



IACRAO Annual Conference

October 24 – 26, 2018, Double Tree Hotel, Alsip, Illinois

Schedule at a Glance and Sessions

Subject to change (updated 10.12)

Tuesday, October 23, 2018

3:30pm – 5:00pm: Conference set-up (Exhibit Hall)

6:00pm – 8:30pm: IACRAO Executive Board Meeting (Ash)

Wednesday, October 24, 2018

8:00am – 5:00pm: Registration (Exhibit Hall)

9:00am – 11:00am: ICCAROO – Illinois Community College Admissions and Records Officers Organization Meeting (Oak)

9:00am – 11:00am: OAROSUI – Organization of Admissions and Records Officers of the State Universities of Illinois Meeting (Pine)

11:30am – 12:45pm: New Member Orientation/First-Time Attendee Luncheon (Elm)

1:00pm – 2:15pm: Welcome and Opening Keynote Speaker (Maple)

2:30pm – 3:30pm: Breakout Sessions Block 1

3:30pm – 3:45pm: Afternoon Break (Exhibit Hall)

3:45pm - 4:45pm: Breakout Sessions Block 2

5:00pm – 7:00pm: Dinner (Woods Ballroom)

7:00pm – 9:00pm: Mix and Mingle (Courtyard)

Thursday, October 25, 2018

7:30am – 8:30am: Continental Breakfast (Woods Ballroom)

8:00am – 5:00pm: Registration (Coat Room)

8:00am – 5:00pm: Exhibit Hall opens

8:30am – 3:30pm: Bright Idea Poster Session (Exhibit Hall)

8:30am – 9:20am: Breakout Sessions Block 3

9:30am – 10:30am: Breakout Sessions Block 4

10:30am – 11:00am: Morning Break (Exhibit Hall)

11:00am – 12:00pm: Breakout Sessions Block 5

12:00pm – 2:00pm: Lunch and Business Meeting (Woods Ballroom)

2:00pm – 2:30pm: District Meetings

2:30pm – 3:30pm: Breakout Sessions Block 6

3:30pm – 3:45pm: Afternoon Break (Exhibit Hall)

3:45pm - 4:45pm Breakout Sessions Block 7

4:45pm – 5:30pm: Past Presidents Reception (by invitation)

5:15pm – 6:30pm: Dinner (Woods Ballroom)

7:00pm – 10:00pm: Costume Party and Dance (DC Comics vs. Marvel, Woods Ballroom)

Friday, October 26, 2018

8:30am – 9:30am: Breakout Sessions Block 8

9:30am – 11:00am: Brunch and Ed Talks and Raffle Drawing (Woods Ballroom)

11:00am – 12:00pm: IACRAO Executive Board Meeting (Aspen)

Opening/Closing and Breakout Sessions

Wednesday, October 24

1:00 p.m. – 2:15 p.m. Welcome and Opening Keynote Speaker

Maple

The Spirit of a Champion / The Challenge of Change

- Wayne Messmer, Singer, Actor, Speaker (Go, Cubs, Go!)

2:30 p.m. – 3:30 p.m. Breakout Sessions Block 1

1.1 Dealing with FERPA Violations - Do You Know What to do Next??

Redwood

- Jerry Montag, Northern Illinois University.
- Daniel Weber, Northeastern Illinois University

What happens if it is brought to your attention that there is a potential FERPA violation on your campus. Do you have a process/procedure already in place to deal with this situation? Who do you notify first? Who should you speak with about the "potential" violation? What are the requirements of the law? How quickly must you address this issue??

1.2 Financial Aid Information Everyone Should Know

Pine

- Matthew Zarris, Governors State University

While Financial Aid is best left to the experts, there is always a healthy amount of general information that other offices should know. This type of cross-training can help when advising students from a registration or admission standpoint, and can help you avoid having to send students across campus to get their questions answered

1.3 Mastering the Art of Leadership

Oak

- Delfina Dornes, Lewis and Clark Community College
- Heidi Scott, Lewis and Clark Community College

Managing and leading staff is undoubtedly the hardest part of any job. Each staff member brings different personalities, attitudes and perspectives to the team. Keeping everyone motivated to perform at their best can be a real challenge. Please join us as we discuss some of the situations we've faced and lessons we've learned during our 18+ plus years of combined experience managing staff in higher education.

1.4 Mastering the Art of Change in the Admissions Office

Aspen

- Tiffani Robertson, Governors State University

We all know that the world of higher education is ever changing. Are you in the admissions office or work closely with that office and have recently gone through a change at your institution as far as a process, job duties, technology, reporting structures, etc. that you would like to share with others? Do you need help adjusting to change at your campus? Do you feel as though you've been through so much change that you can provide advice to others? If you answered yes to any of these questions and are in the admissions office or work closely with that office, this session is for you! We will discuss in roundtable format the ups and downs of change at our institutions and how to make it through as admissions professionals.

3:30 p.m. – 3:45 p.m. Afternoon Break

Exhibit Hall

3:45 p.m. – 4:45 p.m. Breakout Sessions Block 2

2.1 'Adulthood' Your EM Strategies: The Why and How of Recruiting the New Normal Student

Pine

- Nathan McCoy, Lincoln College

The impact of the 2008 financial crisis on US demographics is starting to come to light in the form of delayed family formation among millennial parents and a predicted 20% decline in Illinois' high school-age population within the next two decades. In light of this coming decline among potential traditionally-aged students, what can institutions do now to broaden their EM strategies to attract more adult students? This session will offer communication and community outreach strategies specifically tailored to reach potential adult students and convert them from candidates to students. Emphasis will be placed on how Admissions staff can reorient their efforts with some discussion on how the Registrar's Office can act as a partner and assist with adult student recruitment.

2.2 Navigating Foreign Credentials

Aspen

- Bernard Ramos, Educational Perspectives, NFP.

Your institution wants to increase international students numbers and you have no idea where to begin with their documents. This session will introduce admissions, registrar and recruitment professionals to the nuances of foreign credential evaluation and best practices in determining documentation requirements. Attendees are encouraged to bring their own examples of challenging cases.

2.3 When Life Gives You Lemons.....ENJOY THEM!!!

Oak

- Courtney Sanders, IACRAO Past President

Being grateful during difficult times can often seem impossible. Learn how changing your perspective and living a life of gratitude can ultimately change who you are and how you impact the world around you.

2.4 NJCAA Eligibility: An Ethical Approach

Redwood

- Katherine Norris, College of DuPage
- Danielle Cline, College of DuPage

During an extensive internal audit, as we rebuilt our eligibility process from scratch, we peeled back the layers of NJCAA eligibility rules and examined the ethical implications.

5:00 p.m. – 6:30 p.m. Dinner

Woods Ballroom

7:00 p.m. – 10:00 p.m. Mix and Mingle

The Courtyard

- S'mores and hot chocolate
- Maple Ballroom if inclement weather

Thursday, October 25

7:30 a.m. – 8:30 a.m.: Continental Breakfast

Woods Ballroom

8:00 a.m. - 5:00 p.m.: Exhibit Hall Opens

Exhibit Hall

8:30 a.m. – 9:20 a.m. Breakout Sessions Block 3

3.1 Get H.I.P.! Holistic and Integrative Practices

Pine

- Brandon Sanders, The Rally Point Program

Participants will explore, engage and expand by sharing adaptable, holistic practices that help us relieve symptoms of suffering, promote awareness, connection, compassion & charity via self-care, buddy-care and more balanced-living!

3.2 IL MyCreditsTransfer Statewide Meeting

Maple

- Dena Lawrence, Illinois MyCredits Transfer
- Julian Parrott, Illinois MyCredits Transfer

This session is offered as a meeting of the Illinois Transferology network of schools so representatives from participating institutions, and those interested in participating, can come together to: learn more about the no cost support/services provided by MCT; discuss Illinois transfer initiatives; receive Transferology updates; and provide valuable feedback. This session will be interactive. Illinois MCT is excited for this opportunity to meet, face-to-face, with our stakeholder institutions and organizations!

3.3 Take a Break! Dealing with Student Leaves-of-Absence

Redwood

- Andrew Hannah, The University of Chicago

Students taking time off for travel, alternative study, personal growth, or employment has become commonplace, And for Registrars administering leaves, it is routine. Yet curricula, financial aid, retention and graduation rates are all affected by these actions. This session will drill-down into misunderstood, often obscure, rules from of all places the financial-aid world that closely govern how Registrar's (!) are to administer leaves and report them to the National Student Clearinghouse.

3.4 The Finish Line Game – Part I

Aspen

- Jennifer McClure, PhD, Elgin Community College
- Ann King, Elgin Community College

Want a fun way to help your campus learn about student barriers both overt and hidden? Come play the Finish Line Game which was created by Achieving the Dream! This is a double session. Part 2 will be discussion and next steps.

3.5 Veteran Student Resources

Willow

- Courtney Sanders, IACRAO Past President

Our students who are Veterans served their country. Now find out who is serving them. This session will explore local, state and national resources for veterans.

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

Oak

- Sean Gannon, Parchment

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.

9:30 a.m. – 10:30 a.m. Breakout Sessions Block 4

4.1 Governors State University & Crete Monee High School Partnering Up for Student Success

Oak

- Kristy Goodwin, Governors State University
- Marjorie Triche, Crete-Monee High School

GSU and CMHS formed a solid partnership by creating a MOU for identified high school students in getting them college prepared. We are aware that a majority of high school students are "ghost" which is uninvolved and silent. These students need that special touch when it comes to being a successful student in college. Learn what it took to build this 4-year College and High School relationship, how to identify the right students, and what it takes to create positive outcomes for student success.

4.2 The Finish Line Game – Part II

Aspen

- Jennifer McClure, PhD, Elgin Community College
- Ann King, Elgin Community College

Want a fun way to help your campus learn about student barriers both overt and hidden? Come play the Finish Line Game which was created by Achieving the Dream! This is a double session. Part 2 will be discussion and next steps.

4.3 What Do You Do With A Bad Duck?

Willow

- Brian Clevenger, University of Illinois, Springfield
- Evan Stanley, University of Illinois, Springfield

This session will start with a funny story about a duck, a duck who always seems to want more and is never quite satisfied with what he is given. It will then focus on how to provide good service to students, parents, faculty, and staff when it is difficult to do so. While this is a serious topic, it will be discussed in a lighthearted and fun way. Scenarios will be shared by the presenters, attendees will be given the opportunity to share past experiences, and best practices will be discussed. This was a popular session from a few years ago and it is being brought back because there are still a lot of "bad ducks" out there.

4.4 Your Admissions Application: Is it Any Good?

Maple

- Nick Sanders, Parkland College

My session is about how to build the "perfect" admissions application. Any admissions application should help with recruitment, retention and fulfill all record-keeping policies at your institution.

During this presentation, I will showcase how to achieve all of these objectives listed above and strategies to construct the "perfect" admissions application.

4.5 Primetime Scheduling Solved with CourseLeaf Section Scheduler (CLSS)

Redwood

- Patrick Boateng, CLSS Consultant

CourseLeaf Section Scheduler (CLSS) is a web-based scheduling solution that integrates with Campus Solutions and empowers department schedulers with the tools they need to create a

pedagogically sufficient schedule that complies with scheduling policies and room considerations. CLSS utilizes your institution's standard class meeting times and primetime scheduling hours to help analyze your distribution of offerings with frequency maps. Scheduling administrators can then build in validation rules to ensure compliance with institutional policies, as well as allocations by department to ensure the amount of classes offered at any given time do not exceed room availability on campus.

4.6 Coffee Klatch with Credentials Solutions

Pine

- Mindy Starcher, Vice President

Bring your coffee and join Mindy for conversation about issues that are important to YOUR Registrar's Office. This will be a great session for both current customers and those who are interested in streamlining their office's transcript process. Share your experiences with our services, talk about issues that you feel are pressing in the Registrar world, and catch up on what is happening at Credentials!

10:30 a.m. – 11:00 a.m. Morning Break

Exhibit Hall

11:00 a.m. – 12:00 p.m. Breakout Sessions Block 5

5.1 Are You Getting the Maximum Value From Your Partnership with the National Student Clearinghouse?

Aspen

- Nancy Penna, Regional Director

Whether you have partnered with us for years, or are new to the Clearinghouse, this session is for you! Learn about our services and how they can help you. See the exciting developments with Student Tracker and Student Tracker-Premium, Secure Print (our transcript print and mail service), and more. Wondering how you are going to handle the new state legislation requiring reverse transfer among public institutions? Our Reverse Transfer service would greatly reduce that workload!

5.2 Compliance with State and Local Records Acts

Maple

- Rochelle Joseph, Illinois State Archives
- Bob Boots, Illinois State Archives

This session will be led by Illinois State Archives Records Management staff who will share Illinois standards related to records retention for administrative and operational functions of agencies. This presentation will include storage of electronic records.

5.3 Student Ambassadors

Redwood

- Heidi Wirth, DePaul University
- Rebeca Hernandez, DePaul University

What is the Office of Admission at DePaul University doing with their Student Ambassadors? Come find ways on how you can implement an ambassador program at your institution. What skills are students gaining through this experience? How do they play a pivotal role when it comes to prospective and yielding students?

5.4 Student and Exchange Visitor Program (SEVP) Updates

Pine

- Saskia Hofman, Illinois Student Exchange Visitor Program

Updates on F-1 and M-1 international student enrollment in the context of the Student and Exchange Visitor Program (SEVP)

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

- Elizabeth Kunde, Paradigm, Inc.

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!

5.6 Catalog & Curriculum Management is a Snap -- Save Time & Improve Student Engagement Willow

- Chris Roberts, Sr. Account Executive, DIGARC

In this fast-paced session, learn how over 600 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!

12:00 p.m. – 2:00 p.m. Lunch and Annual Business Meeting

Woods Ballroom

2:00 p.m. – 2:30 p.m. District Meetings

Woods Ballroom

2:30 p.m. – 3:30 p.m. Breakout Sessions Block 6

6.1 Active Shooter Discussion

Willow

- Kip Canfield, Carl Sandburg College

Discuss best practices for dealing with an active shooter on your campus.

6.2 Supporting Rural Students Through the College Admissions Process

Redwood

- Sarah Hartman, Parkland College

In an educational climate where less than 30% of students educated in rural high schools are currently enrolled in higher education, it is imperative that steps be taken to increase access for rural students. Learn how Parkland College increased their presence at rural high schools through

Application Completion Days and Financial Aid nights. Information will be given on how to increase access for first-generation and rural students specifically at the community college level.

6.3 TES® and Transferology™: Simplify Transfer

Maple

- John Panzica, CollegeSource

Evaluating transfer courses can be challenging and time-consuming. With over 100 million course descriptions in TES, you can research courses and institutions, track course changes over time, secure faculty approval on matches, and easily establish and maintain a robust set of equivalencies and transfer pathways. TES is also fully-integrated with the Transferology network, providing hundreds of thousands of students annually with access to your transfer information and helping you recruit and retain students. Students can easily request additional information from your institution, ensuring you are connecting with prospective students. Recruiting just one transfer student with Transferology can more than justify the entire year's subscription. Join us to learn more about TES and Transferology!

6.4 Streamlining the Student Experience

Oak

- Kristin Levanovich, College Scheduler by Civitas Learning

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.

6.5 Commencement Tips and Tricks

Pine

- Laura Wallace, Lifetouch Special Events

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.

6.6 Birds of a Feather – Registrar / Records & Registration Roundtable

Aspen

- Katherine Norris, College of DuPage

An opportunity for registrar, or records and registration professionals to share concerns, strategies and ideas about challenges or issues in their daily work.

3:30 p.m. – 3:45 p.m. Afternoon Break

Exhibit Hall

3:45 p.m. – 4:45 p.m. Breakout Sessions Block 7

7.1 Embrace Retirement--A Proactive 7 Step Guide to Discover "What's Next?"

Willow

- Bruce Bohrer, IACRAO Retiree
- Russ Fahrner, IACRAO Retiree

This workshop presents a 7 step guide to help participants deal with the NON-FINANCIAL aspects of retirement, including living arrangements, relationships, health and fitness, hobbies and activities, and events and social networks. Participants will learn how to have fun, take advantage of doors opening, and make a difference. Research and trends as well as personal experiences and helpful tips will be included. Come learn how to Embrace Retirement!

7.2 FERPA Overview

Maple

- LeRoy Rooker, AACRAO Senior Fellow

This session provides a general overview of FERPA and what you need to know about this federal regulation.

7.3 Roundtable Discussion on Criminal History & Admissions

Aspen

- Maureen Woods, University of Illinois at Chicago

A roundtable discussion to gather feedback on the topic of Criminal History & College Admissions. AACRAO has convened a workgroup on this topic and would like to engage in a listening tour as it develops guidance on this issue. Please join a representative from the group in a discussion. For more information on this topic visit the workgroup site at <https://www.aacrao.org/signature-initiatives/trending-topics/criminal-history-and-college-admissions>

4:45pm – 5:30pm: **Past Presidents Reception** (by invitation)

5:15pm – 6:30pm: **Dinner**

Woods Ballroom

7:00pm – 10:00pm: **Costume Party and Dance**

Woods Ballroom

Costume Theme: DC Comics vs. Marvel

Friday, October 26

8:30 a.m. – 9:30 a.m. Breakout Sessions Block 8

8.1 FYE in Community Colleges: Does It Really Work?

Aspen

- Amanda Turner, PhD, Triton College

Participation in first year experience programs has long been considered to strongly impact a student's decision to persist at an institution. As a part of its strategic plan, Triton College developed a First Year Experience program. This presentation will address the lessons learned from implementing the program and steps taken to strengthen engagement with new students.

8.2 Stump the FERPA Professor

Oak/Pine

- LeRoy Rooker, AACRAO Senior Fellow

This interactive session will allow participants to bring cases/situations to the FERPA Professor, LeRoy Rooker, for his expert advice.

9:30 a.m. – 11:00 a.m. Brunch and Closing Session

Woods Ballroom

ED TALKS

- **Mental Health in Higher Education**
 - Katherine Delgado, Joliet Junior College

- **Experiences of an Adult/Non-Traditional Undergraduate Student**
 - Nathan McCoy, Lincoln College

11:00 a.m. – 12:00 p.m. IACRAO Executive Board Meeting

Aspen

See you next year in Springfield!!

October 23 – 25, 2019

Wyndham City Centre