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## Transcript Ordering Services

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## Transfer Credit Evaluation Software

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## Web Hosting and Development

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## Surveys

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<td>Runner EDQ</td>
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</table>
27th Annual AACRAO
Strategic Enrollment Management Conference

Save the Date

OCT. 29–NOV. 1, 2017

JW Marriott
Phoenix Desert Ridge
Phoenix, AZ

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The term Strategic Enrollment Management was established by AACRAO at the first SEM Conference in 1990. Now, more than 25 years later, the conference continues to evolve to meet the changing needs of SEM practitioners, as well as the students and institutions they serve. The AACRAO SEM Conference builds the foundation for a comprehensive enrollment management plan, showcases tools and resources to boost enrollment outcomes, and focuses on student success through creative recruitment and retention strategies.

With over 200 sessions, and a range of full- and half-day workshops, roundtables, and special-interest gatherings, the programmatic offerings at AACRAO’s Annual Meeting focus on professional development and networking. The Annual Meeting addresses the issues facing today’s campuses, provides goals and guidelines for meeting those challenges, and offers a forum for sharing experiences and learning about what is working on campuses across the country and around the world.
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