



Reconnect for a GREAT Experience!

November 12 – 14, 2008 – Dearborn, Michigan
Tentative Program

TUESDAY, NOVEMBER 11, 2008

6:00pm – 8:00pm Registration/Hospitality Table open

7:00pm – 9:00pm Ohio Executive Committee Meeting

WEDNESDAY, NOVEMBER 12, 2008

7:30am – 6:30pm Registration/Hospitality Table open

Workshops- Wednesday - 9:00am – 12:00pm

9:00 am – 12:00

Mastering Communications: Best Practices Workshop

Reach out and touch your students. A review of best practices in all arenas of communication, including portals, IM, social networking, email and websites. Emphasis is on the student's perspective.

Presenters: Gayle Reynolds, Wayne State University; Dorian Chalom, Grand Rapids Community College; Kurt Kruschinska, Wayne St University; Eric Bowman, Wayne State University

Registrar Self-Audit

A workshop in which participants actually audit their own practices and service, utilizing AACRAO's "Self-Audit" workbook. This workshop will not have solutions but will force participants to evaluate their offices and think about what improvements can be made. Attendees must come prepared so they can actually do a true audit.

Presenter: Angela Garakani, Indiana State University

FERPA: Issues and Legal Ramifications

Do you often feel as if you are being held hostage by rules, regulations and rhetoric? This half-day workshop is designed to address current FERPA issues and the legal ramifications. It is tailored to all collegiate professionals that need a better understanding of FERPA and how it affects our workplace.

Presenter: Brad Myers, The Ohio State University

Compared to What? IPEDS Comparison Tools

A workshop to help you pick up IPEDS tools enabling you to compare your school with a selected group. Learn about the Data Feedback Report and the web-based ExPT tool, as well as the Peer Analysis System.

Presenter: Cheryl Lucas, Purdue University

Welcoming Session and Keynote Speaker - Wednesday - 1:00pm – 2:00pm

1:00pm - 2:00

Welcoming Session and Keynote Speaker - Kaye Lani Rae Rafko-Wilson, R.N.

Her message "Making a Difference" renews a sense of pride for those of us in student services professions and confirms our mission of helping students.

2:00pm – 2:15

Break

Session 1 - Wednesday - 2:15pm – 3:15pm

2:15pm – 3:15

Session 1

1.1 Upgrade to PeopleSoft 9.0 In Your Future?

Indiana University was one of the first schools to upgrade to PeopleSoft 9.0, in February 2008. Come see what worked and what could have been done better.

Presenter: Carla Boyd, IUPU- Indianapolis

1.2 Graduation Certification and Commencement

A panel discussion covering the practices and procedures related to the graduation certification and commencement at various colleges and universities.

Presenters: Lora Spaulding, University of Notre Dame; Michael Shearer, The Ohio State University; Dina DuBuis, Madonna University; Janet Shaffer, Taylor University

1.3 Using Current Students to Help Recruit

Learn how other institutions use students in their recruitment process. This includes ambassadorship programs and other ways we can highlight our current students in recruiting new students.

Presenters: Susie Blizard, IUPU- Columbus; Susie Blizard, IUPU- Columbus; Katie Giardello, The Ohio State University; Evan Montague, Alma College

1.4 Indiana New Member Orientation

Attending your first meeting as an admissions officer or registrar? Come to this session to start your professional network and get a few tips from some "seasoned" professionals. Join us for some fun and learn how to get involved in IACRAO at the same time!

Presenters: Dennis Hicks, Indiana University-East; Patrick McLaughlin, Indiana Univ/Purdue Univ-Ft Wayne

1.5 Michigan New Member Orientation

Attending your first meeting representing an admissions, enrollment management, registrar's or other area? Come to this session to start your professional network and get a few tips from some "seasoned" professionals. Join us for some fun and learn how to get involved in MACRAO at the same time!

Presenters: Karen Hutslar, Central Michigan University; Howard Shanken, Grand Rapids Community College

1.6 Ohio New Member Orientation

Attending your first meeting as an admissions officer or registrar? Come to this session to start your professional network and get a few tips from some "seasoned" professionals. Join us for some fun and learn how to get involved in OACRAO at the same time!

Presenter: Wendy Lambing, University of Cincinnati

1.7 High School Dual Enrollment Programs

Panel discussion comparing and contrasting the Post Secondary Enrollment Options Programs at different institutions. Please come and also share what you do.

Presenters: Eric Davis, OACRAO; Christopher Tremblay, University of Michigan-Dearborn

1.8 The Registrar's Role with Campus Policies

Other than FERPA, what college-wide policies can or should the registrar's office assist with?

Presenters: Rebekah Lawhorn, Edison College; Hamsa Daher, Walsh College

3:15pm – 3:30

Break

Session 2- Wednesday - 3:30pm – 4:30pm

3:30pm – 4:30

Session 2

2.1 Recruiting Across State Lines

This session will discuss challenges that institutions may face when recruiting outside of state lines. What challenges do students face? What agreements are in place at different schools?

Presenter: Rob Reed, The Ohio State University

2.2 SunGard Banner RPEs: What should we support?

There are hundreds of RPEs that institutions utilizing Banner can support. The session will be an open discussion where users can promote their RPEs, so that others may support them in ActionLine. Moreover, discuss if we can put the weight of our state organizations behind such proposals.

Presenter: Chuck Hurley, University of Notre Dame

2.3 E-Approvals Through Workflow

Processes like course add/drop, major declarations, degree certification, etc., often require advisor, dean, department chair approval. This session examines ways of performing such actions online in various SIS systems.

Presenters: Ken Kirkpatrick, DePauw University; Dennis Hicks, Indiana University East

2.4 Bracket Busted: Sports Gambling and College Athletics

Training seminar regarding gambling prevalence in the US, how and why individuals become involved, where students participate on college campuses, and sports gambling warning signs.

Presenter: Tim Otteman, Central Michigan University

2.5 Can I Appeal That?

This session hopes to share the different types of appeals institutions have, if the appeal process works, whether appeals are increasing, how institutions deal with other institutional offices giving incorrect information to a student (or parent), parent involvement, and last, but not least, favorite excuses.

Presenters: Patrick McLaughlin, IUPUI- Ft. Wayne; Stanley Miller, Goshen College; Leslie King, IVY Tech Community College; JoAnne Bowen, Indiana University Northwest

2.6 Emotional Vampires: Dealing with People Who Drain You Dry

Do you have people who drain the good from your world? Recognize negativity and have a policy that keeps the gossip, whining, and complaining out of your life. This session will help you deal with those who would like nothing better than to drain your emotional well-being.

Presenters: Tina Stone, Indiana University - Kokomo

2.7 Campus Space Planning and Utilization: The Role of the Registrar as a Hub of Information

This session will provide some philosophy, steps, communication and tools in space planning and utilization to maximize the learning environment for faculty and students. Issues will include funding, facility planning, compliance and occupant satisfaction from a registrar-initiated and registrar-involved perspective.

Presenters: Dave Sauter, Miami University; Jack Miner, The Ohio State University

4:30pm – 4:45 Break

Roundtables – Wednesday - 4:45 – 5:45

4:45pm – 5:45 Round Tables

R.1 Registrars (4-year) 10,000+

R.2 Registrars (4-year) <10,000

R.3 Registrars (2-year and tech schools)

R.4 Admissions (4-year) 10,000+

R.5 Admissions (4-year) <10,000

R.6 Admissions (2-year and tech schools)

R.7 Michigan Community College Admissions Directors (MCCAD)

5:30 pm – 11:30 Dinner on your own; Transportation to Greektown (pick up information/tickets at the Registration table – multiple departure times between 5:30 – 6:30 pm)

THURSDAY, NOVEMBER 13, 2008

7:30am – 11:30 &
1:30 pm – 5:30 Registration/Hospitality Table open

7:30am – 8:45 Continental Breakfast

Session 3 – Thursday - 9:00am – 10:00am

9:00am – 10:00 Session 3

3.1 Transfer Students-- Lost in the Shuffle

Focus on transfer student population, how partnerships between collegiate institutions can facilitate the transfer process and keep transfer students from getting lost in the shuffle.

Presenter: Jan Blondin, IUPUI & Ivy Tech; Amanda Helman, IUPUI

3.2 Working with the Gamer Generation

This session will identify professional development strategies and advanced technological illustrations on how to work more effectively with the Gamer Generation.

Presenters: Kara Fields, Walsh College; Jennifer Nordstrom, The University of Michigan- Ann Arbor

3.3 Breaking New Ground: Michigan State University's Electronic Transcript Solution

Michigan State University has successfully built and launched a secure and straightforward electronic transcript solution using existing software and security tools. Come see how MSU has joined the ranks of the few institutions offering electronic transcript service to all students for all recipients -- without incurring additional costs.

Presenters: Scott McMillian, Michigan State University; Kristin Schuette, Michigan State University

3.4 Essentials of Effective Planning and Event Management

This session is to give people the tools to sponsor events on and off campus, such as recruitment events.

Presenters: Mike Kolar, Michigan State University; Fiodies Shipp, The University of Michigan

3.5 Great Lakes: Swimming Around; Registrar Best Practices

This session will follow the Self-Audit Workshop. You did not have to attend the workshop to benefit from this panel discussion. Panelists will discuss their audit experiences and a lively discussion will take place on registrar office trials and tribulations.

Presenters: Angela Garakani, Indiana State University; Lorinda Bishop, University of Toledo; Jerry Montag, Grand Valley State University; Paul Schmidt, Monroe County Community College

3.6 Waving the Wand of Magical Service

A practical guide to good, better and best customer service. Tips and information (and maybe even some magic) on providing the best possible customer service to all of your audience.

Presenter: Amanda Owen, Indiana State University

3.7 Data Custodian/Data Access

Panel of Registrar's discussion how access is established, defined and given out.

Presenters: Becky Jolly, Miami University; Paul Robinson, The University of Michigan

3.8 To One-Stop or Not? 21st Century Approaches to Customer Service

Our panel shares observations and insights on transitions made from a traditional 20th century registrar's office to newer models for delivery of services. Some institutions have adopted a one-stop approach and others have reorganized in different and exciting ways. Learn about trends among the tri-states.

Presenters: Holly Diamond, Lawrence Technological University; Mary Beth Myers, IUPUI-Indianapolis; Wendy Lambing, University of Cincinnati; Pam Reeder, The Ohio State University

Vendor Sessions

3.9 Smart Catalog

This session will take you step by step through the features and toolsets necessary for a great catalog management system. It will also touch on the work being done today to create national standards for XML in catalog course descriptions and how standardization is changing the face of e-transcripts as well as catalogs.

3.10 Script-Safe International

This session will review the techniques used by your colleagues to save time, money and to improve customer service without sacrificing diploma quality.

3.11 Verba Software

3.12 Jolesch Photography

10:00am – 10:30

Break

Session 4 – Thursday - 10:30am – 11:30pm

10:30am – 11:30

Session 4

4.1 Identity Management

Overview of the steps taken to connect the various University systems to a central directory (Identity Vault) to improve security and service and minimize multiple identities in a large and complex urban university. Topics covered will include mandating a strong password, password self-service, and directory synchronization.

Presenters: Quinn Shamblin, University of Cincinnati; Kevin McLaughlin, University of Cincinnati

4.2 Communicating in an Electronic Age

This session will discuss the different means of communication used on college campuses today and the challenges colleges face. Technology to be discussed includes: Text messaging, Email, Voice mail, Snail mail, Website, Student portals, Blogs, Flickr, MySpace, FaceBook, IM's, Bulletin boards.

Presenter: Allen Cole, Xavier University; Michelle Hardin, MedCentral College of Nursing; Kenneth Prince, Hanover College

4.3 Highlighting Equity in Education: MACRAO EEO Award Winning Program

This session will be presented by the winner of the EEOC Annual Award and will highlight the award-winning program to the conference attendees.

4.4 FERPA: Proposed 2008 Regulations

After approximately ten years of legislative updates and DOE opinions, the Department of Education has proposed a comprehensive set of regulatory updates to FERPA. LeRoy Rooker, the Director of the DOE Family Compliance Office, will review the proposed regulations and highlight the comments submitted by the public involved.

Presenter: Leroy Rooker, Department of Education

4.5 Taking College Access to the Next Level

North Carolina's technology driven college access initiative has achieved remarkable results in increasing college going among first generation low income students. Learn how their one stop college access web portal www.cfnc.org where students could "plan, apply and pay" for college has driven a 9% increase in college going rates in just 6 years (58% to 67%).

Presenter: George Dixon, University of North Carolina

4.6 What HS Counselors and Students Need from Us

An opportunity to hear high school counselors identify what they look for in a high school visit. Ask high school counselors to how help with building partnerships, improve communication and provide assistance with the application process in this panel-style discussion.

Presenters: Counselors from area high schools

4.7 The University System of Ohio

This session will cover an array of initiatives that are part of the University system of Ohio – which are designed to help the state be more competitive in a global economy. Some of the programs that will be discussed are the "Senior to Sophomore" program, the new statewide Advanced Placement Policy, the "Thirty Mile Promise" program, and issues related to transfer credit.

Presenters: Paula Compton, Ohio Board of Regents; Gary Allen, Ohio Board of Regents

4.8 Strange Bedfellows: The Registrar's Office and University Policy and Curriculum

The Office of the Registrar is a policy-enforcing office. Our access to significant institutional data makes us uniquely positioned to serve in an advisory capacity to university policy and curriculum committees. Come hear about Michigan State's RO's experiences and get tips for becoming more involved at your institution.

Presenters: Doug McKenna, Michigan State University; Linda Stanford, Michigan State University; Joy Speas, Michigan State University

Vendor Sessions

4.9 myUsearch

This session will cover the ups and downs of online lead generation, choosing an online lead generation vendor, managing your schools image on third-party sites, integrating online lead generation with social networking and online recruiting best practices.

4.10 Credentials

4.11 Leepfrog

4.12 Script-Safe International

This session will review the techniques used by your colleagues to save time, money and to improve customer service without sacrificing diploma quality.

11:30 am – 1:30

Lunch/State Business Meetings

Session 5 – Thursday - 1:45pm – 2:45pm

1:45pm – 2:45

Session 5

5.1 Athletics 101

Panel discussion about athletic certification and compliance from the Admissions, Registrars and Athletics perspective.
Presenters: Craig Aimar, Saginaw Valley State University; Tim Quinlan, The Ohio State University; Debora Roy, IUPU-Ft. Wayne

5.2 Ah, Yes; I need to make a room reservation

An overview of classroom scheduling software, processes and techniques being used by institutions. A panel of professionals from Indiana and Michigan will discuss current technology and practices.

Presenters: Linda Martellaro, University of Notre Dame; Kathy Rix, Western Michigan University

5.3 Understanding Cultural Needs and Barriers Facing Arab, Middle Eastern & Muslim Students Attending College

This session continues MACRAO's ongoing series regarding recruitment issues surrounding students of various backgrounds. What recruitment issues are important to Arab, Middle Eastern and Muslim students? Join us in a panel discussion to learn more about issues surrounding the unique needs of this growing population.

Presenters: Mary Assel, Henry Ford Community College, Lakisha Mays, The Ohio State University; Edwin Demerly, Henry Ford Community College; Wafa Hassan, Michigan State University; Sheri Gangluff, The Ohio State University

5.4 2007 Outstanding Transfer Program

In Michigan an award is given to the most outstanding transfer program. The award recipients will describe their special program and how it helps them in working with transfer students.

Presenters: Ron Hughes, Macomb Community College; Steve Shablin, Oakland University

5.5 AACRAO Washington Update

Report on current higher education issues at the federal and state levels, to include political activities on policies, bills, resolutions, trends, discussions, etc.

Presenter: Barmak Nassirian, AACRAO Office

5.6 Office Drama: How to Deal with It!

The drama of a full-blown workplace conflict can rival the best made-for-television movie. Come to a fun-filled audience participation presentation – with serious overtones – designed with a facilitator inviting everyone to share their real-life dramas, situations and solutions, as well as unsolved problems which continue to plague their work environments.

Presenter: Dave Sauter, Miami University

5.7 How to Benefit Veteran Students

What do you offer your vets? Are you doing all you can? Topics covered include: Veteran Student Groups, In-State or In-District Residency, transferring military credits and much more.

Presenters: Stewart Baker, Schoolcraft College; Joyce Hail, Wright State University

5.8 Support of Student Success via Early Alert

Early Alert systems are becoming common to the portfolio of student support strategies at many institutions. This session will give an overview of the many ways a system can be implemented and evaluated with an in-depth discussion of an example use at a large urban research institution, including the role of the Registrar's Office.

Presenter: Ned Donnelly, University of Cincinnati

Vendor Sessions

5.9 Miami University – redLantern

redLantern delivers software solutions to campuses to improve degree audit, transfer evaluation, advising and course planning. The Campus Suite combines three products to assist campuses and students to meet goals for graduation and success.

5.10 Nolij Corporation

Nolij Corporation is the leading provider of higher education focused document imaging and workflow solutions and is the recognized leader in providing forms processing and data integration middle-ware technology. This session will provide an overview of their document imaging solution.

5.11 National Student Loan Clearinghouse

This session will describe the new system for the electronic delivery of transcripts and how it works with the other Clearinghouse services.

2:45pm – 3:15

Break with exhibitors (dessert served)

Session 6 – Thursday - 3:15pm – 4:15pm

3:15pm – 4:15

Session 6

6.1 Full Spectrum Diversity: Beyond Black and White in the Workplace

This session examines diversity issues outside of racial/ethnic issues. We will focus on issues we face daily within our jobs – around the office, during school visits, etc. such as dealing with cultural diversity, gender issues (LGBT), language barriers, disabilities, undocumented students, etc.

Presenters: Sara Hill, Grand Rapids Community College; Susie Ward, The Ohio State University; Daysha Jackson, IUPU- Ft. Wayne; Scott McMillan, Michigan State University

6.2 Making the Grade: Online Grade Changes

This session will examine how Wayne State University implemented an online grade change process using a workflow

Presenters: Kurt Kruschinska, Wayne State University; Mark Jacek, Wayne State University

6.3 CENTSS: Audit Process for Web-Based Student Service

This session will present one perspective on the state of web-based student services in the State of Ohio. During the past two years, 22 Ohio institutions have taken the Center for Transforming Student Services (CENTSS) Audit to assess their web-based student services. The program was initiated and managed by the Ohio Learning Network (OLN). Two case studies will be presented: the experience of Shawnee State University and the experience of OLN in creating a common application for Ohio's community colleges.

Jonica Burke, Shawnee State University; George Steele, Ohio Learning Network

6.4 FERPA: 2008 Update

LeRoy Rooker, Director of the DOE Family Compliance Office, will provide a general update on FERPA, including a brief review of the 2008 proposed regulations.

Presenter: Leroy Rooker, Department of Education

6.5 Get Connected, Stay Connected: Managing the Admissions and Marketing Relationship

Discussion on how to work with your Communications and Marketing department to create an overall look and family of publications—from simple forms to dozens of brochures.

Presenters: Melinda Booth, Oakland University; Dawn Aubry, Oakland University

6.6 Business Continuity Plan Revealed!

The Business Continuity Plan (BCP) for the registrar services at Xavier University (Ohio) will be shared and examined – including the actual document details, with discussion about the process and the approach.

Presenter: Allen Cole, Xavier University

6.7 One-Stop Centers Revisited

Discussion regarding the one-stop concept. What prompted the merging of student services, how the concept was developed, implemented and finally turned into a reality.

Presenters: Lisa Kujawa, Lawrence Technological University; Holly Diamond, Lawrence Technological University

Vendor Sessions

6.8 Event Management Systems

This session will talk about one of our most in-demand products, EMS Campus. It provides a single program that suits both event and academic scheduling. Features include automatically assigning and optimizing room use for classes, tracking course-specific information by academic term, facilitating the planning process for future terms and enhancing and simplifying communication between departments and the Registrar.

6.9 Hershey Systems

Magically turn PDF forms into fillable forms with Hershey's Singularity Forms and Workflow software.

6.10 Pearson

At this session, attendees will learn about the Pearson Test of English (PTE) Academic, a new computer based academic English language test that evaluates the proficiency of non-native English speakers.

User Groups – Thursday - 4:15pm – 5:15pm

4:15pm – 5:00

User-Interest Groups

U.1 SunGuard Banner

U.2 Orlacle/PeopleSoft

U.3 Datatel

U.4 Jenzebar

U.5 Ad Astra

U.6 CollegeNet

U.7 redLantern (DARS)

U.8 National Student Clearinghouse

5:00pm – 5:30

Break

5:30pm – 6:30

Exhibitor Reception

6:30pm – 8:00

Dinner (entertainment provided by an ensemble from the Henry Ford Community College Big Band)

8:00pm – 11:00

Dancing in the Rotunda (DJ and cash bar)

FRIDAY, NOVEMBER 14, 2008

7:30am – 10:30 Registration/Hospitality Table open (turn in evaluations and name badges)

7:30am – 9:00 Continental Breakfast with Omlette Station and committee meetings

Session 7 – Friday - 9:00am – 10:00am

9:00am – 10:00 Session 7

7.1 Global Transfer of Credit

When transferring credits from an institution that originates from beyond US borders: Are American academic institutions competitive in the Global Market Place; what are the Best Practices in receiving international transcripts; and is there additional support available from those organizations that translate international transcripts that could be made available to domestic receiving institutions?

Presenters: Christopher Marx, Davenport University; TJ Mohl, Kellogg Community College

7.2 Issues, Concerns, and Strategies for Sharing Student Data Across Campus

This interactive session will provide an overview of the University of Michigan student data warehouse and reporting environment including the types of data and reports available, and the tools used to access the data. Issues of data access and security, maintenance, and training will be addressed.

Presenter: Irfan Bhabhrawala, The University of Michigan

7.3 212 Degrees

Learn how one extra degree of effort can separate the good from the Great. Create a 212 culture, inspire employees and reinforce your values to students.

Presenters: Mary Ann Troy, Professional Development Consultant

7.4 Putting Your Alumni to Work: Cultivating Alumni to Assist in Recruitment Efforts

With shrinking recruitment travel budgets learn clever ways to gain alumni participation in undergraduate recruitment efforts.

Presenters: Daniel Saeving, The University of Toledo; Kevin Kucera, The University of Toledo

7.5 Only You Can Prevent Forest Fires: Maintaining Professionalism in the Work Place

This interactive session will explore what it means to act like a professional and how by doing so, conflicts are reduced in the work place. Explore practical strategies to prevent situations from getting out of control.

Presenter: Howard Shanken, Grand Rapids Community College

10:00am – 10:30 Break

Session 8 – Friday - 10:30am – 11:30am

10:30am – 11:30 Session 8

8.1 Trading Places: Experiencing and Understanding Disabilities

Back by popular demand! How does it feel to have a vision, hearing or learning disability? As a continuation of MACRAO's 2007 conference topic, participants will be able to experience disability first hand via interactive exercises. Participants will increase their empathy and understanding of issues facing people with physical and learning disabilities. This session will be facilitated by experts in learning and physical disabilities.

Presenter: Ann Sherman, Grand Rapids Community College

8.2 Campus Emergency Alert System

A discussion of email, phone and text message alert systems. How were they implemented on your campus?

Presenter: Becky Jolly, Miami University

8.3 Course Approval Process

Two colleges will share how they do course approval online or by the old easy paper method. How they made the web do the work. What are the good and not so good points? It has to happen, so make your course approval an easy process.

Presenters: Jerry Vance, The Ohio State University; Erik Flores, University of Notre Dame

8.4 Millennials: How Do We Get Them In, Through and Out?

Understanding our current generation of students including their "helicopter" parents. How to meet the challenge of recruiting them, teaching them and then finding them jobs.

Presenters: Kara Fields, Walsh College of Accountancy & Bus Administration; Lee Meadows, Walsh College of Accountancy & Bus Administration;

8.5 Express for Success

The power of public speaking: during this "non-stressful" session you will learn how to "de-stress" when speaking in public. Learn how to fine-tune your speaking skills by speaking confidently and with impact. Topics covered will be dealing with anxieties, listening, using appropriate nonverbal communication behaviors, and the importance of sustaining eye contact with your audience.

Presenter: Susie Blizard, IUPU