MSACROA

Middle States Association of Collegiate Registrars and Officers of Admission

87th Annual Conference and Meeting
November 27th - 29th 2017
The Golden Nugget, Atlantic City, NJ

Conference Program

Middle States Association of Collegiate Registrars and Officers of Admission

Monday Workshops 1:30PM to 3:30PM

1.1.1 Registrar Fundamentals

Timothy Smalarz, Penn State University-Abington, College Registrar

Are you new to the office (welcome!) or been around for a while and can share your wisdom (knowledge!)? Registrar Fundamentals is a workshop based session geared towards those who work in the Registrar's office, want to know more about it and how it serves the college/university, or are looking to transition into the profession. The profession is evolving faster than ever and requires skills from a variety of backgrounds. This workshop affords conference attendees the opportunity to really engage and build connections with colleagues. Attendees who register for this session will be provided with pre-conference handouts for reading and review to help guide the workshop but ultimately it will be your participation and engagement that will make this a truly beneficial session for all. Registration for this session early is encouraged.

1.1.2 Active Shooter

Special Agent Joseph F. Metzinger, FBI Philadelphia Division, Domestic Terrorism/Joint Terrorism Task Force

This is an AWARENESS program. By its connotation, an Active Shooter/Active Threat/Hostile Event scenario dictates that the immediate actions of individuals being targeted and those of public safety and first responders will directly affect the outcome of the event. This program is designed to make recipients THINK. It drives home the necessity for recipients to not only be aware of and understand emergency protocols, but also be aware of current domestic and international events that could impact our institutions. The program is also designed to help recipients understand, detect, and prevent acts of targeted violence, and to recognize and disrupt potential actors who may be on a trajectory toward violence. The program also supports emergency management, preparedness, mitigation, and response protocols facilities and institutions may have in place. Additionally, FBI resources are increasingly offered and deployed to assist local and state police and public safety agencies during Active Shooter/Active Threat/Hostile Event scenarios or post incident. This program presents the challenges public safety personnel and civilians are faced with in preventing these events from occurring and mitigating the consequences.

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Monday Sessions 1:30PM to 2:30PM

1.1.3 Supporting Student Veterans

Jeff Palmer, University of Delaware, University Registrar

Certifying eligibility for G.I Educational benefits is only a small part of supporting veterans as they transfer from military service to higher education. Desiring to better meet the needs of, and to promote the success of, students receiving G.I. educational benefits, the University of Delaware created a Veterans Services Coordinator position in 2016. This session will discuss what support was in place prior to the creation of the coordinator position, the process to create the position, an overview of the first year with a coordinator and future goals for veteran support at the University of Delaware. Session attendees can share veteran support issues on their campuses at the end of the presentation.

1.1.4 Balancing Efficiency: Compassion & Objectivity: Excused Withdrawal at Temple University

James Mundle, Temple University, Senior Assistant Registrar

Three years ago, the Office of The University Registrar (OUR) took over the review of petitions for excused withdrawal. Formerly, a committee of 8 to 12 people met bi-weekly to discuss cases, which was both slow, expensive, and inefficient. Upon taking over the review of excused withdrawal petitions, OUR had several goals: streamline the process, clarify related policies, improve communication between affected offices and petitioners, and deliver fair and consistent decisions. Having now processed several thousand cases, OUR has reduced typical decision time to 72 hours and amassed data that can be mined for insights and student success markers. This session will discuss the evolution of the petition process, changes made along the way, challenges, lessons learned, and future plans for further improvement and research.

1.1.5 Utilizing Course Scheduling Dashboards to Improve Retention, Time-to-Completion, and Graduation Rates while Saving Money – Exhibitor Session

John Barnshaw, Ad Astra

This session explores how utilizing dashboards can assist institutions in optimizing course scheduling, improve retention, time-to-completion (degree velocity), and graduation rates while potentially saving millions in instructional expenditures. Building upon a national sample, the session explores several case studies of institutions that have implemented many best practices based upon course scheduling dashboard metrics. Specifically, by optimizing on-grid scheduling, institutions can improve retention by seven percent and reduce instructional expenditures by four percent.

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Generally, findings suggest that financial, facilities and institutional researchers can greatly assist in improving course scheduling and better align institutional resources.

1.1.6 Beyond Imaging: The Next Generation of Paperless – Exhibitor Session

Chad Shrout, Account Executive, SoftDocs

The idea of the 'paperless institution' has evolved over the years. From basic imaging and paper file conversions, to modern day enterprise content management platforms, schools are looking for technology to help meet growing demands from students and staff alike. Their expectation for immediate access to relevant content from any device at any time is forcing institutions to eliminate paper and create a true centralized repository for information. Join us for a look at best practices around automating common HR, finance and student services processes to assist in creating a campus-wide 'paperless' initiative.

1.1.7 Stack the Odds in Your Favor for Transfer Recruiting – Exhibitor Session

John Panzica, Transfer Solutions Specialist, CollegeSource

TES® and Transferology™ from CollegeSource work together to help you create a more transfer-friendly environment. TES draws on the CollegeSource database of more than 90 million course descriptions, from over 106,000 catalogs. Your staff can research incoming credit, as well as conduct evaluations. Transferology is a student-facing, nation-wide network available online 24x7x365, providing students with fast answers regarding how their credits may transfer. With TES and Transferology you can save staff time, evaluate transfer credit more efficiently, reach more prospective students, and provide quick answers to attract more transfer students.

1.1.8 Optimizing Student Progression: Why Personalization is Key for Completion

Andrew Dubeau, Director of Strategic Partnerships, Civitas Learning

Completing a credential can be daunting for students without the ability to personalize their academic journey. See how students can effectively plan to achieve their goals with full context for essential academic decisions and then confidently register with conflict-free schedules that maximize credit hours while balancing life's obligations. Institutions can improve persistence and completion rates with enhanced registration services, increased advising bandwidth, and visibility into demand, fill rates, and degree progression.

Monday Session 2:45 – 3:45

1.2.1 Collaborative Solutions to Records Management Challenges

Susan Hamilton, Asst Vice Chancellor for Academic & Student Affairs, Rutgers University – RBHS; Darlene Benzenberg, Registrar, State University of New York – Orange

This session will review the results of the records management survey conducted by AACRAO Research. It will engage attendees in a discussion of those results with a goal of finding solutions at their institutions. Come prepared with your questions and be ready to brainstorm with others. If you have solutions, by all means bring them too!!

1.2.2 The Other Side: Innovative Lifestyles after Retirement and How to Prepare For The 'Wonder Years'

Michael Paquet, Assistant Provost for Faculty Affairs (Retired), Thomas Jefferson Univeristy, Carol A. Fox, Associate Vice President for Enrollment Management (Retired), Philadelphia College of Osteopathic Medicine; Joseph Thompson, University Registration (Retired), NJIT

MSACROA Past Presidents share with current members the innovative lifestyles that are possible 'on the other side' of retirement and provide valuable tips on how to best prepare for the 'wonder years' that are approaching more quickly than they probably realize.

CANCELED as of 11.20.17 ~~1.2.3 Graduation and Degree Audit Working Together~~

~~Jennifer Jordan, Manager – Student Records Systems, Brookdale Community College; Kim Heuser, Registrar, Brookdale Community College~~

~~By storing degree audit evaluation results, Brookdale sends emails to students nearing degree completion which contains the status of their graduation requirements (degree audit summary), along with steps on how to apply for graduation through Webadvisor, or with an Advisor/Counselor. This session will include both user and technical documentation, as well as the implementation plan. Items to be discussed will include: how to store degree audit results, report options (DA files/fields), creation of the DA Summary (subroutine), communication management (email), Webadvisor's Graduation Application, and implementation steps from our initial pilot to where we are now. We will also discuss our Auto Graduation process for those students eligible to graduate and did not apply.~~

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CANCELED as of 11.20.17 ~~1.2.4 Enhance Student Scheduling: Why Finding the Perfect Schedule is a Necessity, Not A Luxury – Exhibitor Session~~

~~Andrew Dubeau, Director of Strategic Partnerships, College Scheduler~~
~~Completing a credential can be daunting for students without the ability to personalize their academic journey. See how students can effectively plan to achieve their goals with full context for essential academic decisions and then confidently register with conflict-free schedules that maximize credit hours while balancing life's obligations. Institutions can improve persistence and completion rates with enhanced registration services, increased advising bandwidth, and visibility into demand, fill rates, and degree progression.~~

1.2.5 Implementation of a Contact Center - A Review of Strategy, Planning, and Lessons Learned

Kristin Waters, Director, Enrollment Management Services, Borough of Manhattan Community College

BMCC, a two year associate degree awarding community college, will implement a one stop enrollment center in 2018. Join this session to learn about the need and strategies of the center, the offices included and why, as well as the integrated services for the center. Lessons learned and tips for creating similar services on your campus will be shared.

1.2.7 Prospect, Applicant, Test Score and Transcript Data Automation- Exhibitor Session

Joe Kirkland, Sales Director, Constituo Software

Do you have a bottleneck in your admissions data processing? Do you struggle getting data from your CRM into your SIS when appropriate? Do you wait on someone else to create automated processes, or are you massaging data to get it in a format that you can import to your CRM or SIS? Learn how you can create templates or "recipes" for how to scrub and clean your data for import and how to create "Dataflows" for automation. From capturing the file from a vendors SFTP or web service, creating your own business rules for how the data is prepared prior to import and automating the import for your admissions data to loading data at multiple points during the admissions cycle. Hear about emerging software category for "Self Service Data Preparation" and how it can help make your admissions data processing more efficient. Streamline your integration of admissions data to your enterprise systems via cloud integration platform-as-a-service technology.

1.2.8 – Six Questions You Should Ask Before You Invest in a Predictive Analytics Solution- Exhibitor Session

Dave Babst, Director of Sales, Marketing, and Customer Success, Othot

A robust predictive analytics solution can significantly impact your ability to meet enrollment targets, and knowing which students to target means knowing how to best spend your dollars and resources. But how can a prospective buyer distinguish between the many available options? Learn how to cut through the noise by knowing what questions to ask- and what answers to look for- to find a best-in-class solution.

Monday Sessions 4:15 – 5:15

1.3.1 Banner by Ellucian Crackerbarrel

Chester Barkin, Registrar, Nassau Community College

Come join us for this popular session on Ellucian BANNER. Regardless of the version you are running, there is always something new to learn. Many schools are beginning or continuing their implementations of Banner 9. This is a great forum to discuss issues with your colleagues. Bring your ideas, thoughts and experiences. Your participation in this session is what makes this a great experience for all.

1.3.2 Colleague Crackerbarrel

Melissa Lenhart Young, Associate Registrar, DeSales University

Come meet with your fellow members who use Colleague. This is a great place to bring issues you are having to see if anyone has a solution. It is also a great way to hear how other institutions are using Colleague.

1.3.3 Oracle Crackerbarrel

Jeff Bastian, Senior Systems Analyst, University of Pittsburgh

Linda Lieu, Supervisor, Student Records and Graduation, University of Pittsburgh

Come meet with your fellow members who use Oracle. This is a great place to bring issues you are having to see if anyone has a solution. It is also a great way to hear how other institutions are using Oracle.

1.3.4 Jenzabar Carckerbarrel

Ian K White, University Registrar & Director of the Center for Advising, Records & Enrollment Services

Come meet with your fellow members who use Jenzabar. This is a great place to bring issues you are having to see if anyone has a solution. It is also a great way to hear how other institutions are using all versions of Jenzabar.

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1.3.5 EM Fellowship Program - Breaking Down the Silo's in Enrollment Management

Kristin Waters, Director, Enrollment Management Services, Borough of Manhattan Community College

At UMBC, there are four offices that comprise the Division of Enrollment Management: Office of Admissions and Orientation, Registrar, Financial Aid and Scholarships, and Academic and Pre-professional Advising. In 2015, the Division launched an Enrollment Management Fellows Program to provide an innovate professional development opportunity for staff to learn functions of other offices within the division. This session with review the program, including goals and objectives, the selection process and training schedule, as well as feedback from past participants in the spirit of you starting a program on your campus!

1.3.6 Certified Electronic Diplomas, Paper Diplomas, ediplomas: What are the differences and why is digital signing a document simply not enough? – Exhibitor Session

Elizabeth Kunde, Executive Director, Paradigm, Inc.; Christopher Jackson, CEO, Paradigm, Inc.

As the pioneer and creator of the Certified Electronic Diploma (CeDiploma®), Paradigm, Inc is the only company to offer 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. The differences in ediplomas, paper diplomas and CeDiplomas are vast and varied. 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!

1.3.7 Student Success is Your Success: What's New from the National Student Clearinghouse – Exhibitor Session

Sue Ledwell, Regional Director, Northeast, National Student Clearinghouse
Bob Haushalter, Regional Director, DE, NY, and for-Profit
Our partner schools know we offer automation and innovations in support of your office and students/alumni. We will share news on our new and improved services focused on student success. Whether you are a long-timer or new to us we will cover important topics.   You will hear about our Student Tracker Premium services, ways we have improved the verification services, Reverse Transfer updates and our future initiatives.

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1.3.8 How Over 500 Institutions have Improved Catalog and Curriculum Operations – Exhibitor Session

Amy Salley, Account Executive, DIGARC

Learn how more than 500 colleges and universities use the Acalog Academic Catalog Management System to create, organize, and publish electronic catalogs for the web and mobile. See how they easily maintain consistency and accuracy across the catalog, web and SIS with a data-driven, relational system that provides greater ease of use, eliminates errors, and enables faster catalog production cycles. Then get a sneak peek at how Curriculog transforms a cumbersome and complex curriculum path into an intuitive, automated process, with the most flexible curriculum development and approval system on the market. Save your staff time, your institution money, and yourself aggravation — discover a better way!

Tuesday 9:00 – 10:15

2.1.1 Plenary Session Effective Leadership in Challenging Times

Terri Werner, Founder & President, Energy Flow Consulting, LLC

In today's challenging times people are bombarded with information and tasks, often feel overwhelmed, and find it challenging to coordinate action with others. Individuals struggle with where to focus their time and energy, and leadership behavior is required of everyone regardless of their role in the organization.

Where we focus attention affects our flow of energy and the flow of collaboration. Often we don't realize how we are unintentionally slowing down, or actually impeding, the achievement of our goals.

Taking advantage of how the brain works, Terri will show us ways to channel energy toward goals, reduce resistance to change, and collaborate with others so that efforts flow.

This simple and practical forward-focus approach can create a culture of excellence where team members:

- experience high creativity, performance, accountability and morale;
- are resilient and adapt to change; and
- accomplish goals faster and easier, with less stress and more enjoyment.

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Results are increased impact, innovation, collaboration, customer satisfaction, and retention of your best talent. These concepts and tools can be used for any topic or situation, in both your professional and personal life.

Is it time to have more accomplishment, energy, collaboration,
and joy in your work and in your life?

Tuesday Sessions 10:45 – 11:45

2.2.1 Millennial vs. Veteran Employees in Admissions

Joseph Rooney, Director, Admissions and Recruitment, Cumberland County College

As new, educated employees are on boarded at each of our institutions, we begin to mix new talent with experienced teams. As supervisors, how do we manage a team that is both experienced, and one that brings fresh new ideas, while fostering each to maximize potential and department outcomes? In the field of higher education, particularly Admissions, we are constantly working to enroll more students to support each of our institutional missions. Providing students with access to education and helping our communities grow through intelligent thinkers and performers. Our goal is to enroll new students, increase retention, and ultimately graduate students. These graduates leave our campus with degrees in fields of numerous opportunities among them, higher education leaders. As we continue to grow the field of higher education studies, offering more programs that foster our world of spreading education, we also find more applicants that spill into the qualified pool for positions once held by tenured associates.

2.2.2 The Benefits and Challenges of Year-long Registration

Jeremy Maisto, Assistant Dean/Registrar, Lebanon Valley College; Kelsea Gonzalez, Associate Registrar, Lebanon Valley College

This session will review the implementation of year-long registration (simultaneous registration for fall and spring semesters), along with a new degree planning system, at Lebanon Valley College. We will discuss the benefits and challenges of these changes, including impact on advising, student self-sufficiency and, ultimately, the ability for students to meet their educational goals and graduate on-time.

2.2.3 FERPA Basics and Dispelling Common FERPA Myths

Frank Miller, Deputy Director, U.S Department of Education, Family Policy & Compliance Office

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The session will provide a high level review of the FERPA basics, and then address some of the more common misconceptions/myths, that colleges and universities deal with in today's educational arena.

2.2.4 Financial Aid Primer for Admissions Officers

Will Casaine, Executive Director of Financial Aid, Tutoring and The Center for Student Success and President, NJ Assoc. of Student Financial Aid Administrators, The College of New Jersey

What you wish you knew about Financial Aid but were afraid to ask! Admissions staff will benefit from this mini-workshop on important Financial Aid Office processes that impact student enrollment. Learn how to calculate Expected Family Contribution (EFC), how student aid is determined, how to perform Return of the Title IV (R2T4) calculation, appeals processes, professional discretion and the awarding of emergency aid.

2.2.5 Two Offices, One Goal

Katie Schwienteck, Director of Transfer Admissions, York College of PA

This session will detail the differing needs of the transfer student from the Admissions Office and Registrar's Office perspective, and the professionals in the key positions that work most with these students. Both the office and the professional 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.

2.2.6 Breaking Through: Women Leaders on the Rise in Higher Education

Tania Castaneda, Director, Recruitment & Enrollment, Rutgers University; Bianca Thompson-Owen, Assistant Dean for Enrollment Management and Student Success, Rutgers University (School of Health Professions); Patti Mathay, University Registrar, University of Pittsburgh

This workshop will share the latest data and trends on women's career advancement and leadership development in the academe and administration at higher education institutions. Setting the stage with background on the contemporary landscape of growth and challenge for women in the field, your presenters, a group of experienced professionals, will share their personal career pathways and big picture lessons learned along the way. Attendees will also have an opportunity to engage in an interactive career-shaping activity to set them on course for continued development and

achievement. All professional experience levels are welcome, and ample time for networking will be provided.

Tuesday Workshop 12:45 – 3:45

2.3.1 Workshop Effective Leadership in Challenging Times

Terri Werner, Founder & President, Energy Flow Consulting, LLC

This 3-hour workshop is a 'deeper dive' into the forward-focus concepts and tools presented at the morning Plenary Session, with added information and tools, discussion, and application. You will choose a current situation you have found challenging in working with others, and apply your learning to explore that situation, see it from a new perspective, and develop an action plan with specific steps to change your mindset and communications so that you will get breakthrough results. *You will feel inspired, empowered, and ready to take action!*

Recommended Pre-reading
Enlightened Leadership: Getting to the Heart of Change, by Ed Oakley and Doug Krug

https://www.amazon.com/Enlightened-Leadership-Getting-Heart-Change/dp/0671866753/ref=sr_1_1?ie=UTF8&qid=1499288743&sr=8-1&keywords=enlightened+leadership

Tuesday Sessions 1:15 – 2:15

2.4.1 AACRAO Update

Tammy Aagard, Associate Vice President for Enrollment Management, University of Florida

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Learn the hot topics affecting AACRAO and higher education. Topics include: updates on the:

- Comprehensive Student Record project
- Disciplinary Notations Taskforce recommendations and next steps
- Gender Identity Taskforce
- Legislative issues

2.4.2 -2.4.4 Meet your Locals

- DVACROA
- CAPACRAO
- NJ/NY ACROA

2.4.5 Turn that Frown Upside Down – Working Collaboratively to Say YES!

Dorothy Abruzzo-Klumpp, Associate Director, University Advising Services, Rowan University; Beth Rey, Associate Director, University Advising Services, Rowan University
Ever contact a company or organization only to be passed around from department to department without ever resolving the issue? The college experience can sometimes feel the same way for new and returning students alike. This presentation will focus on rethinking the customer service role as it applies to offices and departments within higher education. Learn how Rowan University has implemented methods to work collaboratively and with intention. Admission, Registrar, Transfer Services, Advising Services, and more work in tandem to avoid the runaround. Additionally, positive technique exercises will be shared for takeaways with your own institution.

2.4.6 Enhancing the Campus Visit

Melissa Zolla, Assistant Director of Campus Visit Experience, William Paterson University
There are a wide variety of ways for students to visit a college campus outside of the typical campus tour. Many schools offer more personalized programs for students to experience the campus first hand. This session will review the different types of programs that students can attend throughout the admissions process as well as give insight to best practices when running these events.

2.4.7 A One-Stop System for Catalogs, Curriculum, Syllabi and Transfer Credit Evaluation – Exhibitor Session

Nicole Arsenault, Sales Director, SmartCatalog
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.

2.4.8 Transcript Solutions Done Right – Exhibitor Session

Natalie Spooner, Sales Consultant, Credentials Solutions

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. Learn more at www.credentialssolutions.net

Tuesday Sessions 2:30 – 3:30

2.5.1 Update from the US Dept. of Education on Recent Guidance, Policy, and Regulations

Dale King, Director, Family Policy Compliance Office, U.S. Department of Education

This session provides an update from Dale King, Director, Family Policy Compliance Office, on the U.S. Department of Education's guidance and policy implementing the Family Educational Rights and Privacy Act (FERPA) .

2.5.2 Registrar's Round Robin, Part I

Chester Barkan, College Registrar, Nassau Community College; Darlene Benzenberg, Registrar, SUNY Orange; Thomas Castiglione, Senior Registrar, CUNY The City College of New York

This popular session will be back at this year's conference. Join us as we discuss significant issues that impact Registrar's Offices. Participants are broken into small groups while group leaders meet with each group to discuss the issues selected. Past sessions have discussed topics such as outsourcing, best practices, FERPA, dealing with less and other interesting topics. We look forward to you joining us. This year we are doing this in the format of a workshop allowing more time to spend with each group.

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2.5.3 Inter-Departmental Collaboration for Maximum Recruiting - How's It Going?

Vanessa Meredith, Associate Director, Admissions & Enrollment Services, Thomas Edison State University

What changes have we seen since implementing changes in recruitment strategies at Thomas Edison State University in October 2016? We will share methods by which we are recruiting and discuss the 'buy in' by key departments within the University. We will also share information about the recruiting methods that have been successful.

2.5.4 Public Speaking for The Student Services Professional

Nathaniel Alridge, Director of Judicial Affairs and Adjunct Faculty, Cumberland County College

Public Speaking for the Student Services Professional Public speaking is an art form that had helped to propel people to the highest echelon of their professions; conversely, the fear of speaking in front of others has led to career stagnation. Whether you're new or a seasoned professional, this session will help you think about public speaking differently and give you some useful tips to improve your presentations.

- Learn the Four Questions that must always be asked before you say or write one word!
- Learn the Power of Audience and how to make it work to your advantage!
- Learn how to neutralize the fear of speaking in front of others!
- Learn how to apply the psychology of colors to your presentation!
- Learn how to speak with confidence and persuade others to believe in you!
- Learn the exercises you can perform to help you think better and faster on your feet with little to no preparation!

2.5.5 Small College Registrar's- how many hats do you wear??

Maribeth Widelo, Assistant Registrar, US Merchant Marine Academy

Small College Asst. Registrar seeking others for group chat about all things Registrar. Enjoys transcripts, transfer credit and SIS. Must love FERPA.

2.5.6 Building Your Professional Presence Online

Michael E Maysilles, Special Projects, Caldwell University

More than ever before, the details of our professional and personal lives are available online, in databases, for those with the motivation to find them. Those with motivation are often hiring managers. If you were applying for a new job, would you be comfortable with your hiring manager reviewing your public social media profile? Do your posts reflect who you are, who you were, or who you want to be? In this session, learn what data can be accessed by the public, how to maximize your public profile, and how to leverage these to advance your career.

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2.5.7 Collaboration At Its Finest

Tara Conrad, Assistant Registrar, Genesee Community College; Tanya Lane-Martin, Assistant Dean for Enrollment Services, Genesee Community College; Joseph Bailey, Assistant Dean for Enrollment Services, Genesee Community College

Today's enrollment challenges foster a climate that supports innovative solutions and partnerships. Genesee Community College redefined their enrollment management stakeholders and created the Enrollment Action Team. This innovative model brings together a think tank of highly effective individuals from diverging offices, departments, and divisions across the college. This collaboration of individuals has resulted in several high impact initiatives that support enrollment functions. This session will focus on initiatives that the team has implemented and will feature both long term strategic goals and short term reactive measures.   The makeup of the team and how it has evolved will also be discussed.

2.5.8 A Problem Solving Approach to Student Success – Exhibitor Session

Jim Tully, V.P. Student Success Solutions SEAtS Software

SEAtS approaches the challenge of improving student persistence and completion by extracting actionable data from key campus systems that enables service professionals to intervene with at risk students and bring the full resources of the institution into its efforts to ensure student success. The SEAtS solution harvests data from the SIS, the LMS, and other electronic systems to identify at risk students at the earliest possible time without adding any tasks to faculty or administrative staff. The Analytics part of our solution adds a predictive benefit that surfaces patterns and trends enabling academic leadership to continually improve courses and programs.

Tuesday Sessions 4:00 – 5:00

2.6.1 Scheduling 102

Chester Barkan, Registrar, Nassau Community College

Join us for a continuation of last year's successful discussion on scheduling. This year, Nassau Com munity College implemented the EMS scheduling and events management software and I will share our experience with that implementation. Learn from your colleagues what are best practices in dealing with academic scheduling. Whether you use EMS, Ad-Astra or a home grown system, there is always something to learn. Bring your questions and best practices in dealing not just with the software, but with the fine art of diplomacy as you navigate through faculty, department chairs and Academic Deans in order to insure that a scheduling of classes is available for your students.

2.6.2 Pairing the Energy of a Rookie and the Experience of a Veteran to Progress Professionally

Tammy Aagard, AACROA, Associate Vice President for Enrollment Management, University of Florida

How do we stay fresh, keep learning, and think like a rookie while using our knowledge and experience? This session will examine what it takes to be Rookie Smart and embrace professional disruption to progress along our career path and make a greater contribution to our institution. This session is perfect for rookies and veterans alike. Topics will include mentoring, mindsets and remaining fresh by tackling new challenges.

2.6.3 Building and Implementing an Enrollment Management Plan

Cindy Haney, Vice President for Enrollment Management, Lehigh Carbon Community College

Struggling with how to start building an Enrollment Management Plan and getting all of the initiatives implemented? Learn how one mid-sized community college in Pennsylvania built their plan, set enrollment goals and held staff accountable for meeting those goals.

2.6.4 Navigating the Sea of Policy Change

Jeff Palmer, University Registrar, University of Delaware; Naomi Nash, Director, Student Success Initiatives, University of Delaware

Join the University Registrar and former Senior Associate Registrar on a voyage as they share their lessons learned with policy change at the University of Delaware. We'll share successes, challenges and recommendations for navigating the complex waters of changing academic policies within a campus climate. Additionally, we'll share our work from a campus-wide committee last year which used a diagnostic tool to conduct an academic policy audit resulting in several best practice changes. We'll close with a review of upcoming policies quests and encourage attendees to share the policies they're currently pursuing to change the tides at their own institutions.

2.6.5 Wet behind the ears': Your first years as Registrar

Jennifer Hawkes, Registrar & Director of Institutional Research, Rosemont College

Where do I begin? What relationships do I build first? How do I make changes and create a project plan? Why was this done this way? These are often some of the questions new Registrars face. When you move to a new institution to take on this role,

learning the institutional culture complicates these questions and your decisions. This session is focused on discussion and geared towards new or young professionals (1-3 years as Registrar or aspiring to be a Registrar).

2.6.6 Sorry, Not Sorry

Helena Minerva, Operations Manager, Fashion Institute of Technology

As children we're taught basic manners: to say please, to grant thank yous. 'I'm sorry' is close behind because we are taught we should apologize when we do something wrong. The problem is, we're apologizing for many more reasons than that…

How many times a day do you apologize? Now think about how many times a day you apologize for an actual mistake. For many of us, it happens often. We've entered a realm where apologies have become reflexes. Over-apologizing may seem sincere but can actually damage your professional and personal relations. Join us to learn what causes knee-jerk apologies, and how constant apologizing affects the ways we are perceived, and affects our relationships. Discover how to use this knowledge to embody effective leadership and foster balanced interpersonal relationships. We'll get to the root of the cause and begin to break the habit as we examine how to better articulate our exclamations so we convey the points we intend, and learn to choose our apologies more carefully. You'll hopefully leave this session with a more confident sense of self, and the empowerment to only apologize when it's truly warranted. As you practice what you've learned you will earn respect, your interactions will become more valuable and genuine, and you'll be filled with a new sense of esteem. We all like to feel good about ourselves and want to be recognized for our value – and that's nothing to be sorry for!

2.6.7 Excelsior Program - New York State

Patricia Thompson, Assistant Vice Chancellor, Student Financial Aid Services, The State University of New York

The Excelsior Scholarship was signed into law in April 2017, providing free tuition at New York State (NYS) public colleges and universities to families making up to $100,000 a year, beginning in fall 2017. This groundbreaking program was implemented in a very short timeframe due to an unprecedented collaboration between state agencies and the tireless efforts of campus officials. The Excelsior program is expected to provide tuition funding to thousands of NYS students this year and in the coming years. During this session we will provide an overview of Excelsior program requirements as well as discuss the development and implementation of the program at the state and campus level.

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Wednesday Sessions 8:45 – 9:45

Middle States Association of Collegiate Registrars and Officers of Admission

3.1.1 Registrar's Round Robin, Part II

Chester Barkan, College Registrar, Nassau Community College; Darlene Benzenberg, Registrar, SUNY Orange; Thomas Castiglione, Senior Registrar, CUNY The City College of New York

This popular session will be back at this year's conference. Join us as we discuss significant issues that impact Registrar's Offices. Participants are broken into small groups while group leaders meet with each group to discuss the issues selected. Past sessions have discussed topics such as outsourcing, best practices, FERPA, dealing with less and other interesting topics. We look forward to you joining us. This year we are doing this in the format of a workshop allowing more time to spend with each group.

3.1.2 FERPA Case Study Review

Susan Hamilton, Assistant Vice Chancellor for Academic & Student Affairs, Rutgers University; Vanessa Meredith, Associate Director of Admissions, Thomas Edison State University; Rajeev Jayadeva, Associate Registrar, Prattt Institute

Join us as we discuss real-life FERPA situations and see if you agree with other attendees. Bring any of your own cases and we'll be happy to discuss those and offer suggestions as well.

3.1.3 Building a Blueprint for Student Success

Ben Enoma, University Director of Admissions, Touro College & University System

We shall be examining institutional frameworks and organization-wide strategies for improving student persistence (retention) and completion rates. We shall discuss several approaches to enriching student engagement, establish metrics for gauging effectiveness and explore the necessary partnerships that institutions must cultivate in order to boost student success. We shall see from extant literature that knowing why students leave or fail is not enough to retain them. We shall wrap up with constructing a customizable blueprint of student success by looking deeply into the student experience, which exists in a geometric model of three distinct spaces: Cognitive, Social and Institutional factors.

3.1.4 What's in a Room? Implementing a New Ad Hoc Room Reservation Process

Jan Mellon, Associate Registrar, Saint Joseph's University

Saint Joseph's University previously had a fragmented process where members of the University community requested space for ad hoc (non class) activities. Requests were submitted via multiple methods (email to an alias, phone call, match form, etc.) to whichever individual/group approved requests for that particular space. Reservation information was maintained in various areas (Banner, Google or Outlook calendars, Spreadsheets, etc.). Beginning in June 2017, the University implemented Phase I of a new process where requests for classrooms, event space, and library space were all

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submitted through a new portal. Come hear the good, the bad, and the ugly about the new process, as well as share any information about room requests procedures at your institution.

3.1.5 Collaboration and Cooperation in Serving Transfer Students

Carolyn Quinci, Senior Associate Registrar, University of Delaware; Brian Posthauer, Transfer Services Coordinator, University of Delaware

As most who work in higher education know, transfer students are often an overlooked population on campus. We expect that they know what it is like to be a college student, yet they have to learn new policies and practices and acclimate to a different culture at their transfer institution. Over the last few years the University of Delaware has established a number of intentional efforts to better assist this traditionally underserved student population. Interest began at the grass-roots level with staff who work closely with transfer students – looking for ways to help smooth the transition to UD. What has developed has been a close working relationship between staff in Admissions, Registrar's Office, Dean of Students office, Office of New Student Orientation, as well as college Dean's offices, including the development and funding of a Transfer Services Coordinator position to provide a single point of contact for students as they enter the University. This session will provide an overview of how we developed these efforts and what we have planned for the future.

3.1.6 Helpful hints in preparation of a new Student Information System

Elyce Kaplan, Campus Registrar, PSU-Schuykill; Paula Hamaty, Associate Registrar, PSU-Schuykill, Amber Stallman, Director of Student Records, Binghamton University

Whether you use Peoplesoft, Janzabar, Banner, or a home grown student information system there are some basic does and don'ts that can help you survive. In addition, what things can you do now to help prepare you for the new system? During this crackerbarrel come talk to people who have gone through it or are going through it both from a big institution and a small one.

3.1.7 Evolving Admissions & Enrollment Services into a Virtual One-Stop Center

Juliette Punchello, Senior Director, Office of Admissions and Enrollment Services, Thomas Edison State University

Come learn how Thomas Edison State University serves the student service needs of over 17,000 online adult learners at a distance! Phone calls, chat, ticketing, web and even face-to-face are all channels our students want and we provide. We have enhanced our online and virtual services to students to serve their needs, on their time, without requiring them to visit our campus to take care of their operational needs.

Wednesday Plenary Session 10:15 – 11:15

3.2.1 A View From the Top

Dr. Harvey Kesselman, President of Stockton University

Wednesday Sessions 1:15 – 2:15

3.3.1 Verification of Compliance with Accreditation-Relevant Federal Regulations

Tom Mantoni, Registrar, DeSales University; Erika G. Swain, Director for Training

Middle States Commission on Higher Education

Accreditation from the Middle States Commission on Higher Education (MSCHE) is an expression of confidence in an institution's mission and goals, its performance, and its resources. Member institutions must meet several federal regulations to retain MSCHE accreditation. This session discusses the requirements of the mandatory Verification of Compliance with Accreditation-Relevant Federal Regulations report.

CANCELED as of 11.26.17: ~~3.3.2 Developing an Assessment Plan for the Registrar's Office: A How-To Guide~~

~~Ann Marie Vickery, Ph.D., Assoc. VP for Academic Services and Registrar, Holy Family University~~

~~Assessment is the key to continuous improvement as we strive to improve and expand our services to our institutions. This session will present the framework for guiding you through the development of an assessment plan. Our discussion will include assessment literature to guide your thinking, realistic goal and objective setting, measuring, and data collection and analysis. Come join us!~~

Middle States Association of Collegiate Registrars and Officers of Admission

3.3.4 Say My Name! Say My Name?

Carolyn White, Director of Admissions & Recruitment, Raritan Valley Community College
Open discussion: Obstacles, lessons learned and best practices regarding accommodations for a 'preferred name' for transgender students going through the surgical process.

3.3.6 Breaking Bad Habits: How We Began "The Change"

LacyJane Ryman, Registrar, Rowan College at Burlington County; Katiria Gonzalez, Assistant Registrar, Rowan College at Burlington County
"Coming together is a beginning. Keeping together is a process, Working together is a success" - Henry Ford. Our presentation will discuss how we are combining our individual staff members and their strengths to be more of a unified team. We will share our challenges, our obstacles, and the bad habits we faced; as well brief overviews of the strategies we utilized to begin the change.

Wednesday Sessions 2:30 -3:30

3.4.1 Notation of Disciplinary Actions

Susan Hamilton, Assistant Vice Chancellor for Academic & Student Affairs, Rutgers University
There has been much discussion lately on the sharing of information regarding disciplinary actions at one school with other schools to which a disciplined student may apply. Come join the conversation and hear about AACRAO's recommendations along with the status of state-mandated notations.

3.4.2 Considerations & Best Practices in Electronic Transcript Exchange: EDI, XML, and PDF

Michael Maysilles, Special Projects, Caldwell University
Since the early 1990's, the AACRAO Committee for Standardization of Postsecondary Education Electronic Data Exchange (SPEEDE) has been developing and maintaining the electronic standards by which we can transmit student transcript data. In this session, we will discuss the considerations and best practices for the electronic exchange of student transcripts. Experienced practitioners and those new to the subject will benefit from a lively discussion of the various option available to institutions.

3.4.3 The New MSCHE Standards and Process: What Admissions Officers and Registrars Need to Know.

Robert K. Clark, Special Assistant to the President for Planning, Research and Institutional Effectiveness, Cumberland County College

The Middle States Commission on Higher Education has adopted new Standards for Accreditation, as well as a new accreditation cycle and review process. This session will provide an overview of these changes including insight to their development and adoption. Information will be presented in the context of the needs of Admissions Officers and Registrars.

3.4.4 Talking Transfer: The Doctor is In

Alison L. Maysilles, Director, Transfer Resource Center, New Jersey City University

Marie Dileonardo, Admissions Counselor, Caldwell University

Do your symptoms consist of: declining transfer numbers, inadequate student orientations, prior learning assessments, a lack of recruitment and outreach strategy, problems with retention, embedded advisors, building community, handling student appeals, managing graduation clearance?
Diagnosis: You may have a transfer problem!
Treatment: Attend our session for a roundtable discussion on the best practices for transfer students.

Wednesday Sessions 3:45 – 4:45

3.5.1 Implementing Catalog and Curriculum Software at a Decentralized Institution, What We Know

Michael Fennell, Assistant Registrar, University of Delaware

The University of Delaware implemented Digital Architecture's (Digarc) software in the past year and a half and is currently in its first cycle using both applications, Acalog and Curriculog. Join an open discussion on why a third-party party solution was selected, how the applications were implemented, and the strategies used to deliver them to a decentralized campus community.

3.5.2 We survived an ERP implementation and you can, too

Liz Jordan, Registrar, Wilmington University

The prospect of implementing any new system is daunting. This session will share some lessons learned from the implementation of Ellucian products Recruit, Banner, Degree Works, Advise, ISSM, ILP, Mobile and others, all within a span of 18 months. The presentation and resulting discussion will not be based on Ellucian products, but on the process itself. Hear what we did to survive and share what worked on your campus, too.

3.5.3 Defining Morals for Effective Educational Leadership

Bianca Thompson-Owen, Assistant Dean for Enrollment Management and Student Success, Rutgers School of Health Professions

Moral compromising situations continue to challenge educational leaders and test their ethical values and belief systems. Having defined morals help leaders to make ethical decisions and guide them toward fair and just judgments. Ethical decisions emerge from personal values coupled with the ability to be in tune with the needs of the institution. These decisions can be clouded by educational leaders personal and professional ethical and moral values. For this reason, and many more, it is essential that educational leaders build consistencies between their professional and personal codes of ethics. This presentation will uncover 7 personal and professional qualities that can help shape ethical decision making. Codes of ethics are paramount in the ethical decision-making process and can help educational leaders facilitate social justice. Leaders who embark on making ethical decisions permeated ethical and moral values.

3.5.4 MSACROA-How to get involved

Christina Reeves, Dir. Enrollment Info Sys/Registrar, Georgian Court University

Exec and LAC members explain how to get involved with MSACROA. Members can get an understanding of what the committees do and how they can get further involved in the organization.