



**Ohio Association of Collegiate
Registrars & Admissions Officers**

POCKET PROGRAM

**October 9-11, 2019
Salt Fork State Park
Cambridge, Ohio**

**OACRAO 2019
Local Arrangements Committee**

LAC Co-Chairs:

*Carol Jones, Miami University
Molly McDermott-Fallon, University of Cincinnati*

Committee Members:

*Whitney Costner, Xavier University
Kelsey Binsley, University of Mount Union
Jennifer Creech, University of Dayton
Michelle Livingston, Mount Carmel College of Nursing
Lauren Martin, University of Cincinnati
Sarah Muller, Ohio State University
Carlier Myers, Case Western Reserve University
Sondra Pheil, Muskingum University
Gina Shackle, Central Ohio Technical College
Jeannine Shambaugh, Aultman College
Michelle Rable, Bowling Green State University
Tami Sheets, Shawnee State University
Frank Yanchak, Franklin University*

WEDNESDAY, OCTOBER 9

8:00 am – 5:00 pm **REGISTRATION OPEN**
Third Level Main Entrance

9:00 am – 9:30 am **CONTINENTAL BREAKFAST**
Fourth Level (Near the Upper Level Entrance)

9:30 am – 12:00 pm **WORKSHOPS**
Summit View/Stone House/Morgan Room

W.1 **Data Storytelling: How to Explain, Enlighten, and Engage**
Morgan

While data has much potential value, the actual value is determined by our ability to extract insights and generate actionable, trustworthy information from those data. Increasingly, data visualizations are being used to transform data into a coherent narrative yielding new knowledge and deeper understanding. After beginning with a brief introductory exercise on identifying poorly designed visualizations, participants will use an example academic dataset to practice telling data stories. Starting with a question to frame the context, individuals will work through the steps of identifying the relevant data, conducting basic analyses, and, finally, identifying and designing an appropriate and effective data visualization. The case study will focus on critical concepts and basic design principles of data storytelling that are broadly applicable to a variety of professional settings. All activities will be completed using familiar and widely accessible software - Microsoft Excel and Microsoft PowerPoint.

Presenter: Krissta Hadsell, Director of Institutional Research and Accountability,
Mount Vernon Nazarene University

W.2 **Best Practices in Student Success: The Critical Role of the Registrar's Office**
Stonehouse

In this workshop, we will discuss both emerging best practices in student success and how the registrar's office can play a critical role in student success. The registrar's office is uniquely situated at the center of the entire student lifecycle. From data collection, scheduling and academic standards to degree completion and conferral, registrars are at the heart of the student journey to completion. Learn how the registrar's office can support and lead institutional student success initiatives. We will review best practices in student success programs, use of data and metrics, and the latest research in using behavioral science nudge programs. This will be a participatory workshop.

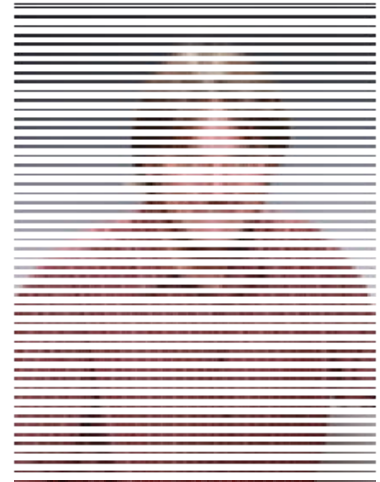
Presenter: Loralyn Taylor, Interim Associate Provost for Institutional Research,
Ohio University

WEDNESDAY, OCTOBER 9

12:00 pm – 12:30 pm **WORKSHOP LUNCHEON**
Fourth Level (Near the Upper Level Entrance)

12:45 pm – 1:30 pm **WELCOME & OPENING SPEAKER**
“Animal Studies: A New Major for a New Generation”
Summit View

Jim Dooley grew up in Washington, D.C. He attended the University of Virginia in Charlottesville for his undergraduate degree (British Literature) and then stayed at UVA to complete his M.S. and Ph.D. degrees in Environmental Science. He and his advisor were awarded a grant from the National Science Foundation just as he was finishing his Ph.D., which created a post-doctoral position for him at Blandy Experimental Farm in Boyce, VA. That research position lasted from 1993 until 1998. In 1998 he joined the faculty of Muskingum University (then College) as an Assistant Professor of Biology and Director of Conservation Science. Through his years at Muskingum, he has taught freshman biology courses as well as upper level courses in areas such as animal behavior, ecology, evolution, and conservation biology. In addition, he has worked with approximately 80 students in directing their senior research and is author or coauthor on 24 research papers. Aside from his professional activities, Jim enjoys focusing on photography and playing music with a variety of players and band-mates.



1:45 pm—2:45 pm **SESSIONS ONE**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

1.1 **Secrets and Strategies for Productive Meetings**
Morgan

Meetings are often perceived as boring time-wasters, running the gamut from aimless chat sessions to dry, declarations of operational details. But what if meetings could be purposeful and interactive, engaging coworkers in solving problems, making decisions, and developing plans? This session offers practical takeaways and a few big ideas for creating a climate where learning, innovation, and growth can thrive.

Presenter: Mary Holland, Associate Registrar, Wright State University
Program Track(s): Professional Development

WEDNESDAY, OCTOBER 9

1.2 “We Exist to Serve Students” - Evaluating and Changing your Business Processes to Meet Students' Needs

Stone House

A detailed look at recent business process changes at Ohio University to better serve students, faculty, and staff. Topics include: Implementing online class permissions, paperless re-enrollments, and changes to maximize staff efficiencies.

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

Program Track(s): Records & Registration; Information Systems & Data Management

1.3 Drama Llama Repellent: Office Civility and Conflict Management

Anvil

Session will outline how to cultivate and support a culture of civility and respect in the office. Presentation of proactive steps to prevent the development of unnecessary conflict, methods to address conflict in a proactive, positive manner. How office civility is the foundation of professionalism.

Presenter: Emily Guthrie, Program Coordinator, Ohio State University

Program Track(s): Professional Development

Session recommended for new members or first-time attendees

1.4 Retention? It Isn't Anyone's Job....It's EVERYONE'S Job! Panel Discussion: The Registrar's Role in Retention and Student Success

Carriage

Admissions and Enrollment Management get our students here; whose responsibility is it to retain them and help them be successful? Certainly, you don't mean the Registrar's Office? We only keep records and enforce policy? WRONG! Everyone on campus has a role in student success! Enjoy a panel discussion of registrar best practices in support of student success and retention. Topics include: technology and data analysis for early alert, tracking, and real-time, data-driven solutions; student-centered services and policies analysis; curriculum changes, course prerequisites, degree plans, and strategic class scheduling; and communication, staff development, and inter-campus collaborations.

Presenters: Tami Sheets, Registrar, Shawnee State University;
Christine Casarez, Assistant Registrar, Cuyahoga Community College;
Ann Latham, Associate Registrar, University of Cincinnati

Program Track(s): Records & Registration; Information Systems & Data Management

WEDNESDAY, OCTOBER 9

1.5 **A New Kid on the Block in Ohio: Want to Meet Her? And Get the Scoop on What's New at Credentials?** *Wheelright*

Please join us for a casual, but very informative session where the dialogue will focus on all things new at Credentials Solutions. We will spend some time introducing our newly assigned field representative, who will share her higher education career experiences and how your representative can be a resource for Student Records Offices, well beyond making the sale. She'll also talk about Credentials' brand new, state-of-the-art location, enhanced security protocols, modifications to our already extremely successful customer service model, and more! Attend our session to get the whole scoop.

Presenter: Natalie Spooner, Sales Consultant, Credentials Solutions

2:45 pm – 3:00 pm **SNACK BREAK**
Third Floor Lobby

3:00 pm – 4:00 pm **SESSIONS TWO**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

2.1 **We Are All Recruiters** *Morgan*

Presenters will discuss how all faculty and staff are "admissions" representatives. That means we all play a role in the recruiting of students and their families. Building the relationship with students and families is the key, from a simple and friendly hello on a tour to a meeting to discuss how credits will transfer, the details of an academic program or how they can get involved with one or our athletic teams. Each one of us equals our institution to the visiting family, let's make sure they get the impression we want.

Presenters: Mel Severns, Registrar, Mount Vernon Nazarene University;
Beth DaLonzo, Associate VP of Enrollment Management, Mount Vernon
Nazarene University

Program Track(s): Professional Development; Admissions & International Education

WEDNESDAY, OCTOBER 9

2.2 The Modern Catalog: Policies, Procedures, and Questions *Stone House*

Many (but not all!) institutions now use an online catalog software to create and update their college or university catalogs. This can create questions of how to manage a central system with decentralized decisions, how often to change the catalog (especially when you can change it any time), how to deal with discrepancies between the official catalog and departmental websites, and much, much more. In this session, there will be discussion of how the online catalog software is used and how some of these situations are handled. This session is intended to be discussion oriented and will be open to all software and processes.

Presenters: Sun Jamerson, Registrar, Lorain County Community College;
Tami Sheets, Registrar, Shawnee State University

Program Track(s): Records & Registration; Information Systems & Data Management

2.3 Growth through GRIT: How to Use Perseverance to Change Your Mindset *Anvil*

How gritty are you? Are you looking to improve your perseverance and work toward achieving your long term goals? Session will assess grittiness of participants, how to improve grittiness, and how to use this information to shift current mindset to a more growth-based (as opposed to fixed) mindset. How to use this information in office environment.

Presenter: Emily Guthrie, Program Coordinator, Ohio State University
Program Track(s): Professional Development

Session recommended for new members or first-time attendees

WEDNESDAY, OCTOBER 9

2.4 **Transfer Articulation the Wright Way: Building Better Transfer Practices with TES** *Carriage*

This session will discuss how Wright State University (WSU) streamlined its transfer evaluation workflows and more than doubled yearly evaluation output using Transfer Evaluation System (TES). This session will highlight the deficiencies within the previous decentralized system at WSU and demonstrate how TES was used to fix them. We will discuss how to implement the software and secure buy-in from other staff, advisors, and faculty members. We will present multiple methods of building workflows that can be tailored to each institution's needs to help other schools re-design and empower their transfer evaluators to conduct meaningful work. Finally, we will discuss how TES can be used as a public-facing articulation database in conjunction with Transferology for schools with Transferology Connector Issues.

Presenters: Justin Ternent Wittenbach, Transfer Articulation & Degree Encoder, Wright State University;
Melinda Schneider, Assistant Registrar, Wright State University
Program Track(s): Records & Registration; Information Systems & Data Management

2.5 **Building Strong Business Relationships for a Healthier Office Environment** *Wheelright*

How can you better lead your office or interact with those around you? A lifelong practitioner of “people skills” will share insights, ideas, and strategies on how to make a project, meeting, or workplace more successful, pleasant, and positive.

Presenter: Mark Hommerding, National Commencements Manager, Lifetouch

WEDNESDAY, OCTOBER 9

4:15 pm – 5:15 pm

SESSIONS THREE

Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

3.1 **The Non-Traditional Student** *Morgan*

A brief history of non-traditional post-secondary learning opportunities, followed by a modern definition of a non-traditional student. Topics include differences between traditional and non-traditional students, the unique needs and styles of a non-traditional student, and the challenges of registering and advising non-traditional students. Session closes with an open "round-table" discussion of victories and roadblocks that participants have encountered in their work with non-traditional students.

Presenters: Cathy Britton, Director of Records and Advising, Ashland University;
Barb Oliver, Assistant Director of Records and Advising, Ashland University
Program Track(s): Records & Registration

3.2 **MyTransferCredit: Technology in a Shifting and Changing Market** *Carriage*

Franklin University is able to provide on-demand unofficial transfer credit evaluations that provide transparency and shorten the buying cycle for prospective students. MyTransferCredit (MTC) is a web-based application that links prospective students directly to the university's transfer credit and articulation database. MTC provides estimated degree completion dates and a monetary value of the credit toward the total cost of the degree.

Presenter: Frank Yanchak, Registrar, Franklin University
Program Track(s): Records & Registration; Information Systems & Data Management;
Admissions & International Education

WEDNESDAY, OCTOBER 9

3.3 Student Central, Three Years Strong *Anvil*

The presentation team will share lessons learned, challenges, and victories experienced during the first three years of operation in an integrated student service center at Columbus State Community College. Some areas included in the presentation include:

- Cross-department collaborations
- Staff morale
- Leadership at all levels
- Service standards, secret shoppers, and satisfaction surveys
- Professional development and expanding scope of duties
- Staffing and project planning for peaks and valleys

Presenters: Diane Schultz, Specialist, Columbus State Community College;
Rhonda Williams, Residency Specialist, Columbus State Community College
Program Track(s): Professional Development

3.4 OACRAO Conference First Time Attendees *Stone House*

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.

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

Session recommended for new members or first-time attendees

3.5 Are You Maximizing Your Clearinghouse Services? *Wheelright*

Are you taking full advantage of the Clearinghouse services that are available to you? Perhaps your institution currently subscribes to services that you are not fully utilizing. Come and meet your new Regional Director, Mindy Starcher, and learn how Clearinghouse services can result in efficiencies for students and staff. Among the topics discussed will be: Clearinghouse Academy, Reverse Transfer, StudentTracker Premium, and our next generation Transcript Services.

Presenter: Mindy Starcher, Regional Director, National Student Clearinghouse

WEDNESDAY, OCTOBER 9

5:30 pm

NEW MEMBER/PRESIDENT'S RECEPTION
Outside near Second Level, if we have inclement weather
We will meet on the Third Level Lobby/Balcony

6:30 pm

DINNER
Fourth Level Lobby

7:30 pm—8:30 pm

PRESENTATION
Wheelright Room

7:30 pm—9:30 pm

MOVIE: Secretariat
Outside Near Firepit

8:30 pm—10:00 pm

BONFIRE/OUTDOOR ACTIVITIES
Outside Near Firepit

THURSDAY, OCTOBER 10

8:00 am – 5:00 pm **SCHOLARSHIP TABLE OPEN**
Second Level Lobby

8:00 am – 11:45 am **REGISTRATION TABLE OPEN**
Third Level Main Entrance

8:00 am – 5:00 pm **EXHIBITORS**
Third Level Lobby

8:00 am – 9:15 am **TOWN HALL & BREAKFAST**
Fourth Level Lobby

9:30 am – 10:30 am **SESSIONS FOUR**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

4.1 **Financial Aid and Registrar Working Together on Common (but Often Not Seen as Common) Issues**
Morgan

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

Presenter: Tina Faulkner, Director, Office of Student Finance, University of Minnesota - Twin Cities, Past President, AACRAO Board of Directors
Program Track(s): Records & Registration

4.2 **Introduction to Chatbots & Virtual Agents for Improving Student Services**
Stone House

Many chatbots are presented to customers in a user-friendly format, such as a virtual agent, which creates an experience that resembles a real-life interaction in a store or office. For higher education, chatbots and virtual agents present possibilities for improving student services by engaging students in spaces where they may be more familiar and comfortable.

Presenter: Jayme Arnett, Technology Analyst and Communication Supervisor, Ohio University
Program Track(s): Information Systems & Data Management

THURSDAY, OCTOBER 10

4.3 **Cultivating Skills to Grow as an Informal and Self-Aware Leader** *Anvil*

Many people are looked to as leaders within a department even if they aren't officially part of the management team. Leadership involves a unique skill set that goes beyond management, and interpersonal skills are a key part of the skill set. This interactive session will discuss the differences between formal and informal leadership, characteristics of formal and informal leaders, leadership development for informal leaders, and help to identify the role that each of us plays in our own offices. We will also discuss how leading with greater self-awareness can be an effective way of developing greater leadership capabilities.

Presenters: Cherise Olmo, Associate Registrar for Operations, Ohio University;
Carlier Myers, Associate Registrar, Case Western Reserve University
Program Track(s): Professional Development

4.4 **Handling Change: Personal, Professional, and More** *Carriage*

Our personal lives and work environments are constantly changing. Knowing the normal stages of a life changing transition can help us understand where we are in the change process and become more active in the outcome. Plus, how do we care for ourselves when life is upturned? This session will give you takeaways to put into place immediately for whatever transition you're dealing with.

Presenter: Ginny Taylor, Associate Registrar by day, Life Transition Coach by night,
Hiram College
Program Track(s): Professional Development

Session recommended for new members or first-time attendees

4.5 **Innovate the Registrar's Office** *Wheelright*

What efficiencies could be created in the Registrar's office if there was one platform to manage all credentials including transcripts, diplomas, certificates and badges? It's more than just a transaction. Credentials are the currency in a meaningful exchange. Get a sneak peek into our analytics tool launching in 2019. 3 Learning Outcomes: Platform credential management that integrates and enhances print and digital workflows. Improving the learner experience to help turn credentials into opportunities. Unified credential analytics that span all records and offer key insights.

Presenter: Dan Robertson, Regional Sales Manager, Higher Ed, Parchment

THURSDAY, OCTOBER 10

10:30 am—11:00 am **EXHIBITOR BREAK**
Sponsored by KeyPlus
Third Level Lobby

11:00 am – 12:00 pm **SESSIONS FIVE**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

5.1 **Redefining the Campus Visit Experience** *Morgan*

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: Beth DaLonzo, Associate VP of Enrollment Management, Mount Vernon Nazarene University;
Danielle Crown, Assistant Director of Admissions, Muskingum University;
Bonnie Van Winkle, Campus Visit Specialist, Mount Vernon Nazarene University;
Matthew McPherson, Senior Admissions Counselor, Mount Vernon Nazarene University

Program Track(s): Admissions & International Education

5.2 **No Rooms? No Space? No Problem!** *Stone House*

The University of Dayton is now using Platinum Analytics to drive data-driven decisions regarding perceived course demand, space limitations, and student impact. We have been managing a campus culture that wasn't ready for what the data revealed. We will share easy clean-up items that can be implemented before moving to a software solution. In a roundtable format, we will use this time to share best practices for mid-sized institutions.

Presenter: Jennifer Creech, Registrar, University of Dayton
Program Track(s): Records & Registration; Information Systems & Data Management

THURSDAY, OCTOBER 10

5.3 **Giving It Your All for Student Success** *Anvil*

How do we give 100% every day for student success? This session will cover some ideas of how to manage time better. How to give it our all and think of ways to grow personally and professionally. Session will also involve discussion among the participants about how to work better with others.

Presenter: Chris Dorsten, Executive Director of Enrollment Operations and Registrar,
Cuyahoga Community College
Program Track(s): Professional Development

Session recommended for new members or first-time attendees

5.4 **Deep Dive Into FERPA** *Carriage*

Advanced FERPA knowledge for the seasoned professional. A more detailed and deeper dive into FERPA compliance issues.

Presenter: Amanda Steele-Middleton, University Registrar, Wright State University
Program Track(s): Records & Registration

5.5 **Ellucian®** *Wheelright*

Come to hear a presentation of technological and work management concepts that will allow attendees to better understand the applicability of Ellucian products and services to the work of registrar and admissions professionals.

Presenter: Ron Hedrick, Account Executive, Ellucian

THURSDAY, OCTOBER 10

12:15 pm – 1:30 pm **BUSINESS LUNCH**
Timbers Dining Room

1:45 pm – 2:45 pm **SESSIONS SIX**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

6.1 Why Students Don't Send Us Their CCP Transcripts, and What Can We Do to Solve It?
Morgan

A brainstorming and best practices session where we will work towards finding a solution for a nagging issue that we all seem to face: CCP students not sending us their final transcripts in a timely manner! Please bring your ideas and best practices to this discussion-based session where we will acknowledge and identify the cause this issue, share strategies that have worked at our home institutions, and hopefully solve this issue for the benefit of our new incoming students.

Presenter: David Schneider, Registrar, Otterbein University
Program Track(s): Records & Registration; Admissions & International Education

6.2 Ethical Leadership Lessons: An OACRAO Perspective
Stone House

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 when ethics came into play. 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;
 Cindy Davis, Program Manager, Ohio State University;
 Chris Dorsten, Executive Director of Enrollment Operations & Registrar,
 Cuyahoga Community College;
 Jay Hoying, Registrar, Lourdes University;
 Amanda Steel-Middleton, University Registrar, Wright State University
Program Track(s): Professional Development

Session recommended for new members or first-time attendees

THURSDAY, OCTOBER 10

6.3 A Complete Guide to Document Imaging: Successes & Mistakes Along the Way *Anvil*

A case study of how document imaging was implemented at an institution dependent on paper. Mercy College of Ohio through the last 2 years has made steps towards a goal of creating a “paperless environment”. This includes initiating services with PaperVision, gaining support and assistance from other departments, and development of a successful work flow to ensure documents are scanned and maintained efficiently and effectively.

Presenter: Mark McKellip, Registrar, Mercy College of Ohio
Program Track(s): Information Systems & Data Management

6.4 Transitioning to a New Gen Ed: Strategies for Implementation *Carriage*

A number of schools across the state plan to revise their General Education Curriculum in the coming years. In addition, the Ohio Department of Higher Education is beginning to review statewide GE expectations. Come hear from two institutions about their General Education review process and how the University Registrar played a role in shaping the conversation and the implementation. This is a great opportunity to think about how statewide initiatives like College Credit Plus and the Ohio Transfer Module can work in conjunction with your GE. The schools will also talk about how they were able to make the GE conversation part of their institution’s larger strategy on student success and improving graduation and retention rates.

Presenters: Jack Miner, University Registrar, Ohio State University;
Mel Severns, University Registrar, Mount Vernon Nazarene University
Program Track(s): Records & Registration

6.5 Credentialing at its Best – Enjoy the Easiest, Quickest, Most Advanced Solutions for both Paper and Electronic Credentials in the Industry! *Wheelright*

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, certificate and badging services. Come and participate in this informative session as we discuss all of our service features, including the CeDiploma, CeCertificate®, CeBadge™ and the ScholarRecord™ (CLR). Additional services such as direct mailing of credentials 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, Paradigm

THURSDAY, OCTOBER 10

3:00 pm – 4:00 pm

SESSIONS SEVEN

Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

7.1 **When 2+2 Equals 5** *Morgan*

Exploring the concept of the traditional 2+2 articulation agreement and the assumptions those tend to create in today's higher education environment. What happens when we're unable to fulfill the "promise" of a 2+2 for students who are completing an Associate's Degree? This session will include a discussion of how and why this ideal scenario is often unrealistic, and strategies that we can use to help avoid these pitfalls.

Presenter: David Schneider, Registrar, Otterbein University

Program Track(s): Records & Registration; Admissions & International Education

7.2 **Preferred Name Policies, Pronouns and Other Best Practices for Working with Students on Gender Identity** *Stone House*

AACRAO recently released its report on Student Identity. This report categorizes existing and emerging practices across the country around student identity, specifically related to gender identity. The report looks at best practices in the areas of preferred name, designated pronouns, use of sex and gender designations for data collection, reporting, and decision making. In addition to serving on the committee that wrote the report, the presenter has served as an advisor to the US Department of Education on the topic of gender identity and worked with countless schools on their practices. This session will share information from the report as well as practical information about determining the right path for working with student identity at your campus.

Presenter: Jack Miner, University Registrar and Executive Director of Enrollment Services, Ohio State University

Program Track(s): Records & Registration

THURSDAY, OCTOBER 10

7.3 **Raising RegiSTARs** *Anvil*

We are all familiar with the student path to success, but does that apply in our offices? Absolutely! The path to becoming a RegiSTAR might look familiar: recruit, hire, educate, retain, and prepare for the next big thing. Just like with students, we need to create an environment that allows everyone to shine. Join us for a discussion on how to best position your team for success.

Presenters: Carol Jones, Senior Associate University Registrar, Miami University;
Cindy Davis, Program Manager, Ohio State University
Program Track(s): Professional Development

7.4 **Growth vs. Stability: Balancing Continuous Improvement with Keeping the Lights On** *Carriage*

When asked, many individuals would probably say growth and continuous improvement is an important part both to their professional development and to their office. However, how many people practice what they preach in this regard? With all the time spent cleaning up QA reports, answering emails, fixing problems, and monitoring daily processes, how do we find time to grow as individuals and keep our offices moving forward to improve processes and services? In this session, the presenter will share some core ideas about growth and continuous improvement, focused both on individuals and entire offices. There will also be plenty of time for discussion of strategies audience members have used successfully and for questions from the audience. Some focus will be paid to ideas such as cross-training, succession planning, and mentoring.

Presenter: Bob Bulow, Associate Registrar for Technology and Communication,
Ohio University
Program Track(s): Professional Development

Session recommended for new members or first-time attendees

THURSDAY, OCTOBER 10

7.5 What's New in CourseLeaf to Help Make Your Life Easier *Wheelright*

In this overview session you'll learn what's new with CourseLeaf from Leepfrog Technologies and how we can help make your life easier. For the past 25 years we've helped revolutionize the way our 300+ higher ed clients think about their academic catalog with CourseLeaf CAT, curriculum development and governance processes with CourseLeaf CIM, and schedule of classes to drive enrollment and student success with CourseLeaf CLSS. New features we'll highlight are how CAT can help you build a catalog so students can explore career pathways, how CIM can not only manage curriculum but also manage syllabi and learning outcomes, and how CLSS course demand can help you determine which classes and sections to offer and when. We'll also look at our newest module CourseLeaf PATH to help students search, plan, register and discover their best path to degree. If you are an administrator that wants to learn more about streamlining these processes on campus, an admissions officer or counselor who wants to better engage students, or part of the staff involved with your academic catalog and curriculum you'll definitely want to attend this session.

Presenter: Sandy Stewart, Associate Account Executive, CourseLeaf from Leepfrog Technologies

4:00 pm—5:15 pm **RECEPTION**
Sponsored by DIGARC
Third Level Lobby

6:00 pm **DINNER**
Fourth Level Lobby

7:00 pm—11:00 pm **DERBY PARTY**
Wildlife Lounge—DJ and Photobooth

FRIDAY, OCTOBER 11

7:30 am – 8:45 am **BREAKFAST**
Fourth Level Lobby

8:00 am – 8:45 am **SILENT AUCTION CHECKOUT**
Second Floor Lobby

9:00 am – 9:45 am **SESSIONS EIGHT**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

8.1 **Time Management in the Era of No Time** *Stone House*

Join us for a group discussion where we cover the evolution of time management and learn about the modern era of multiplying time. Be prepared to question your current ideas of time management and share ideas about improving productivity in your office. This is a hands-on session where your participation will contribute to the conversation. The presentation will focus on ways to use technology to be more efficient in your work. Learn about what you can do to get more done and keep track of your work. Presenters can share ideas of what they have used that is readily available to most.

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

Program Track(s): Professional Development

Session recommended for new members or first-time attendees

8.2 **Ohio Guaranteed Transfer Pathways Record Keeping** *Anvil*

The Ohio Guaranteed Transfer Pathways is an initiative put forth by the State and signed into law in 2015. 2-year and 4-year institutions are required to develop transfer pathways for different disciplines so the student can take courses at a 2-year State institution and transfer the credit seamlessly within their program of study at the 4-year State institution. Part of the pathway initiative requires 2-year and 4-year State institutions to record the student's pathway, when they complete it, and note the completion on the student's transcript.

Presenter: David Shaffer, Executive Director Student Services, Owens Community College

Program Track(s): Records & Registration

FRIDAY, OCTOBER 11

8.3 Don't Come Crying to Me: An OACRAO Parent Panel *Carriage*

Are you a parent? Do you supervise, or report to, someone who parents? This panel will focus on the intersection of working and parenting. Panelists representing a variety of parenting situations will share their experiences as they combine the most important job in the world (no, not the one in the office) with the one that is considered the “real job”. These insights will help parents and non-parents to find ways to create better work teams and more supportive environments for everyone.

Presenters: Cindy Davis, Program Manager, Ohio State University;
Jayme Arnett, Technology Analyst & Communication Supervisor, Ohio University;
Lauren Martin, Assistant Registrar, University of Cincinnati;
Carol Jones, Senior Associate University Registrar, Miami University;
Michelle Livingston, Assistant Director of Records and Registration, Mount Carmel College of Nursing

Program Track(s): Professional Development

Session recommended for new members or first-time attendees

8.4 Registrar Roundtable: Strange Situations and Best Practices *Wheelright*

Back by popular demand, 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: Tina Hickman, Registrar, Marietta College
Program Track(s): Records & Registration

Session recommended for new members or first-time attendees

FRIDAY, OCTOBER 11

10:00 am – 10:45 am **SESSIONS NINE**
Summit/Stone House/Morgan/Wheelright/Carriage/Anvil

9.1 **Admissions Advising for Improved Retention**
Stone House

Are we truly student centered? In fall 2017 we implemented a high contact advising model with our incoming students. Upon completion of the first semester, the data reflected a 2% increase in overall student persistence and a 7% increase in persistence for non-provisional admittance. In addition, Aultman College experienced a 5% increase in student satisfaction in the advising process for students enrolled under the new advising model, as well as increase of 7% in perception of college student centeredness.

Presenters: Sue Shepherd, Dean of Student Success, Aultman College;
Kelsey Binsley, Senior Admissions Counselor, University of Mount Union
Program Track(s): Records & Registration; Admissions & International Education

9.2 **Making the Most of Commencement**
Anvil

Commencement is such an exciting time for students, staff, and families, but the planning process can be overwhelming. Essential steps to planning the perfect commencement will be given that can be brought to scale at your institution- small or large. Covers everything from who to have on your planning committee, what planning steps to take, and what items and expenses to consider.

Presenters: David Shaffer, Executive Director, Student Services, Owens Community College;
Amy Giordano, Vice President, Enrollment Management & Student Services, Owens Community College
Program Track(s): Records & Registration

FRIDAY, OCTOBER 11

9.3 **Private Sector vs. Higher Education – Lessons Learned in Customer Service to Help You Attract, Retain, and Graduate Students** *Carriage*

With arguably one of the most connected, growing and frequently-changing audiences, higher ed is making use of some of the private sector's most successful customer service strategies to better serve students, faculty, staff, parents, prospective students and alumni. 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? This session will give you valuable insight and real-life examples into why outstanding customer service matters, how you can measure your current level of service, and reaffirm your commitment to help attract, retain, and graduate your students.

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

Program Track(s): Professional Development; Information Systems & Data Management

Session recommended for new members or first-time attendees

9.4 **Academic Policy: The Registrar's Role & Strategies to Become More Effective** *Wheelright*

A case study, real-life example-driven discussion regarding the many roles of the registrar with respect to academic policy. As established in the Registrar's Guide: Evolving Best Practices in Records and Registration, the Registrar's role of an adviser, enforcer, and a change agent will be explained. In addition, practical tactics will be offered to increase effectiveness in academic policy discussions and decisions.

Presenters: Mark McKellip, Registrar, Mercy College of Ohio;
Jay Hoying, Registrar, Lourdes University

10:45 am – 11:00 am **SNACK BREAK**
Second Level Lobby

FRIDAY, OCTOBER 11

11:00 am – 12:00 pm **CLOSING SPEAKER**
“Winning Your Race”
Ballroom

Presenter: Jean R. Paddock, PhD



Jean R. Paddock took office in January 2018 as the second president of Aultman College. Prior to this role, she served as the vice president of academic affairs, where she led all academic activities of the college.

President Paddock brings a background of academic research in the physical sciences, a teaching career that spans high school and collegiate education, and higher education leadership that is grounded within a health system-affiliated college. She believes in the power of education to change thought and belief, providing opportunities and a “ticket” that can never be taken away from the learner.

President Paddock was born and raised in Dover, Ohio – a place where she has strong family and community relationships. She attended the University of Cincinnati and earned her bachelor of science in chemistry and her master’s and doctoral degrees in analytical chemistry.

She began her career as the E.E. Ford Science Instructor at The Seven Hills School in Cincinnati before returning to the Akron-Canton region to join Aultman College to teach chemistry and found the division of general education. She was promoted to vice president of academic affairs, a role she served in for five years before she was chosen by the board of directors to become president.

President Paddock’s research expertise was in the development of spectroelectrochemical sensors, with work published in the *Journal of Chemical Education* and *Applied Spectroscopy*. She has presented on a wide variety of chemistry and higher education topics for organizations such as the Franklin University Teaching and Learning in Higher Education conference, Cleveland State University, the University of Cincinnati, and the American Chemical Society.

President Paddock has been honored as one of the Stark County “Twenty under 40” and recognized in Ohio Magazine’s “Excellence in Education” feature. She served as a member of the chief academic officer steering committee for the Association of Independent Colleges and Universities of Ohio (AICUO) and as a U.S. Department of Energy delegate for the 52nd meeting of Nobel laureates. She is also an Ohio Certified Volunteer Naturalist.

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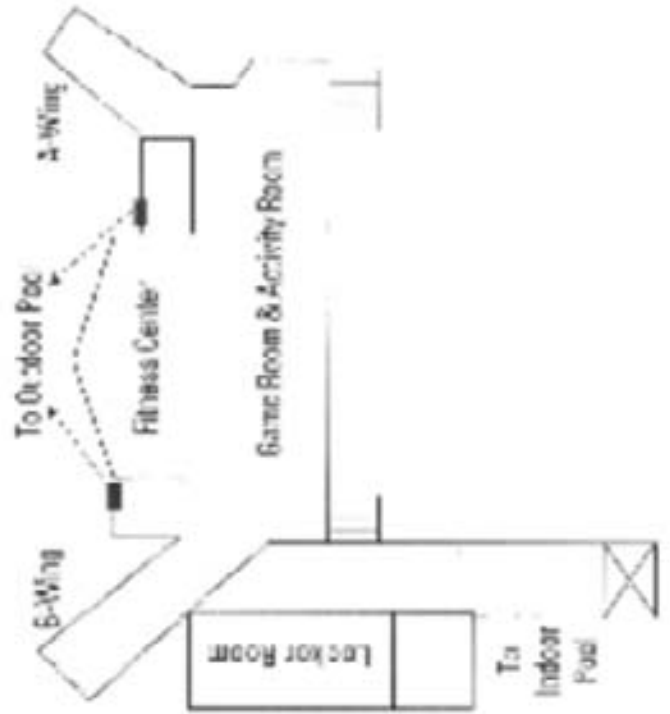
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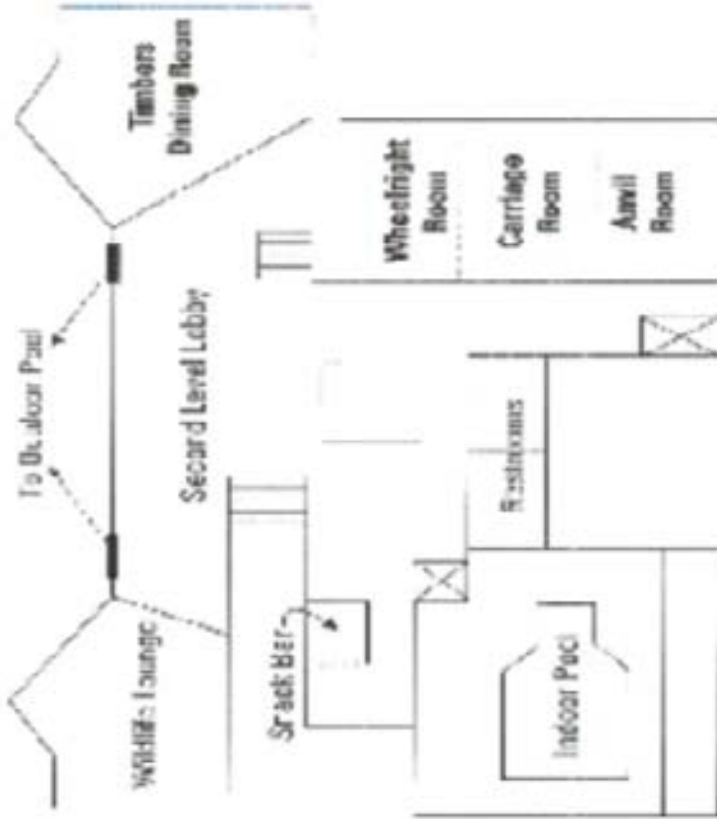
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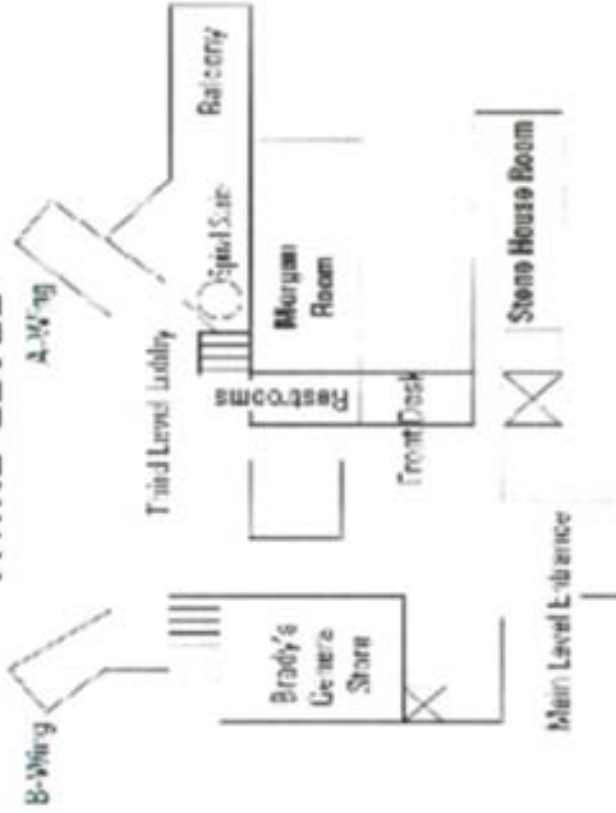
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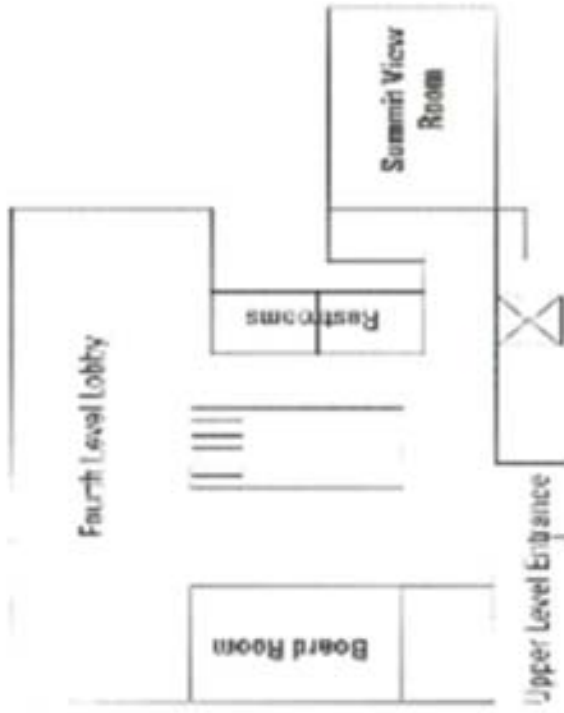
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THIRD LEVEL



FOURTH LEVEL



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