UMACRAO 2017 – Steering Ahead for a Stronger Tomorrow
Meeting at a Glance

Wednesday, November 1

1:00 p.m. – 7:00 p.m. Registration and Check-In

2:00 p.m. – 3:45 p.m. Pre-Conference Session: FERPA

4:00 p.m. – 4:45 p.m. First time Attendee Session

6:00 p.m. – 6:30 p.m. Welcome and Announcements

6:30 p.m. – 8:00 p.m. Networking Social – Vendor Area Open

Thursday, November 2

7:00 a.m. – 10:30 a.m. Registration & Check-In

7:15 a.m. – 8:15 a.m. Breakfast

8:00 a.m. – 8:15 a.m. Announcements

8:20 a.m. – 9:20 a.m. Concurrent Sessions 1

9:30 a.m. – 10:30 a.m. Concurrent Sessions 2

10:30 a.m. – 11:00 a.m. Break

11:00 a.m. – 12:00 p.m. Concurrent Sessions 3

12:00 p.m. – 1:50 p.m. Lunch (AACRAO Update, Business Meeting)

2:00 p.m. – 3:00 p.m. Concurrent Sessions 4

3:00 p.m. – 3:30 p.m. Break

3:30 p.m. – 4:30 p.m. Concurrent Sessions 5

4:30 p.m. – 5:15 p.m. What can UMACRAO do for U?

5:30 PM – 6:00 PM Social Hour

6:00 PM – 7:30 PM Banquet

7:30 PM – 10:00 PM Tour Alexandria

Friday, November 3

7:30 a.m. – 8:30 a.m. Breakfast

8:15 a.m. – 8:30 a.m. Announcements

8:30 a.m. – 9:30 a.m. Concurrent Sessions 6

9:45 a.m. – 11:15 a.m. Roundtable Sessions

11:30 a.m. – 1:00 p.m. Luncheon and Closing Speaker

Wednesday, November 1st

1:00 pm – 7:00 pm
Registration – Upper Conference Lobby

2:00 pm – 3:45 pm
Preconference Session: FERPA – Lake Osakis

> Take a deep dive into FERPA and its most common applications. Come prepared to learn, laugh and share your FERPA issues!
>
> **Tina Falkner**, *Director of Student Finance, University of Minnesota - Twin Cities*
> **Stacey Tidball**, *Director of Continuity and Compliance, University of Minnesota - Twin Cities*

4:00 pm – 4:45 pm
First Time Attendee Session – Lake Minnewaska

6:00 pm – 6:30 pm
Welcome and Opening Session – Lake Darling Ballroom

6:30 pm – 8:00 pm
Social and Vendor Area Open - Lake Darling Ballroom

> Appetizers and Cash Bar Available

Thursday, November 2nd

7:00 am – 10:30 am
Registration – Upper Conference Lobby

7:15 am – 8:15 am
Breakfast - Lake Darling Ballroom

8:00 am – 8:15 am
Announcements - Lake Darling Ballroom

8:20 am – 9:20 am
Session 1

1.1 Financial Aid and Records Working Together - Lake Osakis

Traditionally the financial aid and registrar's offices haven't proactively worked together. Increasingly regulations require better collaboration across these distinct lines. This session will explore ways to improve collaboration, interpretation of financial aid regulations, and the opportunity to brainstorm ways to work better together.

Tina Falkner, Director of Student Finance, University of Minnesota - Twin Cities
Rhonda Kitch, Registrar, North Dakota State University

1.2 Ending the Paper Trail with Web Forms - Lake Miltona A

Would you like to chuck the old paper forms and go completely electronic? Are you hesitant to make this transition? This session will cover how to make this transition easier for both faculty/staff and students, the importance of making the move, how to make it work for your office, best practices, tips and tricks, and suggested tools. You will walk away from paper forms and never look back!

Jessica Alberhasky, Associate Registrar, University of Iowa
Elissa Thoman, Registrar Services Coordinator, University of Iowa

1.3 Are you getting Maximum Value from your Partnership with the National Student Clearinghouse? - Lake Miltona B

Whether you have partnered with us for years or are new to the Clearinghouse, this session is for you! Hear how your peers are using our services and how they can help you. See the new, exciting developments with Student Tracker: our new Premium Service option will allow your university to utilize the data even more efficiently. Be sure you are getting the assistance you need with Enrollment Reporting. Learn about the Audit Resource Center. Consider the benefits of Reverse Transfer (which provides course and credit data exchange). Hear about the option to outsource printing and mailing your transcripts. Join us and get the latest scoop about what's going on at the National Student Clearinghouse!!

Nancy Penna, Regional Director, Midwest/North Central, National Student Clearinghouse
Heather Soleim, Registrar, Minnesota State University – Moorhead

1.4 Registrar Lessons Learned - Lake Minnewaska

Join in on this panel discussion to discover lessons learned from those who are newer to the profession and those with many years of experience. We hope that you walk away with new information and share in the discussion with your own experiences.

Amber Cellotti, Associate Registrar, University of Minnesota - Twin Cities
Crystal Comer, Registrar, Augsburg College
Kathryn Callies, Registrar, Dakota State University
Kate Lewis, Assistant Registrar, Concordia University - St. Paul

1.5 Using IPEDS Data - Lake Miltona C

Has anyone at your institution ever asked you how you compare to other schools in your region, your athletic conference, your state, etc.? Did you know that you have access to IPEDS data for any school that submits IPEDS data? Learn how to create comparison groups, to find schools that are doing things well, and how to create reports with all the data fields you could ever want!

Joni Krueger, Registrar and Assistant Dean of Instructional Data, Augustana University

9:00 am – 12:00 pm
Vendor Area Open - Lake Darling Ballroom

9:30 am – 10:30 am
Session 2

2.1 Administering a Campus Wide FERPA Training - Lake Miltona A

Come to learn about how two different types of institutions, Kirkwood Community College and Mount Mercy University (small-private) administered a campus wide FERPA Training.

Dena Rauch, Registrar, Kirkwood Community College
Chance McWorthy, Director of Academic Operations and Registrar, Mount Mercy University

2.2 Helping Parents Navigate the Alphabet Soup: AP, IB, CLEP, CIS, PSEO, A Level - Lake Miltona B

Many University of Minnesota - Morris students have taken advantage of college-level learning opportunities in high school and many of their parents are interested in (and sometimes anxious about) how those experiences translate to Morris academic programs. A presentation offered to parents during last summer's New Student Registration Days provided the information they were seeking.

Judy Korn, Registrar, University of Minnesota - Morris
Angelica Senger, Transfer Specialist, University of Minnesota – Morris

2.3 The Campus Emergency: A Table Top Simulation - Lake Osakis

This session will put participants in a real-life scenario of a campus emergency event. Playing the roles of different campus constituents (including records, registration, admissions and many other campus leaders) the task will be to respond to the event, evolving changes to the situation and make decisions. A debrief will follow to discuss the challenges and ask questions in an open setting.

Liesl Fowler, Registrar, Augustana College (IL)

2.4 Serving as Registrar and Refereeing the Demigods - Lake Minnewaska

One of the most elusive creatures at a college campus is the "Professor"; sometimes found in lecture halls professing! There is an air of mystique surrounding the title conjuring up an older somewhat absentminded intellectual person wearing a well-worn herringbone jacket.

They are without question an expert in their chosen field! Unfortunately, that doesn't mean they have any knowledge or understanding of college policies, procedures and required paperwork!

This presentation will share refereeing techniques to get faculty to play nicely in the sandbox and reach college goals. We will share some of the obstacles, misnomers and challenges that the registrar faces, along with tools and techniques that helped reach the college goals.

Ken Myers, *Registrar, University of Minnesota – Crookston*
Carla Boyd, *Registrar, University of Minnesota – Duluth*

2.5 Improving the Utilization of Instructional Space - Lake Miltona C

Efficient utilization of campus-wide instructional space is critical to meet the needs of growing student enrollments. As a result of an efficiency review, the University of Iowa has undergone numerous changes as it attempts to optimize classroom utilization and scheduling. Scheduling strategies are being implemented to increase collaboration, better match teaching pedagogy with instructional space, improve campus-wide academic facility utilization, and optimize usage of instructional spaces across campus through centralization.

This session will discuss how UI navigated the efficiency review, improved scheduling policies and procedures, and successfully centralized departmentally owned classroom spaces into the general assignment classroom pool known as University Classrooms.

Renee Houser, *Senior Associate Registrar, University of Iowa*
Caroline Jens, *Registrar Services Coordinator, University of Iowa*
Charlene Maher, *Associate Registrar, University of Iowa*

10:30 am – 11:00 am
Break - Lake Darling Ballroom

11:00 am – 12:00 pm
Session 3

3.1 Commencement: It's in the Details! - Lake Miltona A

How do you manage all the details of your commencement ceremony? Are there burning questions you'd like answers to? Join panel members to discuss the strategies they use to create memorable commencement ceremonies.

Jackie Schluchter, *Associate Registrar, North Dakota State University*
Sara Vande Kamp, *Associate Registrar, Augustana University*
Sara Sullivan, *Registrar Services Coordinator, University of Iowa*

3.2 You Can't Win the Derby on a Donkey- Lake Miltona B

To win the Derby you need a thoroughbred, not a donkey. It's the same with forms. CampusRight's Ken Fisher says it behooves him to share tips on great form design so your department and campus can be a thoroughbred when it comes to student data collection.

Session attendees will be given helpful tips on form design such as phone number formatting, when to use checkboxes, why to avoid split fields and how to achieve balance with your forms.

Ryan Godfrey, *Senior Director of Business Development, RightLabs Inc.*

3.3 Round Table: Grades and End of Session Processing - Lake Miltona C

Come to discuss all things related to the end of session. This session will share some industry standards on processes/procedures, communication, and policies related to grade submission and end of session processing. Come hear what your colleagues are doing and share some best practices of your own.

Jessica Alberhasky, *Associate Registrar, University of Iowa*
Elissa Thoman, *Registrar Services Coordinator, University of Iowa*
Jody Ragan, *Registrar, Simpson College*

3.4 100 Tips and Tricks for an Effective Productive Registrar's Office - Lake Minnewaska

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

Jim Bouse, *Director of Enrollment Management Technology, University of Oregon, AACRAO President*

3.5 Reduce Debt and Improve Graduation and Retention - Lake Osakis

For two years our Financial Aid office has delivered 'Borrowing History' communications to students at the time they respond to financial aid awards. Receipt of loan indebtedness communications has been correlated with decreased debt at graduation, improved GPA and increased graduation and retention rates, but student response indicates a range of reactions. Collaboration is necessary to assure that students have the resources they need to address their concerns, support informed borrowing decisions, facilitate wise course selection, and provide guidance to those considering dropping courses or changing tracks.

Come learn from our lessons learned.

Tina Falkner, *Director of Student Finance, University of Minnesota - Twin Cities*
Holly Johnson, *Business Analyst, University of Minnesota - Twin Cities*

12:00 pm – 1:50 pm
Lunch, AACRAO Update, Business Meeting – Lake Darling Ballroom

1:30 pm – 5:30 pm
Vendor Area Open - Lake Darling Ballroom

2:00 pm – 3:00 pm
Session 4

4.1 IQ-Harness the Power! - Lake Miltona A

Looking for a convenient easy-to-use system to manage all of your academic content? Look no further. IQ is that system. IQ lets you manage curriculum changes, propose catalog edits, create and upload syllabi, and manage transfer credit evaluation, all in one powerful system. Everything is stored in a central data warehouse for re-use and archiving. IQ integrates with your SIS making managing academic content easier than ever. Plan to attend SmartCatalog's presentation to learn more about IQ!

Anita Aker, *Sales Director, SmartCatalog*

4.2 Paper Diplomas and Certified Electronic Diplomas - Lake Miltona B

Paradigm, Inc is the only company to offer a Certified Electronic Diploma, a secure, portable and trusted electronic solution for diplomas and credentials. Accepted by both State and International Governments, Certifying Boards and Employers the CeDiploma® is a transactional document that provides the student with a secure alternative to the transcript. Paradigm offers the only solution allowing independent validation of the CeDiploma®: an indisputable response from you, the Credentialer, that the diploma is authentic and valid. Come and learn more about these products as well as, our 10-day turnaround time, 24-hour rush service and direct mailing services that can help you find the extra space and time that you crave all while giving your students what they NEED!

Michael Delaney, *Sales and Client Relations, Paradigm Inc.*

4.3 Transcript Automation Done Right – Empowering Registrars in a Digital World- Lake Miltona C

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 with Credentials Solutions.

Mike Ayers, *Senior Sales Consultant, Credentials Solutions*

4.4 Create the Best Section Schedule: Student Success - Lake Osakis

CourseLeaf Section Scheduler (CLSS) automatically coordinates the process of decentralized scheduling, providing a robust tool-set to build and visualize section offerings and meeting patterns. Schedulers can plan and update their courses in compliance with defined rules, improve use of classroom space, and achieve better student access to classes. Easily publish more accurate information back to SIS and other room scheduling software. The end result is a profound increase in departmental efficiency and a broadly distributed schedule perfect for student registration.

Sean Moore, *Account Executive, CourseLeaf from Leepfrog Technologies*

4.5 It's About Time: Take Charge of Your Catalog - Lake Minnewaska

Feeling the pressure of yet another catalog revision cycle? No more! In this session, learn how nearly 500 institutions utilize Acalog to build, organize and publish interactive course information in real time, while maintaining a comprehensive audit trail. Save your staff time, your institution money, and yourself aggravation — discover a better way.

Charlotte Behrens, *Account Associate, DIGARC*

3:00 pm – 3:30 pm
Break - Lake Darling Ballroom

3:30 pm – 4:30 pm
Session 5
5.1 FERPA: Q & A - Lake Osakis

This session is an opportunity to ask all your craziest FERPA questions!

Tina Falkner, *Director of Student Finance, University of Minnesota - Twin Cities*
Stacey Tidball, *Director of Continuity and Compliance, University of Minnesota - Twin Cities*

5.2 Mindful Sustainability Practices in Commencement - Lake Miltona A

The University of Iowa's commencements are held twice a year: spring and fall. Tens of thousands of programs have traditionally been printed and thousands of dollars have been spent. After the ceremony concludes, programs are often found around the venue, on the ground, and in the trash- literally money going right in the garbage! Spring 2017 commencement ceremonies will bring a slight change in process in hopes to reduce monetary waste and encourage thoughtful consumption.

Sara Sullivan, *Registrar Services Coordinator, University of Iowa*
Julie Fell, *Executive Associate Registrar and Director of Student Records, University of Iowa*

5.3 Preferred Name, Sex, Gender, and Pronouns - Lake Minnewaska

Four different types of institutions all on different student information systems tell what we have done, plan to do, are in discussion about - preferred name, sex, gender, and pronouns. How are various names used - on transcripts, diplomas, class lists, id cards, etc. Where are there improvements still to be made? And all the other issues that bubble up during our discussion.

University of Iowa, 4 year+, public institution on a home-grown SIS
Simpson College, 4 year, private institution on Ellucian
Southeast Tech, 2 year, voc/tech institution on Jenzabar EX
Kirkwood Community College, 2 year, public institution on Ellucian

Sarah Harris, *Senior Associate Registrar, University of Iowa*
Jody Ragan, *Registrar, Simpson College*
Kristie Vortherms, *Registrar, Southeast Technical Institute*
Dena Rauch, *Registrar, Kirkwood Community College*

5.4 Student Scheduling with MSU Moorhead - Lake Miltona B

With a job, sports, family, a commute and coursework, students are juggling many responsibilities and creating a class schedule can be extremely challenging. Come learn how MSU Moorhead and College Scheduler addressed these challenges, replacing this frustrating process by automatically generating conflict-free schedules that support academic momentum while accommodating life's obligations. Topics will include identifying the problem with registration, finding and deciding on a solution, implementation and outcomes from MSU Moorhead. College Scheduler will provide an overview demonstration and be available to answer questions.

Joe Jolesch, *Director, Strategic Partnerships, College Scheduler by Civitas Learning*
Heather Soleim, *Registrar, Minnesota State University – Moorhead*

5.5 Augsburg University and the Comprehensive Digital Credentials Platform - Lake Miltona C

Join us to learn how Augsburg University uses Parchment and hear the impact this has had on their students and staff. 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.

Crystal Comer, *Registrar, Augsburg College*
Mary Jane Pettola, *Regional Sales Manager, Parchment*

4:30 pm – 5:15 pm
What can UMACRAO do for U? – Lake Minnewaska

5:30 pm – 6:00 pm
Social - Lake Darling Ballroom

Cash Bar Available

6:00 pm – 7:30 pm
Banquet and Awards – Lake Darling Ballroom

7:30 pm – 10:00 pm
Tour Alexandria

Ahoy! Take in an evening of lake traditions and Alexandria history. Anchor yourself at the Runestone Museum for a sampling of desserts by LaFerme, a farm to fork restaurant, and a cash bar featuring local highlights from Carlos Creek Winery and Copper Trail Brewery. From there, float over to the Legacy of the Lakes Museum to enjoy an extensive collection of classic boats and lake memorabilia. Buses will ferry guests to and from the resort.

<u>Friday, November 3rd</u>

7:30 am – 8:30 am
Breakfast - Lake Darling Ballroom

8:15 am – 8:30 am
Announcements - Lake Darling Ballroom

8:30 am – 9:30 am
Session 6

6.1 Interstate Passport Facilitates Block Transfer of Lower Division General Education - Lake Miltona A

Interstate Passport is a program that facilitates block transfer of lower division general education based on learning outcomes and proficiency criteria. The goal is to minimize the need for transfer students to repeat general education courses when they transfer to a different institution thus completing degrees sooner and with less cost. The program is based at the Western Interstate Commission for Higher Education (WICHE).

Kathryn Callies, Registrar, Dakota State University

6.2 Creating a Championship Culture - Lake Miltona B

Imagine if your office members were your teammates and you are all training for a national championship. It is not a stretch to look at your peers as a team but what does that really mean? How can you be the best teammate? What happens when your supervisor is actually your coach? Learn how a former national champion and college softball coach is applying the lessons she taught her athletes to her current position in the University of Iowa Office of the Registrar.

Becky Keogh, Registrar Services Coordinator, University of Iowa

6.3 FERPA and Social Media - Lake Minnewaska

Join a discussion (because we don't have all of the answers!) about FERPA and social media. Share your scenarios and discuss how to help faculty and staff be aware of FERPA implications when posting course and student organization activities to various forms of social media. Gold stars if your institution has FERPA social media guidelines you can share!

Rhonda Kitch, Registrar, North Dakota State University
Adrienne Bricker, Director, Office of the Registrar, University of Minnesota - Twin Cities

6.4 Tips and Tricks for an Effective Graduation Fair - Lake Osakis

This session will help share ideas on how to get started planning your first graduation fair or help your institution improve their current fair. Presenter will share what has worked for Mount Mercy University and how their fair has evolved over the years.

Samantha Schneekloth, *Associate Registrar, Mount Mercy University*

6.5 Admissions by the Numbers: Using Data to Inform your Decisions - Lake Miltona C

Understanding and utilizing empirical information to make data-informed decisions regarding enrollment management, the admissions funnel, and strategic practices within any office. You don't need to be a statistician – we certainly aren't – to become more comfortable with taking a step beyond raw numbers in your daily professional life. Information for both admissions professionals and non-admissions enrollment management professionals.

Tom Reburn, *Director of Undergraduate Admissions, Minnesota State University – Moorhead*

9:45 am – 11:15 am
Roundtable

R1 Registrars -- Medium and Large Schools - Lake Minnewaska
Facilitator: Rhonda Kitch, Registrar, North Dakota State University
R2 Registrars -- Small Public (< 5,000 enrollment) - Lake Osakis
Facilitator: Kathryn Callies, Registrar, Dakota State University
R3 Admissions - Lake Miltona A
Facilitator: Tom Reburn, Director of Undergraduate Admissions, Minnesota State University - Moorhead
R4 Registrars -- Private (all sizes) - Lake Miltona B
Facilitator: Jody Ragan, Registrar, Simpson College
R5 Two-Year Colleges Admissions and Registrars - Lake Miltona C
Facilitator: Dena Rauch, Registrar, Kirkwood Community College

11:30 am – 1:00 pm
Lunch and Closing Speaker - Lake Darling Ballroom

Jill Blashack Strahan, Founder and CEO of Tastefully Simple

Jill is a dynamic speaker and author of *Simply Shine* who can inspire us to overcome obstacles, create winning attitudes and follow our dreams.