



**Illinois Association of  
Collegiate Registrars  
and Admissions Officers**

**97th Annual Conference**

*Lights, Camera, Action... Being the Best in Your Role*

**October 23-25, 2019**

Wyndham Springfield City Centre

Springfield, Illinois

# 2019 Conference Schedule At-A-Glance

## Tuesday, October 22, 2019

3:00 p.m.—5:00 p.m.	Conference Set-Up	Mezzanine (Plaza Side)
6:00 p.m.—8:30 p.m.	IACRAO Executive Board Meeting	Conference Center 3

## Wednesday, October 23, 2019

8:00 a.m.—5:00 p.m.	Registration and Door Prizes	Registration Desk
9:00 a.m.—12:00 p.m.	ICCAROO Meeting	Conference Center 4
9:00 a.m.—12:00 p.m.	OAROSUI Meeting	Conference Center 2
11:30 a.m.—12:45 p.m.	New Member Orientation/First-Time Attendee Luncheon	Vista 2 and 3
1:00 p.m.—2:15 p.m.	Welcome and Conference Opening Speaker (Sponsored by CourseLeaf from Leepfrog Technologies)	Rendezvous Room
2:15 p.m.—2:45 p.m.	Afternoon Break	Rendezvous Room
2:45 p.m.—3:45 p.m.	Breakout Sessions Block 1	
3:50 p.m.—4:50 p.m.	Breakout Sessions Block 2	
5:00 p.m.—9:00 p.m.	A Night with the Stars - Cash Bar and Entertainment Dinner at 6:00 p.m. (Sponsored by Med+Proctor)	Pinnacle Club

## Thursday, October 24, 2019

### SCHOOL SPIRIT AND SPONSOR APPRECIATION DAY

7:30 a.m.—8:30 a.m.	Continental Breakfast	Rendezvous Room
8:00 a.m.—5:00 p.m.	Registration and Door Prizes	Registration Desk
8:00 a.m.—5:00 p.m.	Vendor Exhibits Open	Mezzanine (Plaza Side)/ Rendezvous Room Lobby
8:30 a.m.—9:20 a.m.	Breakout Sessions Block 3	
9:30 a.m.—10:30 a.m.	Breakout Sessions Block 4	
10:30 a.m.—11:00 a.m.	Morning Break	Rendezvous Room/Lobby
11:00 a.m.—12:00 p.m.	Breakout Session Block 5	
12:00 p.m.—2:30 p.m.	Lunch and IACRAO Business Meeting, followed by District Meetings	Ambassador Ballroom
2:30 p.m.—3:30 p.m.	Breakout Sessions Block 6	
3:30 p.m.—3:45 p.m.	Afternoon Break	Rendezvous Room/Lobby
3:45 p.m.—4:45 p.m.	Breakout Sessions Block 7	
4:45 p.m.—5:30 p.m.	Past Presidents Reception (by invitation)	Concierge's Lounge
5:30 p.m.—6:45 p.m.	Dinner and Cash Bar	Ambassador Ballroom
7:00 p.m.—10:00 p.m.	Costume Party and Dance - Favorite TV or Movie Characters	Ambassador Ballroom

## Friday, October 25, 2019

8:30 a.m.—9:30 a.m.	Breakout Sessions Block 8	
9:30 a.m.—11:00 a.m.	Brunch, Conference Closing Speakers, and Raffle Drawings	Rendezvous Room
11:00 a.m.—12:00 p.m.	IACRAO Executive Board Meeting	Vista 1

# Greetings from the IACRAO President and President-Elect



Hello everyone, and welcome to the 97<sup>th</sup> IACRAO Annual Conference! It is good to be back in the state capital. Thank you for making the time to attend. I know when it comes to your professional development, you have options. These next two and a half days will be filled with presentations and discussions from colleagues, vendors and retirees... and there will be bacon! We will have business to discuss during the day and have fun at night.

I want to thank President-Elect, Brian Clevenger, for planning this terrific conference. Thank you to the local arrangements team, the program committee, the technology committee, the presenters, the volunteers, and the vendors for making this event possible! It does take a village.

If this is your first time attending, we are glad you are here. If you have any questions, please don't hesitate to ask me, a Board member, or someone at the registration booth. We are here to help. It is my hope that you will feel welcomed and know that you are a valued member of the IACRAO community. My first IACRAO conference was in 2013, and it was a springboard to becoming involved in IACRAO leadership, presenting at conferences, and networking with colleagues throughout the state.

As we are aware, these are hard times in the State of Illinois, especially in higher education. There are fewer students graduating high school, more students going out of state for college, reduced state funding, and we are doing more with less. The current situation reminds me of a quote from the movie, *A League of Their Own*, "It's supposed to be hard. If it wasn't hard, everyone would do it. The hard... makes it great!"

## **Christopher Huang, IACRAO President**

Dear IACRAO Colleagues:

Welcome to the annual IACRAO Conference! The theme of this year's conference is, "*Lights, Camera, Action... Being the Best in Your Role.*" Regardless of our particular job responsibilities, all of us should strive to always be informed so that we can provide accurate, timely, and professional service at all times. Our annual conference is a wonderful opportunity to learn and grow as professionals, to network with colleagues in our field, and to have some fun.

A great number of people assisted with the planning of this year's conference and I want to take a moment and say thank you to all of them. I have thoroughly enjoyed working with these individuals to plan the conference. I hope you learn a lot and have some fun along the way. It has been my pleasure to serve as your President-Elect and I look forward to serving as President in the coming year. Enjoy the conference!

## **Brian Clevenger, IACRAO President-Elect**



# Conference Opening Speaker



## The Fine Art of People Power

**Jonathan Michael Bowman**

Attorney, Keynote Leadership Speaker, and  
President and CEO of Clear Picture Leadership

(Sponsored by CourseLeaf from LEEPfrog Technologies)

Jonathan's presentations are the result of heart-felt experience, critical thought and an unbridled passion to help others achieve their full potential.

Born in Pittsburgh, Pennsylvania, Jonathan is the last of four children, whose lives were enveloped in poverty and homelessness. By the time he was 17 years old, he and his family had lived in two homeless shelters, a church, a small fourth-floor attic, public housing projects and a hotel, among many other places.

However, with his determination to ascend from poverty unaffected, he earned his G.E.D. and obtained an associate's degree in English and Communications at Allegheny Community College. He went on to earn his bachelor's degree in Journalism and Communications from Point Park University where he graduated Cum Laude. Jonathan then attended and graduated from Ohio State University College of Law.

He then practiced law at the Ohio Attorney General's Office. During his 12-year-career there, he served in a variety of leadership posts, including Deputy Attorney General and Section Chief. He led several departments to achieve success. As a result, he was a recipient of the Ohio Attorney General's Innovation and Excellence Award in 2005.

Jonathan is also an avid photographer. Pictures have intrigued him ever since he was a child. While growing up, drawing pictures provided him with an escape from his life of poverty. Later in life he became hooked on photography when he happened upon a 35 mm camera and looked through the viewfinder. He was so enthralled that he studied photography as part of his undergraduate major in communications.

Today Jonathan serves as CEO of Clear Picture Leadership®. He uses lessons learned from his childhood, leadership skills honed throughout his career and the inspiration embodied in his artwork to encourage leaders to achieve a "clear picture" vision. As Jonathan says, "Picturing your destination is the first step to achieving something great." Sometimes leaders are tempted to cast aside an imaginative vision because it is deemed "unrealistic." Yet – as his tagline says – Jonathan challenges leaders with "a different perspective: Where imagination and reality meet™".

## Special Session in Partnership with ILASFAA:

### Make the Grade, Save the Aid: Satisfactory Academic Progress

Jo Branson, Director of Financial Aid, Spoon River Community College

Tim Marten, Financial Aid Officer, St. John's College of Nursing

Bobbi Smith, Associate Director of Financial Aid, Western Illinois University

In recent years, several IACRAO members have expressed a desire to partner with other organizations during our annual conference. As the result of that feedback, IACRAO is proud to announce that this year we will be partnering with the **Illinois Association of Student Financial Aid Administrators (ILASFAA)** to present a special session.

The presenters will focus on a variety of topics impacting admissions, registrar, and financial aid professionals. In addition to the presentation itself, those attending will be given the opportunity to ask questions of the ILASFAA representatives.

The IACRAO Executive Board hopes that this special session allows our members to attend a presentation that is unique and informative. Those attending should be prepared to ask questions.

## Closing Session:

### Rebels With A Cause... Legends in Higher Education

Kathie Beaty, Diane Long, Alice Medenwald, George Munley, and Dale Wolf

This year, rather than bringing in an outside person or group for our closing session, we have asked a panel of individuals who were actively involved in IACRAO, but who have since retired, to present. These individuals are considered to be "legends" by many in our field and will participate in a panel discussion during which they will answer questions and tell interesting stories about their time in higher education.

During breakfast, attendees will be given note cards on which questions can be written. After introducing themselves and sharing some of their professional experiences, the panel will answer the questions they have been given.

This should be an interesting session and a great way to close out our conference. Those attending will gain knowledge and receive guidance from some of our best.

# Conference Entertainment/Events



## Wednesday Evening: A Night With the Stars

(Sponsored by Med+Proctor)

Join us at the top of The Wyndham in the Pinnacle Club for dinner, drinks, mixing, and mingling. This swanky Springfield hotspot features captivating views of the city lights sparkling beneath you and twinkling stars above.

There will be some fun trivia to challenge your knowledge and a prize will be awarded to the winner!

Come for an evening of fun, relaxation, and gorgeous views of the capital city.

## Thursday Evening: Dinner, Costume Party, and Dancing

After dinner on Thursday evening, join us for a night of music and fun as we dance the night away with music from the **Troy Armstrong DJ Company!** This year's costume theme centers on favorite characters from the movies and television. So, dress up as your favorite character, couple, or group. You can compete in the costume contest or just sit back and enjoy the party.

We hope you attend dressed to win! Oscars will be given in the following categories:

- Most Creative Costume
- Best Individual Costume
- Best Couple/Group Costume
- Best Last Minute Costume



## Scholarship Fundraisers:

Help support the IACRAO Scholarship Fund by contributing in one or more of the following ways:

1. **50-50 Raffle\*** – Purchase tickets for \$1 each, six for \$5, or an arms length for \$20.
2. **Raffle Prizes\*** – Purchase tickets for \$1 each, six for \$5, or an arms length for \$20. Items being raffled include baskets with wine and cheese, various gift cards, items for a fun movie night, and handcrafted IACRAO mugs. Prizes will be displayed near the Registration Desk.
3. **T-shirt Sales** – You can purchase an IACRAO t-shirt at the Registration Desk for \$5. All proceeds will go to the scholarship fund.

\*Tickets for the 50-50 Raffle and Raffle Prizes will be sold by IACRAO board members throughout the conference and the winning drawings will take place during the Friday morning brunch.

# Conference Sessions By Day - Wednesday

**Wednesday, October 23, 2019**

8:00 a.m.—5:00 p.m.	<b>Registration and Door Prizes</b>	Registration Desk
9:00 a.m.—12:00 p.m.	<b>ICCAROO Meeting</b>	Conference Center 4
9:00 a.m.—12:00 p.m.	<b>OAROSUI Meeting</b>	Conference Center 2
11:30 a.m.—12:45 p.m.	<b>New Member Orientation/First-Time Attendee Luncheon</b>	Vista 2 and 3
1:00 p.m.—2:15 p.m.	<b>Welcome and Conference Opening Speaker:</b> <b>The Fine Art of People Power—Jonathan Michael Bowman</b> (Sponsored by CourseLeaf from Leepfrog Technologies)	Rendezvous Room
2:15 p.m.—2:45 p.m.	<b>Afternoon Break</b>	Rendezvous Room
2:45 p.m.—3:45 p.m.	<b>Breakout Sessions Block 1 (1.1—1.6)</b>	

## **1.1 Transfer Students Can Be a Sure Bet!**

Rendezvous Room

- Dena Lawrence, University of Illinois System/Illinois MyCreditsTransfer
- Jennifer Harbaugh, Southern Illinois University, Edwardsville

Transfer can be complex, leaving some institutions and systems a bit reticent to ‘bank on’ this important, diverse segment of the student population. That needn’t be the case. Attend this interactive session to discuss proven approaches for strengthening the success of your transfer students. Take away ideas to improve collaborative decision-making, diversity/inclusion, holistic/systemic thinking, and change management to keep up with the current trends in transfer.

## **1.2 Building Bridges — The Registrar’s Role in Athletics: Using Technology and Campus Resources for Athletic Eligibility and Student-Athlete Success**

Plaza 1

- Hayley Bradford, College of DuPage
- Katherine Norris, College of DuPage

The registrar’s unit, along with admissions, advising, and financial aid, must be actively involved with Athletics since these departments all impact eligibility and compliance. At the NJCAA level, the Registrar no longer signs off on athletic eligibility certifications but should still play an active role. During this session, we will discuss relevant issues pertaining to athletics and how the registrar’s office can use technology and leverage resources to ensure compliance and enhance student-athlete success.

## **1.3 Creating a Supportive Environment for First-Generation Latino Students in Higher Education**

Conference Center 2

- Alex Torres, Northern Illinois University
- Tedra Mewhirter, Northern Illinois University

The Latino population grew from 14.8 million in 1980 to 56.5 million in 2015 making it one of the fastest growing ethnic groups in the United States (Flores, Lopez, & Radford, 2017). Latinos make up 17.6% of the total U.S. population and have a large college ready student population. However, we are not seeing the same representation in higher education. By creating a supportive environment for first-generation Latino students we will foster a welcoming environment that will socially and academically support this group of students. This session will cover promising practices in creating a more supportive environment across college campuses.

# Conference Sessions By Day - Wednesday

2:45 p.m.—3:45 p.m.

## Breakout Sessions Block 1 (continued)

### 1.4 Creating an Inclusive Work Environment

Conference Center 4

- Katy Saalfeld, Northern Illinois University
- Nick Sanders, Parkland College

Creating an inclusive work environment can be an effective way to help employees feel comfortable and welcome within your workspace. Encouraging and fostering this environment will likely enhance employee happiness and perhaps even productivity. Creating an inclusive atmosphere requires efforts toward helping workers overcome their fears of the unknown and even prejudices they may potentially be harboring. During this hands on session we will experience a couple of activities that will help you discover more about yourself as well as a *new* perspective to bring back to your institution.

### 1.5 IACRAO and MemberClicks

Conference Center 3

- Christopher Huang, Wheaton College
- Emily Nicholson, Waubensee Community College

In July 2019, IACRAO launched a new Association Management Software (AMS): MemberClicks. This session will provide an overview of MemberClicks by members of the launch team, and include some of the new features that allow users to upload their profile, manage their subscriptions, and find other members. Attendees are encouraged to bring their laptops, tablets, or phones for an interactive session.

### 1.6 First Time at IACRAO? Get Through the Jitters of Being New and Feel Empowered to Network and Build Relationships

Plaza 3

- Jerry Montag, Northern Illinois University/AACRAO VP for Leadership/Management Development

Networking is an acquired skill for most and takes practice to build meaningful relationships and navigate networking situations. This session will provide you with adaptable skills for networking as well as providing insight on how to navigate through an annual meeting while being a first-time attendee. Presenters will talk about their first IACRAO Annual Conference, how they began interactions and are now considered seasoned presenters!

3:50 p.m.—4:50 p.m.

## Breakout Sessions Block 2 (2.1—2.6)

### 2.1 Shining the Spotlight on Operational Communications in Admissions

Conference Center 4

- Nancy Walsh, University of Illinois at Urbana-Champaign
- Dustin Tarter, University of Illinois at Urbana-Champaign

The University of Illinois at Urbana-Champaign will detail how it has created numerous communication campaigns for undergraduate applicants during the application process. These are not the typical marketing-type communications; instead, we have used email or call campaigns to ensure that applicants are completing their applications, notified of decision status, are following up on steps needed to enroll if admission offer is accepted, and various other scenarios. We hope to offer tips on how you can build such communications for your admissions process, and we'd also love to hear how other schools are reaching out to applicants in a non-marketing type of way.

### 2.2 Get to Know the IACRAO Board and Learn About Potential Leadership Opportunities!

Conference Center 3

- Angela Snow, Carl Sandburg College
- Kristin Smigielski, Parkland College
- Jamie Palumbo, University of Illinois at Chicago

By attending this session, you will meet and get to know some of the members of the Illinois Association of Collegiate Registrars and Admissions Officers (IACRAO) Board, and learn about the IACRAO organization. We will discuss how to get more involved and explain the roles and responsibilities of the positions on the IACRAO Board.



# Conference Sessions By Day - Wednesday

3:50 p.m.—4:50 p.m.

**Breakout Sessions Block 2** (continued)

## 2.3 Withdrawals and Petitions: A Reality Show

Rendezvous Room

- Tamara Loyd Workman, Southern Illinois University, Carbondale

Just as the phrase “Lights, Camera, Action” is highly simplified and the details behind each command are extensive, semester withdrawals and petitions for exception are also perceived to be simple decisions easily processed. Four years ago, SIU Carbondale’s semester withdrawal situation had reached reality show proportion with an out of control process resulting in several continuous years of audit findings—the crew of Survivor with feature roles on Shark Tank. It was imperative that in order to survive, the process had to be reengineered. This presentation will describe the approach to finding a business process solution that would meet the needs of our institution to be compassionate while also protecting the academic integrity all within a manageable framework.

## 2.4 Distracted and Ineffective Communication: Not Your Typical Greek Tragedy or Is It?

Plaza 1

- Máire Foxx, University of Illinois at Springfield

Ever wonder why people seem to be short tempered, impatient, and lack the basic skill sets you were taught in grade school? Wonder why txt spk (text speak) is only a gift to those who read spy novels, use short-hand and/or Morse Code? If you nodded to any or all of these you may be suffering from distracted communication and as a result, are unable to effectively communicate. Why? Because like it or not, we serve a community who needs assistance quickly, has only minutes to spare when communicating, and becomes frustrated when we cannot supply the answer they need to hear. So, what’s the solution? During our time together, we will explore how proper and effective communication can lead to satisfaction, enjoyment, and retention. Through participatory exercises we will see firsthand how we have become those we find most annoying. Come aboard and take part in our Communicative Comedy!

## 2.5 Data Governance and the Role of the Registrar

Plaza 3

- Tiffany Robinson, University of Kansas/AACRAO VP for Access and Equity

Data Manager, Data Steward, Data Trustee, OH MY!!.....Where does the Registrar fit? Come hear my take on the importance of the Registrar’s role in data governance, how I got a seat at the table for data discussions, and how effective data governance can enhance the quality, availability, and integrity of your data.

## 2.6 Restructuring our Transfer Credit Process

Conference Center 2

- Vicky Gardner, Harper College
- Lauren Laurishke, Harper College

Going Paperless! Have you wanted to take your paper transfer credit evaluation and automate it but felt you didn’t have the staff to do so? Let Harper College show you how we went from a paper heavy request process to an automated process without adding additional staff or new technology.

5:00 p.m.—9:00 p.m.

**A Night with the Stars—Cash Bar and Entertainment**

Pinnacle Club

Dinner at 6:00 pm (Sponsored by Med+Proctor)

Join us at the top of The Wyndham in the Pinnacle Club for dinner, drinks, mixing, and mingling. This swanky Springfield hotspot features captivating views of the city lights sparkling beneath you and twinkling stars above. There will be some fun trivia to challenge your knowledge and a prize will be awarded to the winner!

Come for an evening of fun, relaxation, and gorgeous views of the capital city.

# Conference Sessions By Day - Thursday

Thursday, October 24, 2019

SCHOOL SPIRIT AND SPONSOR APPRECIATION DAY

7:30 a.m.—8:30 a.m.	Continental Breakfast	Rendezvous Room
8:00 a.m.—5:00 p.m.	Registration and Door Prizes	Registration Desk
8:00 a.m.—5:00 p.m.	Vendor Exhibits Open	Mezzanine (Plaza Side)/ Rendezvous Room Lobby

8:30 a.m. — 9:20 a.m. Breakout Sessions Block 3 (3.1—3.6)

### 3.1 Scheduling for Student Success

Plaza 1

- Zach Drollinger, Courserdog

Learn how forward thinking universities use Courserdog to streamline scheduling based on student needs, faculty preference, and space utilization.

### 3.2 IL MyCreditsTransfer Statewide Meeting

Plaza 3

- Dena Lawrence, University of Illinois System/Illinois MyCreditsTransfer
- Julian Parrott, University of Illinois System
- Atif Irfan, University of Illinois System/Illinois MyCreditsTransfer

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 Gen Z Students and Their Impact on Transfer Recruiting

Conference Center 2

- Allison Akalonu, EAB
- Matt Sheldon, EAB

Join representatives Allison Akalonu and Matt Sheldon from EAB for an interactive session on how Gen Z students are changing the ways schools think about recruiting transfer students. While Gen Z students still have the fundamental questions all transfer students have, *how will my credits transfer, how long will it take me to graduate, and most importantly how much will this cost me*, schools now need to be forward-thinking about the other issues Gen Z students face during the transfer process. Allison and Matt will engage the participants in a group discussion on the subject, share insights from EAB's research team, and demonstrate how EAB's Transfer Portal can answer these top transfer questions and support the recruitment of these next-generation transfer students.

### 3.4 Compliance 101: What Newer Registrars Oughtta Know

Rendezvous Room

- Daniel Weber, Northeastern Illinois University
- Christopher Huang, Wheaton College

This session will provide newer registrar staff with compliance issues they should be aware of in their work. Topics will range from financial aid, registration, athletics, enrollment reporting, graduation, tuition and fees, GDPR, Title IX, ADA, State of Illinois Acts, and veterans benefits. This is not a FERPA session.

# Conference Sessions By Day - Thursday

8:30 a.m.—9:20 a.m.      **Breakout Sessions Block 3** (continued)

## **3.5 Joining Forces**

Conference Center 4

- Santana Swiger, Kishwaukee College
- Geoff Glowacki, Kishwaukee College

Combining Admissions, Records, Registration, and Financial Aid all in the same office space and one stop... what we learned and areas for growth.

## **3.6 Accelerating Digital Transformation with Connected Curriculum**

Conference Center 3

- Terry Randolph, DIGARC

Today's higher education institutions are battling many fronts. Students increasingly demand flexible curriculum, clear pathways, and personalized service. Unfortunately, most institutions' processes don't share data and analytics to improve the way the business of educating gets done. Attend this session to learn how DIGARC's Connected Curriculum™ platform makes the intrinsic relationships across curriculum, catalog, and schedule planning data coherent, accessible, and actionable.

9:30 a.m.—10:30 a.m.      **Breakout Sessions Block 4** (4.1—4.6)

## **4.1 FOMO No More: How TES + Transferology Can Help You Up Your Transfer Game**

Plaza 1

- John Panzica, CollegeSource

Building, maintaining, and publicizing equivalency data has never been easier with TES and Transferology. Only CollegeSource's TES, the Transfer Evaluation System, and Transferology, the nation-wide student network, are backed by a database of more than 120 million course descriptions, 145,000 catalogs, and 20 million user-created equivalencies. Come see why millions of students are using Transferology, why institutions who have TES say they can't live without it, and hear about usage and success of institutions in Illinois using these solutions.

## **4.2 FERPA: What is it and How Do We Educate our Stakeholders?**

Plaza 3

- Evan Stanley, University of Illinois at Springfield

This session will provide a quick overview of the Family Educational Rights and Privacy Act (FERPA), and how it is routinely referenced and enforced in Enrollment Management. The majority of the presentation will focus on our role as FERPA educators. This session will also provide a glimpse into how message(s) are tailored to specific audiences (students, parents, faculty, RAs, etc.). Real life examples and questions will be discussed, and audience members will be encouraged to share their FERPA stories, as well as examples of how FERPA is "taught" on their respective campuses.

# Conference Sessions By Day - Thursday

9:30 a.m.—10:30 a.m.

**Breakout Sessions Block 4** (continued)

## **4.3 You've Got Questions... We've Got Answers! Meet two AACRAO Representatives for an Open Discussion About Life on the AACRAO Board** Rendezvous Room

- Tiffany Robinson, University of Kansas/AACRAO VP for Access and Equity
- Jerry Montag, Northern Illinois University/AACRAO VP for Leadership/Management Development

Ever wonder what it's like to be on the Board of Directors for AACRAO? Come talk with Jerry Montag, AACRAO VP for Leadership and Management Development, who is completing year two of his three-year term, and Tiffany Robinson, AACRAO VP for Access and Equity, who is completing her last year of service on the board. You've got questions.....we've got answers.

## **4.4 Enhancing Student Success through Modern Technology** Conference Center 3

- Maggie Holtgreive Searle, Workday
- Shawna Ward, Workday

Find out how unifying Admissions, Student Records, and Financial Aid in one mobile and modern system can enhance student success and engagement. Workday allows administrators, advisors, and students to complete transactions, leverage analytics, and access relevant information in one system, built to solve the unique challenges of today's institutions. Institutions such as Indian River State College, California College of the Arts, and Wellesley College are already live with Workday Student and transforming their student's experience. Come learn why over 50 institutions have started their journey to the next-generation Student System!

## **4.5 Credentialing at its Best—Enjoy the Easiest, Quickest, Most Advanced Solutions for Both Paper and Electronic Credentials in the Industry!** Conference Center 2

- Michael Delaney, 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, 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 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!

## **4.6 End-to-End Transcript Automation, Customization, and Premier Service – Why Credentials Solutions is the Industry Leader** Conference Center 4

- Margaret Freeman, Credentials Solutions, LLC

Not all transcript automation is created equal. Find out why Credentials Solutions is the premier provider of end-to-end transcript automation, streamlining the complex transcript process from ordering to delivery. With cutting-edge technology and renowned customer service, our innovative solutions are customized to meet the needs of your institution. Learn how transcript automation from Credentials Solutions can save your school time and money while benefiting your staff, students, and alumni.

10:30 a.m.—11:00 a.m.

**Morning Break**

Rendezvous Room/Lobby

# Conference Sessions By Day - Thursday

11:00 a.m.—12:00 p.m.

**Breakout Session Block 5 (5.1—5.3)**

## **5.1 Make the Grade, Save the Aid: Satisfactory Academic Progress**

Plaza 3

- Jo Branson, Director of Financial Aid, Spoon River Community College
- Tim Marten, Financial Aid Officer, St. John's College of Nursing
- Bobbi Smith, Associate Director of Financial Aid, Western Illinois University

IACRAO is proud to announce that this year we are partnering with the **Illinois Association of Student Financial Aid Administrators (ILASFAA)** to present this special session. The IACRAO Executive Board hopes that this special session allows our members to attend a presentation that is unique and informative.

Satisfactory Academic Progress (SAP) is a crucial component of Title IV eligibility. Join us as we review the policies, standards and components of SAP and how these standards may differ from academic standards. We will discuss how SAP is measured and address individual institutional policies regarding warning periods, appeals, retakes, withdrawals, and probation. We will share examples of how three institutions (a Private, a 4-Year Public, and a Community College) address SAP at their respective institutions.

## **5.2 Get the Maximum Value from Your Partnership With the National Student Clearinghouse; Come See the Newest Services from the Clearinghouse**

Plaza 1

- Casey Wallen, National Student Clearinghouse

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 new exciting developments with Student Tracker - Premium, My Hub, Electronic Diplomas, Revamped Transcript Ordering Interface, Secure Print (our Print to Mail Transcript Service), Reverse Transfer, and more. Join me and get the latest scoop on what's going on and what's new at the National Student Clearinghouse.

## **5.3 Options for Student Records on Film or Fiche**

Conference Center 4

- Bill Stewart, Imaging Office Systems

We will begin with an overview of the basics, discussing microfilm and microfiche including the advantages and disadvantages of storing records on film and fiche. We'll then discuss Illinois state compliance for the storage of records on film and fiche. Then, we'll discuss the options that are available, including continuing to use a film reader to search, view, and retrieve records as well as the options available for digitizing records from film/fiche. Costs and the pros/cons of each option will be examined and a demonstration of a microfilm reader and a specialized application for film/fiche will be included.

# Conference Sessions By Day - Thursday

12:00 p.m.—2:00 p.m.	<b>Lunch and Annual Business Meeting</b>	Ambassador Ballroom
2:00 p.m.—2:30 p.m.	<b>District Meetings</b>	Ambassador Ballroom
2:30 p.m.—3:30 p.m.	<b>Breakout Sessions Block 6 (6.1—6.5)</b>	

## **6.1 Gene Magac Bright Ideas**

Plaza 3

- Jason Wickline, Millikin University

Panelists will discuss innovative ideas implemented at their institutions. Audience members will vote for the panelist who should receive the Gene Magac Bright Idea Award (a paid conference registration for the 2020 IACRAO Conference).

## **6.2 Quick and Easy Immunization Processing**

Conference Center 3

- Jeremy Jones, Med+Proctor

MedProctor is a free customer support solution designed solely to reduce student/parent phone calls concerning immunization compliance. Stop by to see how.

## **6.3 Transfer Through a Community College Lens**

Plaza 1

- John Panzica, CollegeSource

The majority of transfer advising happens while students are attending community college, where resources like staffing, time, and money are often limited. Come learn about community colleges in Illinois who have found success using CollegeSource solutions TES and Transferology to help transfer students, boost enrollment, streamline processes, and impact graduation rates on the state-level.

## **6.4 What Can James Bond Teach Us About Our Own Professional Development?**

Rendezvous Room

- Julian Parrott, University of Illinois System

What can the suave British secret agent tell us about thoughtful and effective professional development? This accessible, fun, yet informative and thoughtful presentation explores the highly effective professional development strategies modelled by James Bond. Bond's influence stretches far and wide, indeed, a quarter of the world's population is aware of James Bond, but his influence on higher education professionals is a bit less known. The presentation will use humor and insight to examine effective professional development strategies through the lens of the Bond movies and through Bond's influence on society. Although the topic is light, and the presenter cognizant of some problematic issues that accompany any discussion of Bond, the session will present applicable and practical approaches to being a more intentional, flexible, resourceful, and prepared professional -albeit from a rather unusual perspective. Participants don't have to be Bond fans to enjoy and grow from this presentation. So, leave the Vodka Martini at home and bring an openness to participate.

# Conference Sessions By Day - Thursday

2:30 p.m.—3:30 p.m.      **Breakout Sessions Block 6** (continued)

## **6.5 Commencement Tips and Tricks**

Conference Center 4

- Laura Wallace, Lifetouch Special Events

From the easy-to-implement to 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. Organization, efficiency, audience engagement, inclusion for those with special needs, these are some topics we cover. We will open up for questions and idea sharing so everyone can collaborate.

3:30 p.m.—3:45 p.m.

## **Afternoon Break**

Rendezvous Room/Lobby

3:45 p.m.—4:45 p.m.

## **Breakout Sessions Block 7** (7.1—7.2)

### **7.1 Birds of a Feather Roundtable - Registrar, Records, and Registration**

Plaza 3

- Katherine Norris, College of DuPage

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

### **7.2 Birds of a Feather Roundtable - Admissions, Recruitment, and Marketing**

Rendezvous Room

- Nancy Walsh, University of Illinois at Urbana-Champaign

An opportunity for admissions professionals working with admission, recruitment, and marketing issues to share concerns, strategies, and ideas about the daily challenges faced and possible solutions.

4:45 p.m.—5:30 p.m.

## **Past Presidents and Retirees Reception** (by invitation)

Concierge's Lounge

5:30 p.m.—6:45 p.m.

## **Dinner and Cash Bar**

Ambassador Ballroom

7:00 p.m.—10:00 p.m.

## **Costume Party and Dance** (Cash Bar)

Ambassador Ballroom

Costume Theme: Favorite TV or Movie Characters

# Conference Sessions By Day - Friday

## Friday, October 25, 2019

7:30 a.m.—8:30 a.m.                      **Coffee**    Rendezvous Room

8:30 a.m.—9:30 a.m.                      **Breakout Sessions Block 8 (8.1—8.4)**

### **8.1 Compliance with State and Local Records Act**

Plaza 3

- Robert Boots, Illinois State Archives, Office of the Secretary of State
- Rochelle Joseph, Illinois State Archives, Office of the Secretary of State

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.

### **8.2 Follow the Yellow Brick Road of Curriculum Rules**

Conference Center 2

- Rachel Frazier, Southern Illinois University, Carbondale
- Tamara Loyd Workman, Southern Illinois University, Carbondale

The Yellow Brick Road is a fictional element of the 1900 children's novel *The Wonderful Wizard of Oz* (L. Frank Baum) in which Dorothy is forced to search for the road before she can begin her quest to seek the Wizard. She and her companions quickly find that the road has fallen into disrepair, making the journey to the Emerald City treacherous. In our own version of *A Return to Oz*, SIU Carbondale discovered through the implementation of a new audit tool that our yellow brick roadway of curriculum rules were not being followed. Most academic units had an abstract understanding of curricula and even the Registrar's Office staff differed from division to division on the execution of those rules. We had a great deal of repair work to be done and thus our search for Oz began. We would like to share some critical elements of our journey down the yellow brick road.

### **8.3 Top 10 Tips to be a Successful Supervisor**

Plaza 1

- Katy Saalfeld, Northern Illinois University
- Rachel Caracci, Parkland College
- Kristin Smigielski, Parkland College

Are you a new supervisor or planning to step into a supervisory role? Then this session is for you! Often, there is little training or discussion about this critical topic and that can leave supervisors feeling lost. In this session we will discuss management/leadership styles, working across generations and different personality types, the importance of managing in all directions and more! This session will give you tools to be successful in your role and help you understand the needs of your staff.

### **8.4 Boxing Clever? Criminal History Questions and Admission Processes**

Conference Center 4

- Julian Parrott, University of Illinois System

The issues surrounding the application Box question that asks applicants to disclose their criminal histories has recently garnered a lot of attention. An influential report in 2015 on the "chilling effect" of the box question led to a number of states and universities to "Ban the Box" on their admission applications, and the Common Application pulled the box from the common portion of its application in Fall 2018. Currently, the Illinois General Assembly has two proposed bills to "Ban the Box" and AACRAO is expected to issue a draft report with guidelines and best practices soon.



# Conference Sessions By Day - Friday

9:30 a.m.—11:00 a.m.

**Brunch, Conference Closing Speakers, and  
Raffle Drawings**

Rendezvous Room

Rebels With A Cause... Legends in Higher Education

- Kathie Beaty, Diane Long, Alice Medenwald, George Munley, and Dale Wolf

During breakfast, attendees will be given note cards on which questions can be written. After breakfast, panelists will introduce themselves and share some of their professional experiences. They will then answer the questions they have been given. This should be an interesting session and a great way to close out our conference. Those attending will gain knowledge and receive guidance from some of our best.

11:00 a.m.—12:00 p.m.

**IACRAO Executive Board Meeting**

Vista 1

**Thank you for attending the 97th Annual IACRAO Conference!**

**See you next year in Alsip on October 28—30, 2020.**

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# IACRAO Presidents and Annual Meetings

<b>1923</b> George P. Tuttle University of Illinois	<b>1940</b> Agness J. Kaufman Lewis Institute	<b>1953</b> Linford A. Marquart National College of Education	<b>1966, Bellville</b> Ruth Christensen Sproat Lake Forest College
<b>1927</b> Anna Jewett Le Fevre Bradley Polytechnic Institute	<b>1941</b> E.C. Seyler University of Illinois, Urbana	<b>1954</b> Marie J. Meloy Lake Forest College	<b>1967, Chicago</b> Jim Jeanguenaut Chicago Area Community College
<b>1928</b> James C. Dolley McKendree College	<b>1942</b> Asa Carter Bradley Polytechnic Institute	<b>1955</b> W. Lyle Willhite Knox College	<b>1968, Champaign</b> Charles Gordon Blackburn College
<b>1929</b> Cliff Guild Illinois Wesleyan University	<b>1943</b> Valerie C. Wickhern University of Chicago	<b>1956</b> Ester Kirchhoefer Illinois State University	<b>1969, Chicago</b> Wes Stevens Western Illinois University
<b>1930</b> Clarence E. Deakins James Millikin University	<b>1944</b> Ralph Yakel James Millikin University	<b>1957</b> Harold E. Temmer University of Illinois, Chicago	<b>1970, Macomb</b> Eugene E. (Gene) Oliver University of Illinois, Urbana-Champaign
<b>1932</b> Enoch C. Dyrness Wheaton College	<b>1945</b> Donald A. Grossman University of Illinois, Urbana	<b>1958, Chicago</b> Gretchen M. Happ Principia College	<b>1971, Chicago</b> Robert Bruker Southern Illinois University, Edwardsville
<b>1933</b> John C. McHugh DePaul University	<b>1946</b> Donald Steward Roosevelt College	<b>1959</b> Oscar E. Olson Olivet Nazarene College	<b>1972, Peoria</b> George Hearne Eureka College
<b>1934</b> Ernest C. Miller University of Chicago	<b>1947</b> George R. Moon University of Illinois, Chicago	<b>1960, Peoria</b> Eunice Adcock Knox College	<b>1973, Belleville</b> Robert A. McGrath Southern Illinois University, Carbondale
<b>1935</b> Lorena M. Church Rockford College	<b>1948</b> J.A. Humphreys Wilson Junior College	<b>1961, Chicago</b> Edward M. Stout DePaul University	<b>1974, Rockford</b> Barbara E. Schefelbein Illinois Central Community College
<b>1936</b> B. Jewett Steggert Loyola University	<b>1949</b> Edith Leifheit Northern Illinois State Teachers College	<b>1962</b> Eugenie Walker Northern Illinois University	<b>1975, Springfield</b> Gary Carter Quincy University
<b>1937</b> Samuel Wallgren North Park College	<b>1950</b> Katherine George Northwestern University	<b>1963, Rockton</b> Milton Geerdes Chicago Medical School / Finch University	<b>1976, Northbrook</b> Donn B. Stansbury William Rainey Harper College
<b>1938</b> C.A. Serenius Augustana College	<b>1951</b> George R. Moon University of Illinois, Chicago	<b>1964, Chicago</b> Ruth Jass Bradley University	<b>1977, Milwaukee WI</b> L.F. (Pat) Robinson
<b>1939</b> Thomas Finkbeiner North Central College	<b>1952</b> Guy L. Schuytema George Williams College	<b>1965, Rock Island</b> Kirker Sith University of Illinois, Chicago	<b>1978, Champaign</b> James R. Barbour Illinois Wesleyan University

# IACRAO Presidents and Annual Meetings

**1979, Itasca**

James H. Williams  
College of DuPage

**1980, Peoria**

James E. Martin  
Eastern Illinois University

**1981, Springfield**

Donald G. Gwinn  
Northwestern University

**1982, Rockford**

Bart Schiermeyer  
Black Hawk College

**1983, Skokie**

B. Kirby Browning  
Southern Illinois University,  
Carbondale

**1984, Rock Island**

George Hostert, Jr.  
Loyola University

**1985, Decatur**

Elizabeth Kuebler  
Elmhurst College

**1986, Matteson**

John D. Gagin  
Oakton Community College

**1987, Champaign**

Eric R. Moch  
Northeastern Illinois University

**1988, Skokie**

Walter H. Washington  
University of Illinois

**1989, Collinsville**

Carol Krieder  
Carl Sandburg College

**1990, Schaumburg**

Carolyn Z. Bartlett  
Illinois State University

**1991, Peoria**

Alan DeRoos  
Western Illinois University

**1992, Matteson**

Robert P. Marshall  
Illinois Valley Community College

**1993, Springfield**

Sue Browning Wells  
Rend Lake Community College

**1994, Itasca**

Diane Long  
Sangamon State University

**1995, Decatur**

Suzanne M.W. Anderson  
Bradley University

**1996, Lisle/Naperville**

Gene Magac  
Southern Illinois University,  
Edwardsville

**1997, Champaign**

Kathie Beaty  
Western Illinois University

**1998, Bloomington**

Mike Henry  
Parkland Community College

**1999, Springfield**

Miriam Rivera  
Northeastern Illinois University

**2000, Schaumburg**

Judy Jobe  
Elgin Community College

**2001, Champaign-Urbana**

Gwen Kanelos  
Roosevelt University

**2002, Itasca**

Karen Helmers  
Western Illinois University

**2003, Collinsville**

Russ Fahrner  
Elgin Community College

**2004, Itasca**

Dale Wolf  
Eastern Illinois University

**2005, Peoria**

Sheri C. Kallembach  
Northern Illinois University

**2006, Itasca**

Alice Medenwald  
Northeastern Illinois University

**2007, Collinsville**

Ron Gregoire  
Lincoln Land Community College

**2008, Arlington Heights**

Adrienne McDay  
William Rainey Harper College

**2009, Springfield**

Jess Ray  
Illinois State University

**2010, Alsip-Chicago**

Tracy Morris  
Illinois Valley Community College

**2011, Bloomington-Normal**

Courtney Kohn Sanders  
Robert Morris University

**2012, Alsip-Chicago**

Sheree Stilwell  
Lewis University

**2013, Bloomington-Normal**

Andy Kindler  
Bradley University

**2014, Alsip-Chicago**

Daniel Weber  
Northeastern Illinois University

**2015, East Peoria**

Katherine Norris Thompson  
College of DuPage

**2016, Alsip-Chicago**

Jennifer McClure, Ph.D.  
Elgin Community College

**2017, Springfield**

Pam Walden  
Illinois State University

**2018, Alsip-Chicago**

Kristin Smigielski  
Parkland College  
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## Professional Headshots and Photography:

The IACRAO Board has worked with Lifetouch Special Events to offer complimentary headshots to all conference attendees this year. **So, be sure to stop by the Lifetouch booth on Thursday, October 24 to have a professional headshot taken.** Lifetouch will also be taking professional photographs throughout the conference, so be sure to smile!

## Contact Information for Conference Sponsors and Exhibitors:

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**See you next year in Alsip!**

**October 28-30, 2020**

**DoubleTree by Hilton Hotel**



# Wyndham Springfield City Centre

