



LOOKING BACK
Moving Forward!

UMACRAO Annual Conference

Upper Midwest Association of Collegiate Registrars and Admissions Officers

Fargo, ND / Moorhead, MN

November 2 – November 4, 2022

UMACRAO

UPPER MIDWEST ASSOCIATION OF COLLEGIATE
REGISTRARS AND ADMISSIONS OFFICERS

2022 UMACRAO Annual Conference
TENTATIVE Schedule Overview
November 2-4, 2022

WEDNESDAY, NOVEMBER 2				
2:00 PM – 7:00 PM	Registration and Check-in Prefunction Hall			
3:30 PM – 4:30 PM	First Time Attendee Session Salon C			
5:30 PM – 6:30 PM	Welcome and Announcements Philanthropy Recipient: The Tina Rovick Falkner Memorial Scholarship Ballroom (Salon G)			
6:30 PM – 7:15 PM	Vendor Speed Dating Ballroom (Salon G)			
7:15 PM – 8:00 PM	Networking Social, Light Refreshments, Vendor Area Open Ballroom (Salon G) and Prefunction Hall			
THURSDAY, NOVEMBER 3				
7:00 AM – 10:30 AM	Registration and Check-in Prefunction Hall			
7:00 AM – 8:15 AM	Breakfast Ballroom (Salon G)			
8:00 AM – 8:15 AM	Announcements Ballroom (Salon G)			
8:20 AM – 9:20 AM	Session 1.1 Put Yourself Out There: The Risks and Rewards of Vulnerable Engagement Salon A	Session 1.2 Aren't We All Just Students? Salon C	Session 1.3 New to the Crew: What We Wish We Knew About the Registrar's Office Salon F	Session 1.4 Book Club Salon D
9:30 AM – 10:30 AM	Session 2.1 Influencing Campus Through Communications Salon A	Session 2.2 Level Up: Research and the Office of the Registrar Salon C	Session 2.3 How to Get Away with Curriculum Modernization Salon F	Session 2.4 Becoming a Great Boss: It Looks Easy Enough, But Is It? Salon D
10:30 AM – 11:00 AM	Break Sponsored by Paradigm			
11:00 AM – 12:00 PM	Session 3			
11:00 AM – 12:00 PM	FERPA: The "Stuff" You Can't Make Up <i>Rhonda Kitch, Cornell University</i> Ballroom (Salon G)			
12:00 PM – 2:00 PM	Lunch Business Meeting AACRAO Update Legislative Update Ballroom (Salon G)			

2:00 PM – 3:00 PM	Session 4.1	Session 4.2	Session 4.3	Session 4.4	
	Introverting Among Extroverts and Vice-Versa: The Similarities and Differences of Admissions and Registrar Work Salon A	Veterans Services and Benefits (Certifying Officials) Meet n' Greet Salon C	Team Building: Developing and Retaining Resilient Staff Salon F	Mentorship Panel Salon D	
3:10 PM – 4:10 PM	Session 5.1	Session 5.2	Session 5.3	Session 5.4	
	WaitWell: Beat the Burnout with Digital Transformation Salon A	How North Dakota State University is Transforming their Class Scheduling Process Salon C	Parchment Diploma Services: Elevating the Student Experience Salon D	Paradigm Diplomas, Done Right: A Comprehensive Credentialing Solution Salon F	
4:20 PM – 5:20 PM	Session 6.1	Session 6.2	Session 6.3	Session 6.4	
	Employee Engagement Redux: Creating Meaningful Action Salon A	Making the Most of UMACRAO Salon C	Are We There Yet? Implementing Workday Student at Iowa State University Salon D	My Impact on the Financial Aid Office Salon F	
5:30 PM – 6:00 PM	Social & Cocktails (cash bar) <i>Sponsored by CourseLeaf</i> Ballroom (Salon G)				
6:00 PM – 7:30 PM	Banquet & Raffle Drawing Ballroom (Salon G)				
7:30 PM – 10:00 PM	Murder Mystery 80s Prom Evening Event <i>Sponsored by WaitWell</i> Ballroom (Salon G)				
FRIDAY, NOVEMBER 4					
7:15 AM – 8:30 AM	Breakfast Ballroom (Salon G)				
8:15 AM – 8:30 AM	Announcements Ballroom (Salon G)				
8:30 AM – 9:30 AM	Session 7.1	Session 7.2	Session 7.3	Session 7.4	
	Roundtable: Commencement Conversations Salon A	Organizational Restructuring: There and Back Again Salon C	Leading From Where You Are: Empowering People at All Levels Salon D	Creating Program Pathways to Increase Enrollment Salon F	
9:45 AM – 10:30 AM	Session 8.1	Session 8.2	Session 8.3	Session 8.4	Session 8.5
	Roundtable: Registrars—Medium and Large Schools Salon A	Roundtable: Registrars—Small Public (<5,000 enrollment) Salon B	Roundtable: Admissions Salon C	Roundtable: Registrars—Private (All Sizes) Salon D	Roundtable: Two-Year Colleges Admissions and Registrars Salon F
10:30 AM – 10:45 AM	Break <i>Sponsored by Parchment</i>				
10:45 AM – 11:15 AM	What Can UMACRAO Do for You? Ballroom (Salon G)				
11:15 AM – 1:00 PM	Luncheon and Closing Speaker <i>Diya Khanna</i> <i>Diversity Equity Inclusion Strategist</i> <i>Founder, Global IDEA</i> Ballroom (Salon G)				

2022 UMACRAO Annual Conference
TENTATIVE Presentation Overview
November 2-4, 2022

SESSION 1

1.1 Roundtable – Put Yourself Out There: The Risks and Rewards of Vulnerable Engagement

Sara Sullivan, University of Iowa

Elissa Thoman, University of Iowa

Vulnerability is scary, but with great risk comes great reward- and scrutiny. Sara Sullivan and Elissa Thoman felt the anxiety of national engagement as participants on AACRAO's For the Record Podcast. Join them as they discuss the risks and rewards of their participation. What would they have done differently? What are they proud of? How do we know when it is right to engage? Why are we apprehensive to lean in? What are the ramifications? No person can answer these questions, but we can all learn from the experiences of others. For these two presenters, growth and opportunity arose from the risk. Maybe it is your time to do a podcast. Maybe you have that special voice someone in our professional world needs to hear to know they are not alone. This session will begin with the experiences of two UMACRAO Executive Committee Members but will end with discussion and idea development for future personal and professional evolution.

1.2 Aren't We All Just Students?

Carolina Pettus, North Dakota State University

Jenn Anderton, North Dakota State University

An exploration of admission processes and how they differ between student types. This presentation will mainly focus on NDSU's processes, but we will also explore the relationship between admission and records.

1.3 Roundtable – New to the Crew: What We Wish We Knew About the Registrar's Office

Chelsea Burk, University of Iowa

This roundtable invites those newer to the Registrar's Office (within the first three years or so of joining the office or their position) to discuss what we wish we had known when entering this field, our assumptions, and what we have learned. It is a space to network with fellow newbies to the area and to propose ideas and feedback that we can share with our organization to keep in mind during the hiring and training process.

1.4 Book Club

Joni Krueger, Augustana University

What are you reading? What do you recommend for others to read (or listen to) both professional and personal development? This will kick off with suggestions from the facilitator but will be a discussion-based session. Come with at least one book/journal/blog/podcast idea for the group (more would be great)!

SESSION 2

2.1 Influencing Campus Through Communications

Jessica Alberhasky, University of Iowa

Kristan Hellige, University of Iowa

Is your office looking to building awareness and establish trust with audiences across campus? Staff from the University of Iowa Office of the Registrar will share their journey of working toward building effective internal and external communication strategies.

Learn how to utilize communication tools to influence campus to act, through efficient messaging of important deadlines, policy and procedure changes, new system implementation, and more. The UI registrar's office staff will also discuss how they are working to establish transparency through the development of internal communication channels. In addition, they will provide some communications strategies you will be able to implement in your daily work.

2.2 Level Up: Research and the Office of the Registrar

Ingrid Nuttall, University of Minnesota

Hannah Rounds, University of Iowa

Expanding your knowledge beyond the skills needed for your "everyday job" can fuel your creativity and help you solve problems in ways you might not expect. Join two registrar professionals as they share how their academic research has helped them think differently about their work, the role of the registrar, and higher education. You'll walk away with some new knowledge about data, the origins of the position of "registrar," and how we can be agents of change through the powerful influence of our office.

2.3 How to Get Away with Curriculum Modernization

Brenda Zamlan, St. Cloud State University

This professional development session will help anyone that is entering into a curriculum modernization project to get from point A to point B. Lessons learned, vendor jargon, how to be value added, and when to invite the 50,000 level administrators to dip their toes in the weeds.

2.4 Becoming a Great Boss: It Looks Easy Enough, but Is It?

Kathy Callies, Dakota State University

Great leaders are essential to great organizations. Being tasked as a supervisor/boss is a new challenge for many of us or our colleagues. What are some things to consider or that you have experienced that define a great boss from a boss?

Kathy Callies, Registrar from Dakota State University, Madison, SD will share some of her real-life experiences and observations from her long career in higher education beginning as the most clueless student to attempt registration to completing her 30th year at Dakota State.

SESSION 3

3.1 FERPA

*Rhonda Kitch, Cornell University
AACRAO President*

If you are responsible for applying and interpreting FERPA, it's likely at least once in your career that 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 highlight some FERPA situations you won't find in The FERPA Guide. Bring your FERPA struggles and wins to share in this interactive session.

SESSION 4

4.1 Introverting Among Extroverts and Vice-Versa: The Similarities and Differences of Admissions and Registrar Work

Emily Johnson, University of Iowa

It's been several years since I transitioned away from admissions recruiting to more behind-the-scenes work, but I still notice differences all the time. For folks who might be thinking about transitioning from one to the other, people who are hiring and have applicants from a different type of office, or people who just want a different perspective on working in higher education, I'll outline the similarities and differences I've found between working in admissions and working in a registrar's office. What strengths are applicable to both, how do we keep students front-of-mind, and how do we network? I hope to cover these topics and more.

4.2 Roundtable – Veterans Services and Benefits (Certifying Officials) Meet n' Greet

*Todd Yackley, North Dakota State University
Sara Sullivan, University of Iowa*

The Veterans office at most campuses falls somewhere between Registrar's office, Financial Aid, and Student Affairs. It is an integral part of campus as it can bring in hundreds of thousands of dollars. The program not only covers Active Duty and Veterans, but National Guard, Reserve, transfer of entitlements, Vocational Rehab, and dependents of disabled/deceased.

This briefing will help you understand what it is a Veterans Services Staff performs as well as how you can help. A group discussion will be held to help you understand the benefits of the Veterans Service Staff.

4.3 Team Building: Developing and Retaining Resilient Staff

Chance McWorthy, Mt. Mercy University

We have all in some way been affected by the Great Resignation. Staff members are leaving jobs at a much faster rate than in the past due to rising cost of living, desire to work from home, health concerns of the pandemic, and overall job dissatisfaction. In these difficult times, how do we retain employees and boost team morale? The challenge in higher education is significant as we also face decreasing enrollment trends, budget cuts, lack of resources, and wage stagnation. This session will look at strategies to build a more self-aware, resourceful, and resilient team to face the challenges of 2022 and beyond.

4.4 Mentorship Panel

Phil Hunt, North Dakota State University

Rhonda Kitch, Cornell University

Dianne Rupp, Iowa State University

This panel presentation has been assembled to discuss the importance of professional mentorship. The panelist will discuss their philosophies on mentorship, how mentorship has impacted their lives and provide attendees with guidance on how to seek out a good mentor. Time will be available for open questions and answer with attendees toward the end of the session.

SESSION 5

5.1 WaitWell: Beat the Burnout with Digital Transformation

Shannon Vander Meulen, WaitWell

Burnout is nothing new, but its prevalence at an organizational level prompted the WHO in 2019 to declare it an "organizational phenomenon". As we all know, COVID only exacerbated burnout and this has been a contributing factor to the "great resignation" and a widespread labor shortage. While a lot of the research around burnout focuses on how to help individuals to cope, we know that organizations play a crucial role in preventing organizational burnout by addressing systemic factors that affect the prevalence of burnout: workload, role clarity and autonomy, co-worker relationships, recognition and rewards, fairness, and values alignment. In this session, we will look at how digital transformation can address these factors and look at some specific examples from Colleges and Universities that have used WaitWell to provide a more supportive working environment for their Admissions and Enrollment Management staff.

5.2 How North Dakota State University is Transforming their Class Scheduling Process

Kali Slaymaker, CourseLeaf

Phil Hunt, North Dakota State University

North Dakota State University knew they could improve their scheduling process to increase efficiency and support student success outcomes on campus. Their recent implementation of new software is helping them change their approach to scheduling. During this session, Phil Hunt, Special Assistant to the President & University Registrar at North Dakota State University, will discuss how their campus approached class scheduling prior to implementing CourseLeaf and how they plan to leverage the software to drive department and campus goals.

5.3 Parchment Diploma Services - Elevating the Student Experience

Brian Davenport, Parchment

With a history of offering the most modern, comprehensive, and trusted diploma experience, Parchment understands what is required to provide diplomas in a way that will help students truly celebrate their achievements. Parchment Diploma Services lets administrators issue print and digital diplomas from one place, for students to then instantly access and share their achievements. Learn about how Parchment Diploma Services can elevate your student diploma experience while simplifying your diploma issuing.

5.4 Paradigm Diplomas, Done Right: A Comprehensive Credentialing Solution

Ace Purvis, Paradigm Inc.

Paradigm – The Complete Online Platform: 30+ Years' Experience. Diplomas, Certificates, Covers, Digital & More. Speed (up to 24-hour turnaround). Accuracy. Quality. DirectShip™. MyReOrder™. MyHold™. Phenomenal Customer Service! Scalable CLR. When integrity matters, make the Paradigm shift.

SESSION 6

6.1 Employee Engagement Redux: Creating Meaningful Action

Ingrid Nuttall, University of Minnesota

James Harmes, University of Minnesota

A lot can happen in a year! Employee engagement continues to be a key focus at the University of Minnesota and we're back to share our progress on our key opportunities for improvement that we've identified over our last two engagement surveys. We'll share our lessons learned as we worked at a local level to implement recommendations and how we ultimately moved towards broader impact in our organization. We'll touch on the impacts of remote work, lingering COVID impacts, and what this means for the future of our workplace.

6.2 Making the Most of UMACRAO

Amber Cellotti, University of Minnesota - Twin Cities

Sara Sullivan, University of Iowa

Kathy Callies, Dakota State University

Are you new to the registrar/admissions profession or a seasoned professional? First time attending UMACRAO or a frequent flyer? Join us to learn, share, and collaborate on how to make the most of your UMACRAO experience and use this valuable network to your advantage.

6.3 Are We There Yet? Implementing Workday Student at Iowa State University

Shawna Saad, Iowa State University

Jacob Nolton, Iowa State University

Diane Rupp, Iowa State University

Heidi Christensen, Iowa State University

Iowa State University (ISU) is in the process of implementing Workday Student. This transitions our system from a 47-year-old homegrown system to a cloud-based system. With one year into the implementation, and an expected go-live of Fall 2024, this panel will discuss the preparation that went into starting the implementation, the ups and downs experienced throughout the process, lessons learned, and what is next. This session will be informal, and provide an opportunity for questions from those interested in a future implementation, or in Workday Student.

6.4 My Impact on the Financial Aid Office

Matt Sanchez, North Dakota State University

This presentation will look at basic student eligibility components of financial aid and how other offices may impact financial aid in terms of the actions and processes that are performed in their office (focus on admissions and registrar offices). High school transcripts, backdating registration or other documents, financial aid census, and satisfactory academic progress are a few of the topics that will be discussed in this presentation.

SESSION 7

7.1 Roundtable – Commencement Conversations

Kristan Hellige, University of Iowa

Jackie Schluchter, North Dakota State University

Join us in conversation about all things commencement! Bring your burning questions or innovative ideas to chat about planning commencement ceremonies.

7.2 Organizational Restructuring: There and Back Again

Ingrid Nuttall, University of Minnesota

Amber Cellotti, University of Minnesota

Beginning in 2021, the University of Minnesota's Office of the Registrar kicked off a project to review all of our work with the goal of improving organizational alignment. This was following staff departures and arrivals and a new team joining the unit. Although we focused on the functions of the office (reviewing every process we support), we took a person-centered approach to this initiative, keeping the impact change can have on people and the opportunities it can provide at the heart of the work. At this session, you will learn about our journey of improving our organizational alignment; creating more pathways for staff development; what we learned along the way; and what is yet to come.

7.3 Leading From Where You Are: Empowering People at all Levels

Jenn Anderton, North Dakota State University

Session description coming soon.

7.4 Creating Program Pathways to Increase Enrollment

Joni Krueger, Augustana University

The Registrar and members of the registration and records office are uniquely positioned to assist their institution with curriculum management, as well as new program development. References will be made to the AACRAO publication Curriculum Management and the Role of the Registrar. Topics of general education modification, program adjustment, as well as new program development will be addressed. Specific attention will be paid to the creation of unique interdisciplinary programs and how such programs have assisted struggling programs in finding new growth.

SESSION 8

8.1 Roundtable: Registrars -- Medium and Large Schools

Facilitated by Caroline Jens and Jessica Alberhasky, University of Iowa

8.2 Roundtable: Registrars -- Small Public (< 5,000 enrollment)

Facilitated by TBD

8.3 Roundtable: Admissions

Facilitated by Seinquis Leinen, North Dakota State University

8.4 Roundtable: Registrars -- Private (all sizes)

Facilitated by Joni Krueger, Augustana University

8.5 Roundtable: Two-Year Colleges Admissions and Registrars

Facilitated by Ben Hoffman, Northland Community & Technical College

CLOSING SPEAKER

Looking Back, Moving Forward: How to Show Up as Your Most Authentic Selves

*Diya Khanna, Diversity Equity Inclusion Strategist
Founder, Global IDEA*

For many years, we have been taught to bring only **half** of ourselves to work, creating a **disconnect** between who we are and who we are expected to be. Join us for this keynote by Diya Khanna (she/her) a global strategist that has lived and worked in Singapore, Canada, Japan, Germany, and the US and led conferences for 1.3 million employees at Amazon to share the meaning of code switching, the value of psychological safety, and the importance of lived experiences. It's time to **unlearn** and **relearn** what it means to show up **authentically** for ourselves and others and to create a diverse, equitable, and inclusive future with us in mind.

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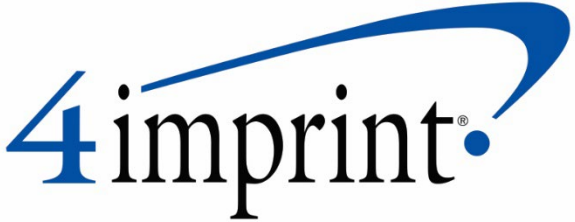


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