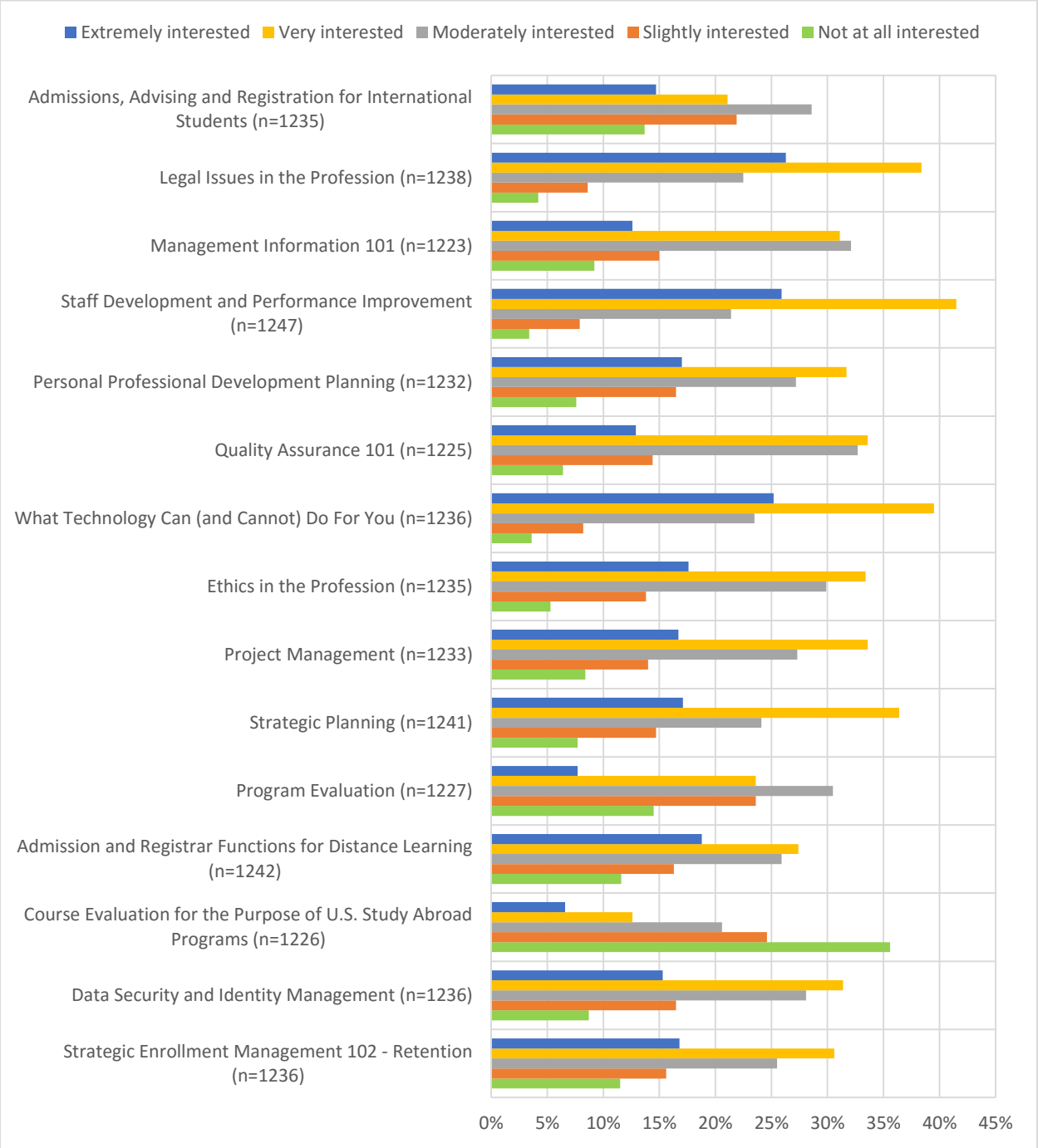
AACRAO Members' Level of Interest in Online Professional Development Topics

Results of the AACRAO August 2015 60 Second Survey

The purpose of the August 2015 60 Second Survey was to survey our members on their level of interest in several proposed and under development online professional development (PD) topics (Appendix A). More than 1,200 members responded to the survey and their responses are recorded below and will be used to help guide our PD opportunities.

Figure 1: Level of Member Interest in Proposed and Under Development Online Professional Development Topics



Those who selected something other than "Not at all interested" for the remaining questions were prompted to indicate their region(s) of interest.

Table 1: Evaluating Educational Backgrounds for Admission - International students coming to the U.S. (n=1246)

	Percentage	Count
Not at all interested	41.3%	514
Slightly interested	16.9%	211
Moderately interested	19.8%	247
Very interested	12.8%	159
Extremely interested	9.2%	115

	Percentage	Count
Africa	50.1%	352
Americas	50.4%	354
Asia-Pacific	80.3%	564
Europe	53.8%	378
Russia & Eastern Europe	42.5%	298
Middle East	61.7%	433

Table 2: Evaluating Educational Backgrounds for Transfer Credit - International students coming to the U.S. (n=1248)

	Percentage	Count
Not at all interested	31.3%	391
Slightly interested	16.6%	207
Moderately interested	21.8%	272
Very interested	18.3%	229
Extremely interested	11.9%	149

	Percentage	Count
Africa	50.5%	399
Americas	54.2%	428
Asia-Pacific	81.5%	644
Europe	59.5%	470
Russia & Eastern Europe	45.1%	356
Middle East	61.9%	489

Table 3: International Student Recruitment (n=1231)

	Percentage	Count
Not at all interested	51.4%	633
Slightly interested	17.1%	211
Moderately interested	15.2%	187
Very interested	9.6%	118
Extremely interested	6.7%	82

	Percentage	Count
Africa	53.7%	280
Americas	62.4%	325
Asia-Pacific	82.9%	432
Europe	61.8%	322
Russia & Eastern Europe	49.3%	257
Middle East	59.1%	308

Respondents were given the opportunity to list other topics of interest (Table 4).

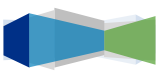
Table 4: Other Topics of Interest*

Response
Federal Regulations that Impact the Registrar's office even though they are functionally in other areas of the university. What we Need to Know.
Reporting structure and functions of institutions with large transfer populations. This includes who and when transfer records are entered for first time transfer (needed for an admission's decision) are entered and any variation in structures for students who took classes elsewhere as visiting students, dual credit or updated transcripts
I would like to learn of resources available for restructuring the Registrar's office. We have a new president who is attempting to change our structure to match his previous institution. It is difficult to familiarize or understand the direction. Are there some best practices?
Joint Bachelor/Master/Doctorate Programs Best practice for NCAA Academic Eligibility Certification Best practice for VA Yellow Ribbon for private non-profits
Functions of Registrar Office/staff regarding job duties, # staff within Registrar office.
Optimizing scheduling including academic space
Residency classification; doing more with less.
Advisor training; supervisory skills in advising centers
Ethical Standards and the Registrar's Office
Applying the Getting Things Done (David Allen) methodology in the life of a registrar.
Multicultural Issues in Higher Education Diversity and Inclusion in Higher Education
Mid-Career issues/slump/spark
Integrated offices - Adm/Records/New student services, etc. best practices
Work/life balance issues
FERPA
Content-based transcripts; how higher ed is evolving, what we can do to be a more pro-active part of that evolution.

Leadership and Coaching Skills for Registrars, Reporting and Data Analytics for presentation purposes.
The future in higher education - can we sustain the current models within the current environment.
Transfer student, articulation and transfer credit related topics
I am always interested in best practices (scanning records, documents to obtain from each students for admissions, FERPA do's and do not's)
Because of alliances with institutions in those areas...indicating the potential for some type of exchange programs/agreements in the future.
In this age of decentralize budget models, info on Assessment would be helpful.
It would be interesting to have something about international student life management, how to deal with cultural issues and how to prepare staff for cultural challenges.
CRM technology and best practices
1. Diversity (i.e. LGBT) issues of students and staff (i.e. preferred name/pronoun, sensitivity, encouragement, inclusiveness) 2. Veterans (i.e. maneuvering through student services functions, making offices friendly, PTSD caused barriers
Federal Aid Regulations that impact the registrar role in managing records and processing functions affecting students. This could be tied in with similar compliance issues from the NCAA and Veterans Benefits.
Best practices for record retention
Consistency in transfer evaluation.
Faculty and Student Engagement FERPA - Online Challenges
Business Intelligence Tools
Actually, my interest in assessing international for admission is for those applying to Canadian institutions, though I assume that the process and policy guidelines are not that different in the USA and Canada.
Longevity in the Profession How to Manage a High Performing Team How to Bring Happiness into the Workplace
Retrieval and collection of course section offerings, data entry and availability of course section offerings. Role of departments and registrar. Method and time frame for collection of changes to section offerings. Managing the process.
Love the idea of personal professional development topic!!
Budgeting as part of SEM
The proposed topics are excellent/exciting.
Other colleagues focus in this area
Technology in higher education. How can we use technology for these instances and engage students in their world?
Being the best supervisor possible
Registrar as Compliance Officer
I don't deal that much with International Students at my current college; but as an Associate Registrar; I would like to see more help with learning all I could to try and get ahead. Thank you
My position is very focused on the administration of VA Educational benefits, including course applicability to educational objective, prior credit assessment, and compliance with appropriate VA regulations
FERPA compliance and the use of technology to access records (there are many apps out there that allow guests to log in view students records) concerned with degree of security and protection of record
I would like to request additional tracks on student affairs, student support services and Title IX updates. Thanks.
Recruiting transfers here in the U.S., it is getting harder to maintain on-ground transfer enrollment as community college enrollment declines and online enrollment continues to grow.

Professional school registrar topics... Medicine
Development of articulation agreements....standards, accreditation, best practices
Data visualization
NAFSA covers all the international topics and info already. We don't need a second organization for this development.
Increasing sensitivity to students' needs and concerns in administration
Succession Planning Bridging the Generation Gap Between Seasoned and Aspiring Leaders What Do You Do When the Brain Trust Leaves or Retires? When No Computer System Is Good Enough, You?
-Intersections with Financial Aid (Title IV, NSLDS/Clearinghouse reporting, etc.) -Topics related to new academic programs and courses (how are the details of new programs and courses determined and approved: for example, credit/contact hours, what constitutes full-time status for a program, best practices for implementing new programs and the role of the registrar in this, etc.) -Issues specific to graduate and professional programs such as med schools (best practices for grad students to maintain full-time status while working on theses/dissertations/studying for comp exams; how to equate hands-on experience, such as clinical rotations in med school, into credit hours, etc.) -Best practices for use/acceptance of electronic signatures... when releasing transcripts, accepting final grades, etc.
Social Media in recruitment, best practices. Retaining staff - this generation's quest for immediate management roles.
The Concept of Customer service in Higher Education
SEM structures at institutions; who is responsible for what as far as recruitment, retention and graduation; how the offices in SEM are supposed to be aligned and responsible for varying SEM roles
Enrollment Management is so closely tied to the university budget. I think more info on university budgeting, price elasticity studies and best practices, setting enrollment goals relative to budgeting (not always the driving force at public institutions but becoming more so), different tuition models as well as data analytics would be really helpful not only for current enrollment managers but for those who wish to prepare themselves for these positions.
My area of responsibility is scheduling students so anything to do with scheduling classes, examinations, and space would be of interest to me.
Common misuses of FERPA or FERPA related topics
Graduate focused international student recruitment
*Handling student credentials for competency based programs *Micro credentials/badges
There seems to be very little professional development interest in the full aspects of college admissions; there is no talk about the recruitment of students other than the mentioning of strategic planning.
Topics on assisting Transfer Students w/transition and retention.
How to report international students to the national clearance house. How to report for the 2098t for international students. SSN used by international students for reporting purposes. Responsibilities with visa procedures.
New issues related to reasonable accommodation for handicapped applicants
Veterans
Building efficiencies on a shoestring budget!

*raw data



Questions regarding this or other AACRAO research should be directed to Wendy Kilgore, AACRAO Director of Research and Managing Consultant at wendyk@aacrao.org.

Appendix A: AACRAO Professional Development Topics August 2015

Please rate your level of interest in the proposed and under development AACRAO online professional development topics included here. Thank you.

	Not at all interested	Slightly interested	Moderately interested	Very interested	Extremely interested
Strategic Enrollment Management 102 - Retention	○	○	○	○	○
Data Security and Identity Management	○	○	○	○	○
Course Evaluation for the Purpose of U.S. Study Abroad Programs	○	○	○	○	○
Admission and Registrar Functions for Distance Learning	○	○	○	○	○
Program Evaluation	○	○	○	○	○
Strategic Planning	○	○	○	○	○
Project Management	○	○	○	○	○
Ethics in the Profession	○	○	○	○	○
What Technology Can (and Cannot) Do For You	○	○	○	○	○
Quality Assurance 101	○	○	○	○	○
Personal Professional Development Planning	○	○	○	○	○
Staff Development and Performance Improvement	○	○	○	○	○
Management Information 101	○	○	○	○	○
Legal Issues in the Profession	○	○	○	○	○
Admissions, Advising and Registration for International Students	○	○	○	○	○

Evaluating Educational Backgrounds for Admission - International students coming to the U.S.

○	Not at all interested
○	Slightly interested
○	Moderately interested
○	Very interested
○	Extremely interested

Please select regions of interest

□	Africa
□	Americas
□	Asia-Pacific
□	Europe
□	Russia & Eastern Europe
□	Middle East

Evaluating Educational Backgrounds for Transfer Credit - International students coming to the U.S.

○	Not at all interested
○	Slightly interested
○	Moderately interested
○	Very interested
○	Extremely interested

Please select regions of interest

□	Africa
□	Americas
□	Asia-Pacific
□	Europe
□	Russia & Eastern Europe
□	Middle East

International Student Recruitment

○	Not at all interested
○	Slightly interested
○	Moderately interested
○	Very interested
○	Extremely interested

Please select regions of interest

☐	Africa
☐	Americas
☐	Asia-Pacific
☐	Europe
☐	Russia & Eastern Europe
☐	Middle East

Additional topics?