

Venture out with

OACRAO

at Sawmill Creek



Ohio Association of Collegiate
Registrars & Admissions Officers

POCKET PROGRAM

October 3-5, 2018
Sawmill Creek Resort
Huron, OH

**OACRAO 2018
Local Arrangements Committee**

LAC Co-Chairs:

*Heather Pritchard, Muskingum University
Chris Dorsten, Cuyahoga Community College*

Committee Members:

*Michelle Blanton, Ohio Christian University
Christine Casarez, Cuyahoga Community College
Whitney Costner, Xavier University
Christine Court, Aultman College
Jennifer Creech, University of Dayton
Aftan Dewese, Ohio Northern University
Dan Kall, University of Toledo
Carlier Myers, Case Western Reserve University
Marisa Richards, Cuyahoga Community College
Gina Shackle, Central Ohio Technical College
Jeannine Shambaugh, Aultman College
Cindy Suter, Heidelberg University
Frank Yanchak, Franklin University*

WEDNESDAY, OCTOBER 3

8:00 am – 5:00 pm **REGISTRATION OPEN**
Wilderness Hall Lobby

9:00 am – 9:30 am **BREAKFAST FOR WORKSHOP ATTENDEES**
Tecumseh Falls Area

9:30 am – 12:00 pm **WORKSHOPS**

**W.1 College Credit Plus
 Wolf**

With College Credit Plus in its fourth year and more and more students involved, it is important to keep everyone informed about the policies surrounding CCP and how they have changed from year to year. This workshop is an opportunity to review the policy and solicit best practices from what institutions do differently to manage the admission and enrollment aspects of CCP. College Credit Plus is a **MUST** attend for anyone involved with College Credit Plus!

Presenter: Dr. Larisa Harper, Director of College Credit Plus at Ohio Department
Of Higher Education

**W.2 ODHE Statewide Guarantee Credit Transfer and Transcript
 Exploration
 Coyote/Elk**

With various ODHE initiatives underway this workshop is an opportunity to hear updates from ODHE representatives. Questions, answers, and feedback will all be part of this workshop on these topics: Transfer credit coding for HEI reporting January 2019 and the exploratory electronic transcription coding project; military and special initiatives; Ohio Guaranteed Transfer Pathways; Career-Technical transfer initiatives; OATN Course Review cycle; CLEP.

Presenters: **Sun Jamerson** and **Dave Sauter**

Mark Cortez and **Candice Grant** will cover other “hot” topics/updates.

WEDNESDAY, OCTOBER 3

12:00 pm – 12:30 pm **WORKSHOP ATTENDEE LUNCHEON**
Tecumseh Fall Area

12:45 pm – 1:30 pm **WELCOME & OPENING SPEAKER**
Red Cedar

Nicole Smith is the Project Manager for Orion Spacecraft Testing at Plum Brook. She has worked in engineering, mission operations, and program management for the International Space Station and Orion Programs at both NASA Johnson Space Center in Houston, Texas, and NASA Glenn Research Center, in Cleveland, Ohio. She was the Aerospace and Manufacturing legislative fellow for United States Senator Sherrod Brown from Ohio in 2011-2012. She has a BA in Mathematics & Statistics and a BS in Aeronautics from Miami University, and an MS in Aerospace Engineering from the University of Cincinnati, was an Ohio Space Grant Fellow, and is an AIAA Lawrence Sperry medal winner. She is a member of the Miami University Engineering Advisory Council and the Women's Advisory Committee, and sat on the executive board for Hard Hatted Women-Ohio.



1:45 pm—2:45 pm **SESSIONS ONE**

1.1 You're not from here, are you?
Wolf

Outlines the difference in immigration status' and how it affects our students.

Presenters: Lisa Delaney, Assistant Registrar, Ohio State University
Dustin Kuhn, Program Coordinator, Ohio State University

1.2 What level of Customer Service are you providing? How to find out and why it matters
Eagle

How do you know if you're providing good customer service to students, faculty and staff? I mean, after all, isn't good customer service just being "nice" to people? Unless you have specific mechanisms in place, the tendency is to simply rely on gut feelings or anecdotal data. This session will give you valuable insight into why outstanding customer service matters, how you can measure your current level of service and reaffirm your commitment to help retain and graduate your students.

Presenter: Jayme Arnett, Technology Analyst & Communication Supervisor, Ohio University

WEDNESDAY, OCTOBER 3

1.3 **Thinking Outside the Cube: Culture Improvements and Celebrations within the Office**

Osprey

Overview of the Celebration Committee at Ohio State and the events we hold. How these celebrations have resulted in an improvement in culture in the office. Ideas for other Institutions of various sizes.

Session Recommended for new members

Presenter: Emily Guthrie, Program Coordinator, Ohio State University

1.4 **The 411 on FERPA**

Pontiac

A brief overview of FERPA will be provided along with several scenarios of real questions and requests for data. Does it matter who is requesting the data? What resources do you have to help you make the right decision when you are asked a question about access to data? How does Ohio public records law impact requests for data? Come to this session to get the 411 on FERPA!

Presenter: Deb Benton, University Registrar, Ohio University

1.5 **Turn the Diploma from Headaches to Opportunity for You and Your Graduates**

Hiawatha

Parchment's new complete print and digital diploma service enhances the traditional diploma experience. Graduates benefit from immediate access to an online, verifiable & shareable diploma or certificate. Administrators benefit from real-time printing, delivery, tracking - and no more support calls! Survey data from 975 class of 2017 digital diploma recipients will illustrate expectation, need and use of this enhanced experience.

Presenters: Sara Nelson, Regional Sales Manager, Parchment
Melissa O'Connor, Account Executive, Parchment

2:45 pm – 3:00 pm **SNACK BREAK**
Red Wilderness Lobby

WEDNESDAY, OCTOBER 3

3:00 pm – 4:00 pm SESSIONS TWO

**2.1 "What does it take to articulate" International & Domestic Articulation
 Agreements
 *Eagle***

Tired of putting so much effort into crafting an articulation only to watch it collect dust? This session offers the opportunity to gain basic skills in identifying and maintaining effective agreements with quality partners. Understand and identify all that goes into the agreement before and afterwards.

Presenters: Kathy Pruckno, Senior Associate Director of Admission, Miami University
 Lee Furbeck, Director of Undergraduate Admissions and Student
 Transition, Cleveland State University

**2.2 Transcripts on Steroids
 *Wolf***

Creating a new student transcript to deepen and expand the student record beyond traditional coursework. This will allow employers and graduate schools to look at a more granular level of leadership and involvement giving more substance to their degree and undergraduate experiences.

Presenter: Jennifer Creech, Registrar, University of Dayton

**2.3 Relationship Building
 *Osprey***

Overview of general aspects of customer service and how those can be applied in higher ed. Introduction to the Nordstrom Way method of customer service. Introduction to the FRED factor method of customer service.

Session Recommended for new members

Presenter: Emily Guthrie, Program Coordinator, Ohio State University

**2.4 NSC Roundtable Discussion
 *Pontiac***

This is a roundtable discussion regarding reporting to the National Student Clearinghouse. Bring your questions or just come learn from what your colleagues are doing.

Presenter: Deb Benton, University Registrar, Ohio University

WEDNESDAY, OCTOBER 3

2.5 Commencement Tips and Tricks

Hiawatha

From the easy-to-implement through technology innovations we have seen at commencements just like yours, this session will highlight a number of tips and tricks we have seen at the hundreds of ceremonies we attend each year. We will highlight ways to improve your commencement ceremony in terms of organization efficiency, audience engagement (making it fun!), and inclusion for those with special needs. We will open up for questions and also to hear your ideas to ensure we all have a chance to collaborate.

Presenter: Laura Wallace, LifeTouch

4:15 pm – 5:15 pm SESSIONS THREE

3.1 How do you do that?

Eagle

One of the most significant values of OACRAO is learning how different schools handle issues. Whether it is grade changes, registration priorities, withdrawals, attendance tracking, graduation check out or any number of other issues, hearing from others can help solve problems or define new business processes. This session will be a facilitation of the attendees responding to questions and sharing their own processes, policies, and practices. Bring your own questions and respond to those that have already been submitted. Don't forget your business cards in case you want to follow up with colleagues later.

Session Recommended for new members

Presenter: Lisa Delaney, Assistant Registrar, Ohio State University

3.2 Disciplinary Transcript Notations: A Year in Review and Discussion

Wolf

The presenter was a member of the AACRAO Disciplinary Notations Work Group and will share how they derived their conclusions and recommendations. Discussion among participants on best practices, policies in conduct codes, any recent legislation or court cases, and other related issues or trends.

Presenter: Brad Myers, Former University Registrar, Ohio State University (retired), AACRAO

WEDNESDAY, OCTOBER 3

3.3 **Creating an Enrollment Processing Center**

Osprey

In 2017, Cleveland State University decided to consolidate enrollment services processing functions into a single unit. A team of staff members are now cross trained to handle transfer credit evaluation, admissions processing, international credential evaluation, document management, and financial aid processing. Presenters will explain the benefits of combining enrollment processing functionality into one unit and describe the process, challenges, and successes of the implementation process.

Presenters: Lee Furbeck, Director of Undergraduate Admissions, Cleveland State University
Kevin Neal, Registrar, Cleveland State University
Janet Stimple, Assistant VP Enrollment Services, Cleveland State University
Calli Mango, Director Enrollment Services Processing Center, Cleveland State University

3.4 **OACRAO Conference First Time Attendees**

Pontiac

Join us for the OACRAO Conference First Time Attendees session, an interactive session welcoming our newest members and first-time OACRAO Conference attendees. The session offers an overview of the association, tips on maximizing your engagement at the conference, opportunity to get to know the OACRAO Board members and much more.

Session Recommended for new members

Presenter: Sun Jamerson (VP Membership) and the OACRAO Board of Directors

3.5 **Streamlining the Student Experience in the Age of Instagram**

Hiawatha

When it comes to accessing critical information and campus resources, students often have to rely on a handful of impersonal, disconnected tools and a barrage of information and resources. And, if the technology isn't widely adopted by students, the journey can be even more fragmented. Join us for a discussion on how to deliver a unified, streamlined student experience -- from student onboarding, to degree planning, to career exploration -- that expands channels through which institutions support students and helps to remove barriers that can knock students off-course.

Presenter: Mark North, Director of Strategic Partnerships, Civitas Learning

WEDNESDAY, OCTOBER 3

5:30 pm **NEW MEMBER/PRESIDENT'S RECEPTION**
Wilderness Hall Lobby

6:30 pm **DINNER**
Brook Trout/Whitetail

7:30 pm **PRESENTATION**
Aerie

7:30 pm **80's Movie**
Sales Lawn

8:30 pm **Bonfire/Outdoor Activities**
Sales Lawn

THURSDAY, OCTOBER 4

8:00 am – 5:00 pm **SCHOLARSHIP TABLE OPEN**
Wilderness Hall Pathway

8:00 am – 11:45 am **REGISTRATION TABLE OPEN**
Wilderness Hall Pathway

8:00 am – 5:00 pm **EXHIBIT HALL OPEN**
Golden Oak

8:00 am – 9:15 am **TOWN HALL & BREAKFAST**
Brook Trout/Whitetail

9:30 am – 10:30 am **SESSIONS FOUR**

4.1 **Redefining the Campus Visit Experience**

Pontiac

Presenters will describe new challenges and trends in campus visits. Topics will include use of technology, video, social media, student staff and/or volunteers, program content and audiences.

Presenters: Cristina Wayton, Assistant Director for Campus Visits and Orientation,
Cleveland State University
Beth Ford, Vice President for Enrollment, Notre Dame College

4.2 **Taking a paper based special grade change process online**

Eagle

This session will provide a detailed look at Ohio University's pivot away from a paper based system, in favor of an OnBase imaging and workflow solution, for processing special grade reports. While the session will use examples for a grade change process and OnBase, specifically, there will be heavy focus on general principles such as process review, group decision making dynamics, and more.

Presenters: Jayme Arnett Technology Analyst & Communication Supervisor, Ohio
University
Bob Bulow, Associate Registrar for Technology and Communication,
Ohio University

THURSDAY, OCTOBER 4

4.3 Registrar 2.0- Impacting our students' and families' journey

Osprey

Fasten your seatbelt and prepare for take off! During this flight, we will share the journey of creating a vision for the team beyond being the record keeper and policy interpreter. Hear how we are actively engaged in the student experience as early as the campus visit through graduation. The Registrar's Office is leveraging technology and producing data to facilitate informative discussions and discovering ways we can leverage student success through identified "forces of flight."

Presenters: Maria Newland, Associate Registrar, University of Dayton
Jennifer Creech, Registrar, University of Dayton

4.4 Mentor Mapping

Wolf

Helping to develop mentor, opportunities for coaching, and counseling for personal and professional development.

Session Recommended for new members

Presenter: Carlier Myers, Associate Registrar, Case Western Reserve University

4.5 Coffee Klatch with Credentials

Hiawatha

Join Mindy for coffee and conversation about issues that are important to YOUR Registrar's Office. Great session for both current customers and those who are looking to engage with a company that wants to listen! Share your experiences with our transcript products, talk about issues that you feel are pressing in the Registrar world, and catch up on what is happening at Credentials.

Presenter: Mindy Starcher, Vice President, Credentials Solutions

10:30 am – 11:00 am EXHIBITOR BREAK
Golden Oak

THURSDAY, OCTOBER 4

11:00 am – 12:00 pm SESSIONS FIVE

5.1 Registrars and the Gifts of Imperfection

Pontiac

Our profession requires accuracy and a high level of detail-orientation, attracting those who strive for excellence. Yet ironically, when we embrace perfectionism over authenticity it can hinder office goals and foster a culture of mistrust. According to best-selling author, Brene Brown, rather than a positive trait, perfectionism is a self-destructive and addictive belief system. In this session we deconstruct perfectionism, judgment, and shaming and explore strategies for building an office culture that forgives our humanness, fosters a growth mindset, supports honest connections, and cultivates healthy striving.

Session Recommended for new members

Presenter: Mary Holland, Associate Registrar, Wright State University

5.2 Preparing for the Next Step in your Career

Eagle

Taking the next step in one's career isn't just about applying for a job. We need to think about the extra things we do in our roles to set us apart. Even if the next job isn't completely related to what you do now, you are gaining a set of skills (and hopefully getting opportunities above and beyond your job description - other duties as assigned!) that can help you move into a new role. Always be prepared for the next great opportunity!

Session Recommended for new members

Presenter: Lisa Duffy, Degree Audit Program Coordinator, Ohio State University

5.3 Participation Roster and Financial Aid

Osprey

How the Registrar's Office and Financial Aid developed and tweaked the mandatory participation rosters at Ohio State, as well as how Ohio University implemented a similar policy. You will hear how the implementations went and lessons learned.

Presenter: Lisa Delaney, Assistant Registrar, Ohio State University
Bob Bulow, Associate Registrar for Technology and Communication,
Ohio University

THURSDAY, OCTOBER 4

5.4 **The Joint Statement on Transfer and the Transfer Student Bill of Rights** *Wolf*

Participants will be introduced (or reintroduced) to the Joint Statement on Transfer and the new Transfer Student Bill of Rights developed by AACRAO in partnership with other professional organization. The new Transfer Institution Bill of Rights introduced in Spring 2018 will also be covered. Presenter(s) will describe the purpose and content of the documents to be followed by a facilitated discussion of how to implement.

Presenter: Lee Furbeck, Director of Undergraduate Admissions, Cleveland State University

5.5 **Certified Electronic Diplomas (CeDiploma®): The most advanced electronic credential** *Hiawatha*

Graduates need their diplomas faster than ever before, for job applications, Grad school acceptance, certifications, social media postings and more, both internationally and domestically. Paradigm offers the fastest and most advanced solution for both paper and electronic diploma services. Come and participate in this informative session as we discuss all of features of the CeDiploma, what makes it different from a basic ediploma and how this modern answer to diploma fraud will truly excite your students. Additional services such as direct mailing of documents directly to your students, affordable presentation products for your ceremonies and quick turnaround times will make life easier for you and your staff all while giving your students exceptional results!

Presenter: Elizabeth Kunde, Executive Director, Paradigm

12:15 pm – 1:30 pm **BUSINESS LUNCH**
Brook Trout/Whitetail

1:45 pm – 2:45 pm **SESSIONS SIX**

6.1 **A Working Relationship: Coordinating the Athletic Eligibility Certification Process through the Registrar's Office** *Pontiac*

This session will outline the extensive NCAA certification process that occurs three times a year at a Division I institution. Information will be shared about relationship development between Compliance, Athletics, and the Registrar's Office. Demonstration includes Oracle-based report and data management utilizing Box.

Presenter: Lauren Martin, Assistant Registrar/Certifying Official, University of Cincinnati

THURSDAY, OCTOBER 4

6.2 "That's just the way we've always done it": Using Key Performance Metrics to make Informed decisions

Eagle

Data is an invaluable and persuasive source of business insight for enrollment management offices today. But when it comes to making that insight work to your institutions advantage, don't let data completely overrule your human instincts and experience. Go ahead — use data extensively to inform your strategic decision-making. Just don't let it completely drive your decisions.

Presenter: Jayme Arnett, Technology Analyst & Communication Supervisor, Ohio University

6.3 Best Practices for Admissions Operations

Osprey

This session would cover best practices in admissions operation. Content would include official vs. unofficial documents, accepting unofficial documents, international credential evaluation, required documents, changing or updating information, direct vs. indirect admission, provisional admission, etc. Staffing patterns and levels will also be discussed.

Presenter: Beth DaLonzo (as facilitator), President, OACRAO

6.4 Best hiring practices

Osprey Wolf

This session outlines some of the interview techniques used when hiring new staff members. The discussion will include what works well and what hiring processes did not. The session is geared towards an open discussion among the presenters and audience.

Presenters: Aftan Dewese, Associate Registrar, Ohio Northern University
Melanie Hough, University Registrar, Ohio Northern University

THURSDAY, OCTOBER 4

6.5 **Catalog & Curriculum Management is a snap -- save time & improve student engagement** *Hiawatha*

In this fast-paced session, learn how over 550 colleges and universities, use the Acalog Academic Catalog Management System to create, organize, and publish electronic catalogs for the web and mobile devices. See how they 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!

Presenters: Chris Roberts, Sr. Account Executive, DIGARC
Brittany Richards, Catalog & Curriculum Coordinator, Cleveland State University

3:00 pm – 4:00 pm SESSIONS SEVEN

7.1 **Future of the Transcript, Comprehensive Student Records, ‘Blockchains’ and the Kitchen Sink** *Pontiac*

The session will provide an overview of the Comprehensive Learner Record Project(s), including work on co-curricular and competency-based records, digital eCertificates, data integration and degree audit. It will also provide a discussion with the audience on the status and future of this work, connections to the labor market, student self-sovereignty, record aggregation and how future platforms like “blockchain” might play a role. Come join the discussion.

Presenter: Mark McConahay, AACRAO Vice President for Information Technology, Associate Vice Provost and Registrar, Indiana University

7.2 **The Show Must Go On Roundtable** *Eagle*

New system implementation to pouring rain/searing heat during commencement in a different state to a first day of Fall Semester system failure and much more. How we learned and what changes were made to help mitigate problems

Presenter: Molly McDermott, Associate Registrar, University of Cincinnati

THURSDAY, OCTOBER 4

7.3 Using PL/SQL to Query Banner Data *Wolf*

A session to provide very basic "starter" information for those who would like to learn how to use PL/SQL to extract data from Banner

Presenter: Nita Teeters, Assistant Registrar, Wright State University

7.4 Importance of Interpersonal Skills in the Work Environment *Osprey*

Improving interpersonal communication between management and staff. Importance of maintaining interoffice relationships.

Session Recommended for new members

Presenters: Carlier Myers, Associate Registrar, Case Western Reserve University
Kimberly Edge, Senior Assistant University Registrar, Kent State University

7.5 A One-Stop System for Catalogs, Curriculum and Syllabi *Hiawatha*

Are you launching multiple systems to manage catalogs, curriculum changes and syllabi? SmartCatalog centralizes these processes in a powerful and easy-to-use solution that integrates with SIS systems. Come learn how to streamline all your academic management projects in one intuitive system!

Presenter: Nicole Arsenault, Director New Business Development, SmartCatalog

4:00 pm—5:15 pm EXHIBITOR RECEPTION
Golden Oak

6:00 pm DINNER
Brook Trout/Whitetail

7:00 pm—8:00 pm TRIVIA
Tall Pines Hospitality Room and Loft

8:00 pm—11:00 pm 80's Themed Party/Costume Contest
Tall Pines Hospitality Room and Loft

FRIDAY, OCTOBER 5

7:30 am – 8:45 am **BREAKFAST**
Brook Trout/Whitetail

8:00 am – 8:45 Am **SILENT AUCTION CHECKOUT**
Wilderness Hall Lobby Check-In Station

9:00 am – 9:45 am **SESSIONS EIGHT**

8.1 **TXT2YIELD**
Pontiac

This session will discuss meeting students where they are using their preferred means of communication, texting. Rooted in data, you will learn tips and tricks Notre Dame College has used with increased yield.

Presenters: Mandy Means, Director of New Student Experience, Notre Dame College
Brandy Viol, Director of Undergraduate Admissions, Notre Dame College
Dave Hilborn, Assistant Dean of Enrollment, Notre Dame College

8.2 **How Secure Is Your Information – The Reader’s Digest Version**
Eagle

Do you have that nagging feeling something is just not as secure as it ought to be? Or, do you just have that nagging security office telling you something is not as secure as it could be? Either way, most people in the registrar or admissions professions would tell you data and information security is important, but how does that play out in your everyday work life? Encryption...passwords...multi-factor authentication...the cloud...In this high-level session, you will hear about some good practices for keeping your information secure, and also some good questions you can ask yourself and your colleagues.

Presenters: Deb Benton, University Registrar, Ohio University
Bob Bulow, Associate Registrar for Technology and Communication, Ohio University

8.3 **Managing Emotions Made Easy**
Osprey

Learners will integrate emotions and thoughts to reach desired outcomes and examine the importance of remaining open to all emotions. Through theory and practical exercises, participants will increase their knowledge of emotional management strategies.

Session Recommended for new members

Presenter: Renee Romine, Director Training and Organizational Development, Kent State University

FRIDAY, OCTOBER 5

8.4 Registrar Roundtable: Strange Situations and Best Practices

Hiawatha

This roundtable is like a registrar's potluck. Ask a question of your colleagues, discuss best practices, listen, and learn. Topics might be as wide-ranging as electronic transcripts, office politics, transfer credit evaluation best practices, or the strangest FERPA story ever. Help each other navigate the multi-layered challenges facing today's registrar. Bring a dish and leave with a meal!

Presenter: Aftan Dewese, Associate Registrar, Ohio Northern University

10:00 am – 10:45 am SESSIONS NINE

9.1 Leadership Lessons: An OACRAO Perspective

Pontiac

Each of us is a leader. Come learn from your colleagues a leadership lesson or two. This session will have a panel of your OACRAO colleagues each sharing about their career progression and a story on leadership. You will leave this session having met at least one new colleague and several tips for how you can become a better leader.

Presenters: Deb Benton, University Registrar, Ohio University
Lee Furbeck, Director of Undergraduate Admissions and Student Transition,
Cleveland State University
Mel Severns, University Registrar, Mount Vernon Nazarene University
Sue Shepherd, Dean of Student Success, Aultman College of Nursing and
Health Sciences
Chris McNay, Assistant Registrar, Union Institute and University

9.2 Propelling Graduation to New Heights: Soaring Graduation Rates

Eagle

Based on recent posts to OACRAO listserv, this session would delve into the methods that universities use to coordinate the awarding of degrees. Does your school run an automated process by which anyone who has met the requirements of their current program receives a degree without formally applying? Or do you require students to fill out an electronic (or paper) application before beginning the degree clearing process? What are the requirements for stop-outs and students who are not currently attending your school? When do you require students to change catalog requirements?

Presenters: Christine Casarez, Assistant Registrar Operations, Cuyahoga Community
College
Marisa Richards, Technical Enrollment Specialist, Cuyahoga Community
College
Jasmine Stumpp, Technical Enrollment Specialist, Cuyahoga Community
College

FRIDAY, OCTOBER 5

9.3 How to attract and retain student employees

Osprey

Selecting the right candidate is just the start. Hear tips for training and development that will turn your student job into an experiential-learning experience for your student employees. They will not only help you get the job done, but will better appreciate the opportunity and preparation you can give them for life after graduation.

Presenter: Nita Teeters, Assistant Registrar, Wright State University

9.4 Navigating the Withdrawal Process and Student Exit Process

Hiawatha

The proposed session would highlight schools' policies for processing student withdrawals and the effects on financial aid processing. Presenters could discuss "non-standard" withdrawals such as medical withdrawals that are processed after the withdrawal deadline and the communication process among the affected parties - registrar, financial aid, bursar, and student. Could be presented as a panel or by 1-2 individuals from different schools or types of schools (public/private/2-year/4-year).

Presenter: Aftan Dewese, Associate Registrar, Ohio Northern University

10:45 am – 11:00 am **SNACK BREAK**
Wilderness Hall Lobby

FRIDAY, OCTOBER 5

11:00 am – 12:00 pm **CLOSING SPEAKER**
Red Cedar

The EU GDPR: Overview and Requirements

The European Commission published a General Data Protection Regulation in December 2015, replacing the Data Protection Directive that had been in place for more than 20 years. Enforcement began May 25, 2018. This session will address: who the regulation applies to and how to assess your readiness in complying with the regulation; how an institution can build a plan that includes best practices; how to conduct a gap assessment; timeline needed; and how to launch your plan.

Presenter: Mark McConahay, AACRAO Vice President for Information Technology;
Associate Vice Provost and Registrar, Indiana University



Mark McConahay
Associate Vice Provost and Registrar, Indiana University
Vice President of Information Technology, AACRAO Board of Directors

Mark attended Indiana University in 1976 as an undergraduate student and never left. He joined the Office of the Registrar in 1982 as an Analyst/Programmer and served as the Associate Registrar of Systems for many years. In addition to his work in the Office of the Registrar, Mark has presented at several conferences, received two EDUCAUSE Best Practice Awards (then CAUSE) and two CUMREC Best Paper Awards.

Mark also has contributed to several books and articles, was a member of CUMREC Board of Directors (Chair 2002-2003), was Director of AACRAO Technology and Transfer Conference (2009 – 2015) and is currently the Vice President for Information Technology on the AACRAO Board of Directors.

Mark received a B.A. in Mathematics in 1979 and a M.S. in Environmental Science in 1984.

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NOTES

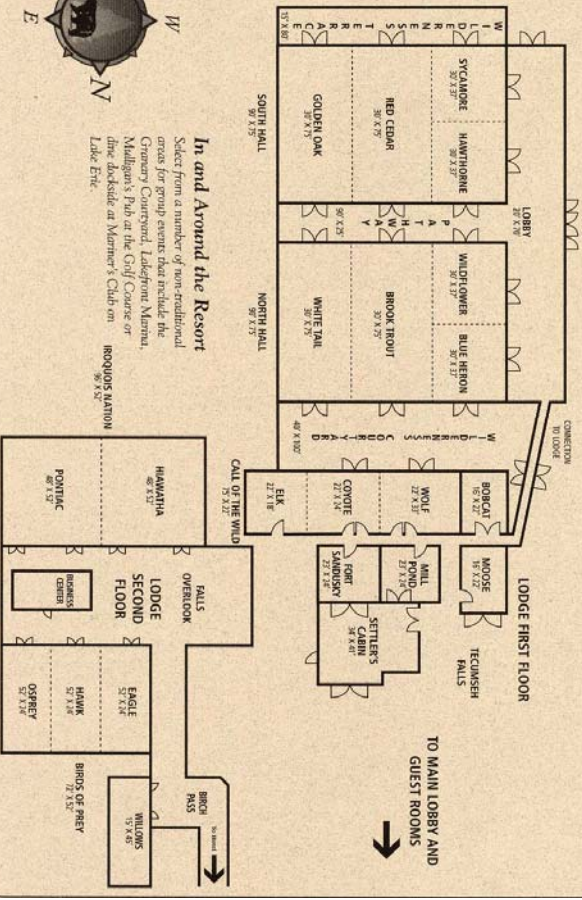
NOTES



The Lodge

OHIO'S WILDERNESS RESORT

AT SAWMILL CREEK RESORT
WILDERNESS HALL



In and Around the Resort

Select from a number of non-traditional areas for group events that include the Granary Courtyard, Lodgefront Marina, Mulligan's Pub at the Golf Course or the dockside at Member's Club on Lake Erie.



The Lodge Site Plan

