



2024 MSACROA Conference Sessions

** Please note changes to sessions/days/time/rooms could still occur. **

Monday, December 2, 2024

| Session Title | Session Description | Day/Time | Room Assigned |
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| Pre-Conference Workshop - Registrar's Workshop | This very popular session brings together seasoned professionals to discuss important issues that impact the World of the Registrar. Topics in the past have been diverse and participants are given the opportunity to share their best practices. The session draws a large turnout so we encourage early registration. | Monday, 9:30am - 11:00am | Salon E |
| Pre-Conference Workshop - Calling All Managers: Time to Mo, Mo, Motivate Your Teams! | It's no secret that employees who feel they are recognized for their work and valued by their supervisors and employer are more responsible, motivated, and productive. This workshop will help supervisors, managers, and anyone who has at least 1 direct report to create a more productive, trustworthy, spirited, and energized work environment. Join us for some lecture, discussion and participate in a fun, interactive team building activity. As the saying goes, "People don't leave bad jobs, they leave bad bosses." | Monday, 9:30am - 11:00am | Salon B |

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| <p>Pre-Conference Workshop - Introduction to Neurodiversity: Creating inclusivity</p> | <p>Participants will learn about neurodiversity through a discussion of definitions and the use of language. We will participate in an activity to explore the various meanings of behaviors that may seem atypical. Using a think-pair-share activity, participants will brainstorm ways to create inclusive spaces.</p> | <p>Monday, 9:30am - 11:00am</p> | <p>Hanover A</p> |
| <p>FERPA In the Real World</p> | <p>We understand the Family Educational Rights and Privacy Act (FERPA), but we are often challenged when trying to apply it in specific real-life situations. This highly interactive session allows participants to share how they would interpret and apply FERPA regulations in realistic scenarios.</p> | <p>Monday, 12:30pm - 1:30pm</p> | <p>Versailles</p> |
| <p>University Catalogs Page to Screen</p> | <p>Twenty years or more into publishing university catalogs online, many electronic catalogs still contain features of their paper predecessors. This session addresses how to adapt a university catalog to the online environment, how to use the capabilities of an electronic catalog to improve catalog production, and how to consider the reader experience when creating a catalog.</p> | <p>Monday, 1:45pm - 2:45pm</p> | <p>Salon B</p> |
| <p>The Art & Science of Predictive Modeling for Admissions Decision Support at Rutgers-New Brunswick</p> | <p>This presentation will describe the use of predictive modeling in enrollment analytics used for admissions decision during each stage of building a fall incoming class at Rutgers-New Brunswick. Topics will include applicant volume estimation to inform early decision parameters, real-time monitoring of applicant volume and quality throughout the cycle to inform parameter adjustments, yield modeling for admits and scholarship recipients to optimize enrollment and meet strategic enrollment goals, and the use of census date projections from time series analysis for post-May 1 adjustments to the incoming class.</p> | <p>Monday, 1:45pm - 2:45pm</p> | <p>Hanover B</p> |

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| <p>Doing More with Less - Innovative Strategies</p> | <p>In an era of budget constraints and increasing demands, the registrar's office is challenged to manage student records, course registrations, and compliance efficiently with limited resources. This session, "Doing More with Less," will explore innovative strategies and practical solutions to maximize efficiency and effectiveness in the registrar's office. Join Penn State in an open discussion about strategies we have used to ensure our services are not diminished as we continue to do more with less.</p> | <p>Monday, 1:45pm - 2:45pm</p> | <p>Maryland Room</p> |
| <p>Defrauding the Fraudsters: Managing (and Getting Ahead Of) Fraudulent Admissions Applications</p> | <p>In this interactive session, participants will learn about the increasing trend of submitting fraudulent applications to receive the benefits of admission, including federal funds. Presenters will help participants identify fraudulent applications by providing real-world examples that respond to constant changes in fraudster tactics. Participants will learn how institutions have mitigated their impact on student systems and will walk away with practical tools to defraud the fraudsters.</p> | <p>Monday, 1:45pm - 2:45pm</p> | <p>Salon D</p> |
| <p>Managing Change from Different Perspectives</p> | <p>This session will explore change management in the Registrar's Office from two distinct viewpoints. One presenter has overseen change within their office over a span of 14+ years. The other presenter, who more frequently transitions between jobs, is now enlisted by institutions to spearhead change initiatives. The presenters will explore strategies for navigating change management across institutional departments while maintaining relationships, remaining current with best practices, emerging laws, and regulations, and effectively leading teams through transitions.</p> | <p>Monday, 1:45pm - 2:45pm</p> | <p>Salon A</p> |

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| <p>From Admission to Graduation: Supporting Disabled Students in Higher Education</p> | <p>The number of disabled students entering colleges and universities is increasing. According to the National Center for Education Statistics, about one in five undergraduate students report having a disability, but many experts believe that this number is underreported due to student hesitation to disclose. This session will discuss the transition from high school to college for students with accommodations, highlight different resources and campus partners who work with this population, and how to create a more inclusive and accessible campus community for all.</p> | <p>Monday, 1:45pm - 2:45pm</p> | <p>Hanover A</p> |
| <p>Banner Round Table</p> | <p>This popular session involves participants in the latest updates in Ellucian Banner. Bring your questions, issues and best practices. This session offers a great opportunity to share ideas with your colleagues.</p> | <p>Monday, 3:30pm - 5:00pm</p> | <p>Maryland Room</p> |
| <p>Changing Times in Higher Education: Some Personal Reflections after Interacting with Registrars for Thirty Years</p> | <p>The presenter has worked in higher education administration, and with registrars for over 25 years. Throughout his career, Dr. Horowitz has been a fixture at MSACROA conferences and has concurrently imparted his expertise as an economics instructor across various institutions in the New York metropolitan area. His presentation will delve into the mechanics of higher education administration and how these processes have transformed over the decades. Drawing from his personal experiences, he will share a blend of reflections, anecdotes, and occasionally, his candidly cynical views on a range of pertinent topics. Key topics to be explored include changing admissions standards, maximum credit loads, transfer credits, prerequisites, grade inflation, FERPA, the academic calendar, gen-ed rules, grading systems and grade appeals, mode of course delivery, and student assessment. Dr. Horowitz invites attendees to join him for a thought-provoking session that promises not only to inform but also to stimulate discussion. Ample time will be allotted for questions and interactive dialogue, providing a forum for attendees to share their own experiences and insights. This presentation is</p> | <p>Monday, 3:30pm - 5:00pm</p> | <p>Salon B</p> |

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| | <p>meant to provide a deeper understanding of the dynamic landscape of higher education and the pivotal role registrars play in navigating these changes.</p> | | |
| <p>Round Table: Community College Focus</p> | <p>Roundtable: Community College Focus. "Community colleges play an essential role in higher education. They provide instruction in a wide variety of fields that lead to employment in sectors such as health care, public safety, information technology, business, and manufacturing. Community colleges prepare students for transfer to four-year colleges and universities and allow high school students to earn college credits through dual enrollment. They teach adults who are preparing for GEDs or learning English. And community colleges partner with local employers to train or upskill workers needed for regionally important industries and occupations. A Community College Research Center Fact Sheet. The community college focus roundtable intends to provide an opportunity for those from community colleges to network with other community college colleagues, share experiences, and discuss issues encountered primarily at community colleges. First Learning Outcome: Collaboration Second Learning Outcome: Problem-solving Third Learning Outcome: Effective resource management Core Competency: Collaborative Decision-Making Proficiency: Admissions and Records & Academic Services Proficiencies Presenter and Convener(s): Cassandra Moore, Anne Arundel Community College Director of Enrollment Development & Admissions, President-Elect, AACRAO</p> | <p>Monday, 3:30pm - 5:00pm</p> | <p>Salon D</p> |

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| Classrooms Operations Conversation | Quality classrooms are critical for student success and retention, with studies showing that the quality of the classroom can influence learning as much as the instructor. Supporting classrooms is a team effort with Registrars, IT, capital planning, facilities, and those who support pedagogical innovation. Whether you are directly responsible for classroom maintenance and operations or are a participant in the process, come hear from UB and your fellow attendees as we share our approaches, support models, challenges and lessons learned on everything from master planning to keeping desks gum-free. | Monday, 3:30pm - 5:00pm | Salon E |
| EAB Navigate Roundtable | EAB Navigate has significantly evolved, introducing features that enhance operations for Admissions, Registrar offices, and new student onboarding. This roundtable is a call to those involved in these areas to share their experiences, best practices, and the innovative ways they've utilized EAB Navigate to benefit their workflows and student engagement. We'll discuss the practical aspects of these new features, exchange strategies for overcoming challenges, and explore the potential of the Idea Portal to influence future developments. This session is an opportunity for users to contribute to a shared knowledge base, recommend impactful ideas, and collectively envision the future enhancements of EAB Navigate. Join us for a dynamic exchange of insights and strategies to maximize the effectiveness of EAB Navigate in our educational institutions. | Monday, 3:30pm - 5:00pm | Salon A |

Tuesday, December 3, 2024

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| Keynote Session | Keynote session by Adrian Cornelius, Executive Director of Enrollment Management and University Registrar at the University of Maryland | Tuesday, 9:00am - 10:30am | Versailles Room |
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| Steps to Process Readmit Students Utilizing CUNYFirst (Fully Integrated Resources and Services Tool) | This presentation, "Steps to Process Readmit Students" illustrates all CUNYFirst readmission steps in order. Attendees will learn the process of readmitting students. | Tuesday, 11:00am - 12:00pm | Salon D |
| Financing Your Education | Information on application openings and deadlines. A breakdown of understanding the Cost of Attendance and the different options available for students to fund their education. | Tuesday, 11:00am - 12:00pm | Salon B |
| Helping Students Come Back | Barnard College underwent an initiative to reform our return from leave of absence process to allow students the opportunity to pre-register for classes prior to completing the Return process. This removed a barrier for this target population and helped to reduce a common source of stress. This session will discuss the history of our Request to Return process and how it was updated and managed to help ease this transition and set these returning students up for success. | Tuesday, 11:00am - 12:00pm | Hanover B |
| Dynamic Duos: Improving Implementation Outcomes through IT Partnering | Come and hear the experiences of a University Registrar across a series of system implementations, including both homegrown and third-party solutions, and learn how partnering with IT resulted in better outcomes for key stakeholders. In this session, you will leverage case studies from the presenter's files to develop a principals-based approach to system implementation for your functional area. While case studies will focus primarily on registrar-related systems and solutions, other areas will still benefit from attending. | Tuesday, 11:00am - 12:00pm | Hanover A |

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| <p>Navigating Challenges: Women's Resilience in Higher Education Workplaces</p> | <p>This session will explore the obstacles encountered by women in higher education workplaces. The presenter, at a mid-career stage, advocates for the significance of sharing stories and experiences, particularly for those who identify as women. Recognizing that solidarity and understanding are essential, it is often helpful to realize you're not alone in your challenges; others may be facing similar circumstances. By exchanging narratives and fostering connections, women may increase their resilience amidst adversity. While the presenter may invite participation, the purpose of this session is to prioritize everyone's comfort, ensuring that no one feels obliged to share or speak. Engaging through listening is equally valuable for learning.</p> | <p>Tuesday, 11:00am - 12:00pm</p> | <p>Salon A</p> |
| <p>The Registrar's Office and Retention: A continuation from last year...</p> | <p>This roundtable session seeks to facilitate discussion and debate on the various roles our Registrar's Offices may, may not, and perhaps should play in retention. We seek a balancing point in providing retention practices while maintaining sanity and bringing ownership to others. Last year, during a very robust conversation, we identified a few hot topics needing further discussion including registration timetables, advising students, and course schedule build.</p> | <p>Tuesday, 11:00am - 12:00pm</p> | <p>Maryland Room</p> |

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| <p>Proactive approaches to student solution improvements in the Office of the Registrar</p> | <p>In this presentation, we delve into the evolution of customer service in the Office of the Registrar at the University at Buffalo (UB), where proactive process improvements have led to a paradigm shift in student support. Traditionally, universities have grappled with high volumes of inquiries, inundating phone lines and email inboxes, often resulting in frustration for students seeking assistance. However, at UB, we've taken a proactive approach to streamline our processes, resulting in a significant reduction in phone and email volume. Our approach has allowed us to transition from conventional customer service to a concierge-style model, providing personalized support to those who truly need it. Join us as we share insights, strategies, and best practices gleaned from our journey towards redefining student support. Learn how our proactive process improvements have not only alleviated the burden of high inquiry volumes but have also enhanced the overall student experience by providing efficient and effective solutions tailored to individual needs.</p> | <p>Tuesday, 1:45pm - 2:45pm</p> | <p>Hanover A</p> |
| <p>Working with Vendors: a discussion</p> | <p>In this session, we will share ideas on working with vendor partners - from selecting, partnering, and separating. Sharing strategies, tactics, and practices of what has worked and what you might consider. The session is focused on discussing these items in this ever-evolving landscape.</p> | <p>Tuesday, 1:45pm - 2:45pm</p> | <p>Maryland Room</p> |
| <p>Curriculum Timelines and Implementation</p> | <p>Does your institution struggle with curriculum timelines? Ours does! In our session, we will run through the mismatched timelines for curricular governance and implementation and the ways they impact Admissions, Financial Aid, the Registrar's Office, and academic departments on our campus. We will share the lessons we've learned through implementation of our curriculum management software, our struggles making sense of our campus's curriculum governance process, and our attempts to develop an understanding of curriculum in order to make sense of the nonsense. In turn, we hope participants will be willing to discuss their campus's own</p> | <p>Tuesday, 1:45pm - 2:45pm</p> | <p>Hanover B</p> |

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| | particular curricular quirks, hurdles they are encountering, and any lessons learned throughout the process. | | |
| IB Systems 101: A University Administrator's Guide | In this session we provide university registrars and admissions officers with the knowledge and expertise needed to assess IB credentials effectively. By the end of this session, you will have the tools to efficiently access IB systems, evaluate IB applications, facilitate informed admissions decisions, and enhance the educational experience for both IB graduates and your university community. | Tuesday, 1:45pm - 2:45pm | Salon D |
| Prediction Model | A new approach/model to creating annual enrollment projections | Tuesday, 1:45pm - 2:45pm | Salon B |

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| <p>Cross-Campus Proactive Collaboration to Streamline New Student Onboarding</p> | <p>From opening an acceptance letter to saying goodbye to friends at high school graduation, it is both an exciting and stressful time for first-year students as they prepare to start college in the fall. This session will highlight how Stony Brook University's Enrollment team used proactive collaboration and coordinated communication to reimagine and improve our new student onboarding from the point of acceptance to the first day of classes. By bringing together departments ranging from admissions to advising to orientation, the team assessed the needs and pain points of internal units as well as students. It allowed for our team to take a required step like a pre-advising form housed in a static platform and transform it to a guided and intuitive process. The updated form, created through Technolutions Slate, responds to the student's information and shows them important information which was only possible from the collaboration across many internal units. With students using one platform to keep track of important required items, the onboarding process was more united and streamlined allowing for targeted communication, outreach, and direct messaging to incoming students. It also allows for better collaboration across departments with the continued goal of updating and improving the process each cycle.</p> | <p>Tuesday, 1:45pm - 2:45pm</p> | <p>Salon A</p> |
| <p>Plenary Session: AACRAO Hot Topics</p> | <p>Join Cassandra Moore, AACRAO President-Elect, for a discussion of AACRAO and regional hot topics.</p> | <p>Tuesday, 3:00pm - 4:00pm</p> | <p>Versailles Room</p> |
| <p>It's Time for Trivia!</p> | <p>Do you have the knowledge to win? Can you answer questions about FERPA, student records, transcripts, admissions, colleges/universities, transfer credit, and pop culture? MSCROA Trivia is a fun team trivia game. Players on each team can focus on a category they are good at to contribute to the team win.</p> | <p>Tuesday, 4:15pm - 5:15pm</p> | <p>Hanover A</p> |

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| <p>Zzzzz (Zoom!) Tips and Tricks for Recruitment and Advising</p> | <p>Our newest tool in recruitment is now five years old and there is no sign that Zoom is leaving our recruitment and retention landscape. From virtual drop-in hours to recorded presentations to augmenting live classrooms, Zoom is fully a part of our professional life. Justin and Fran will present their innovative ways of using the technology to recruit applicants and work with academic advising for prospective and current students and alumni.</p> | <p>Tuesday, 4:15pm - 5:15pm</p> | <p>Salon B</p> |
| <p>Building efficiency, not buildings: How Pitt used policy and budgetary incentives to address its classroom crunch.</p> | <p>The University of Pittsburgh, like many urban institutions, is challenged by the limitations of real estate. Compounding this issue are restrictions on changes to structures of historic significance, and zoned structure height limitations in historic neighborhoods. Plus, the University of Pittsburgh must compete for available real estate in the Pittsburgh neighborhood of Oakland with Carnegie Mellon University, Carlow University and three hospitals. Reduced classroom inventory and increased enrollment (and subsequent increases in class sections offered) have increased demand for general classrooms. The popular response to these challenges is to build new classrooms. However, real estate is limited, and Pitt's 30-year plan communicates that there is already an adequate general classroom space. So, what are the issues limiting efficient room and seat utilization in generally scheduled classrooms and how did the University of Pittsburgh address these issues? This presentation describes the efficacy of the University's novel approach to the issue. As part of the Learning Spaces Management Committee the Office of the University Registrar was able to facilitate changes to Pitt's scheduling policies that are tied to the University's new budget model to incentivize department/schools to schedule their classrooms more efficiently. It is hoped that attendees will gain insights on how they can change their institution's classroom utilization and other policies.</p> | <p>Tuesday, 4:15pm - 5:15PM</p> | <p>Salon D</p> |

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| <p>Leading in professional schools when "...you are not that kind of a doctor!"</p> | <p>The academic landscape is ever expanding, with many professionals now holding advanced degrees that do not directly align with their roles within professional schools or with the educational programs offered by their institution. This session aims to describe the current landscape provide guidance and strategies for those navigating this increasingly common career path.</p> | <p>Tuesday, 4:15pm - 5:15pm</p> | <p>Maryland Room</p> |
| <p>Leveraging Communications to Integrate Non-Traditional Admissions Populations</p> | <p>Communications can be utilized as a powerful tool to manage enrollment and integrate non-traditional student populations into an application and admissions system. Due to the complexities of managing non-traditional prospects, applicant, and admitted student populations, the creation of communications and admissions forms require a team's and respective departments' consideration and integration of the use of new components and methods for these admissions system items. This session will highlight how our Enrollment Communications team recently had the opportunity to tailor communication plans and admissions forms to two non-traditional student populations; a health professions population and a graduate level population. These projects required concise and consistent coordination with the respective programs to determine appropriate population rules, how to draft engaging language to promote particularly technical programs, and identification of the best methods to integrate the respective programs' admissions requirements into our application system. Ensuring close communication between the multiple programs & the Enrollment team was essential to successfully customizing communications for these populations. Discovering methods to integrate the non-traditional population with our main program populations bridged the gap between all enrollment stakeholders. We now have a highly effective framework to utilize for the inclusion of future non-traditional student populations.</p> | <p>Tuesday, 4:15pm - 5:15pm</p> | <p>Hanover B</p> |

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| <p>Streamling Transfer Credit Evaluation with Smartsheet: Orchestrating a Path for Transfer Student Support</p> | <p>At Morgan State University, the Office of the Registrar has recently improved its transfer credit evaluation process through Smartsheet. This tool has facilitated consistent workflows, enhanced communication, reduced mistakes, and ensured compliance with the regulations set by the Maryland Higher Education Commission. Smartsheet provides useful features for task delegation, communication, metrics tracking, error identification, and team goal-setting. *First Learning Outcome: Develop standardized transfer credit evaluation and forms processes using Smartsheet. *Second Learning Outcome: Enhance communication and collaboration among team members and stakeholders. *Third Learning Outcome: Implement automation to streamline workflows, reduce errors, and ensure compliance with regulations. *Core Competency: Technological Knowledge*Proficiency: Transfer & Articulation Proficiency, Records Management Morgan State University Office of the Registrar -Transfer Evaluation and Articulation presentation will illustrate using Smartsheet to reimagine the transfer credit evaluation, forms management, and graduation clearance process. In this session, we will demonstrate how Smartsheet standardizes processes, automates workflows, improves visibility, and optimizes resources for transfer credit efficiency and success.</p> | <p>Tuesday, 4:15pm - 5:15pm</p> | <p>Salon A</p> |
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Wednesday, December 4, 2024

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| <p>From Inquiry to Enrollment: Creating a Seamless Experience for Prospective Students</p> | <p>In the workshop we will discuss and focus on the student experience through the admissions process. Presenting ideas for improving communication, understanding application barriers and providing support to push students to apply and enroll.</p> | <p>Wednesday, 9:45am - 10:45am</p> | <p>Hanover A</p> |
| <p>Prospect to Student: Strategies for Improving Student Conversion</p> | <p>This session, "Prospect to Student: Strategies for Improving Student Conversion," will explore practical strategies and data-driven approaches to enhance student conversion rates,</p> | <p>Wednesday, 9:45am - 10:45am</p> | <p>Salon D</p> |

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| | <p>from initial prospect engagement to enrollment. Attendees will learn how to optimize outreach, leverage technology, and implement personalized communication plans to effectively convert prospects into committed students.</p> | | |
| <p>Fostering Inclusivity: Mental Health Challenges and Resources for BIPOC in Higher Education</p> | <p>Join us for an enlightening workshop as we delve into the complexities of mental health within the BIPOC (Black, Indigenous, and People of Color) community. This session aims to explore the historical context, unique stressors, and challenges faced by individuals of diverse cultural backgrounds when it comes to mental well-being. We'll start by defining mental health and debunking common myths, laying the groundwork for an insightful discussion. Delving into history, we'll uncover how societal factors and systemic racism have shaped perceptions and access to mental health care within BIPOC communities. From there, we'll examine the distinct stressors and causes that impact mental health, including intergenerational trauma, discrimination, and socioeconomic disparities. We'll also confront the stigma surrounding mental health in BIPOC communities and discuss strategies for combatting it. Throughout the workshop, we'll identify common symptoms of mental health issues and highlight available resources and support networks tailored to the BIPOC community. Participants will have the opportunity to engage in interactive discussions, sharing personal experiences and insights while exploring avenues for promoting mental health awareness and resilience within their communities. By the end of the session, attendees will leave empowered with a deeper understanding of mental health within the BIPOC community and equipped with practical tools and resources to foster positive change.</p> | <p>Wednesday, 9:45am - 10:45am</p> | <p>Hanover B</p> |

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| <p>Could Registrars be Positioned to be the Next CIO?</p> | <p>This session will share the experiences of a University Registrar with over 35 years of experience. The goal is to review the changes in the role of the Registrar from 1985 to now. Conversation will explore how the Office of the Registrar has evolved and will continue to evolve. In particular, the changes in technology and the digital landscape. Discuss the impacts this could have on the future, and how the Registrar is often at the center of valuable data that services the institution. As the technical and digital landscape of higher education is evolving, and the Registrar is positioned at a interconnection point of data, student needs, academic policies, and credentialing for student success. This session will explore how the Registrar's regular collaboration with all the various departments and their understanding of student experience and data help inform institution-wide technology and initiatives.</p> | <p>Wednesday, 9:45am - 10:45am</p> | <p>Maryland Room</p> |
| <p>What Every New Admissions Counselor Should Know!</p> | <p>Helpful tips for travel planning, time management, inside tricks of the trade and taking care of you on the road. If you're a supervisor of new staff, come find out how to best support them too!</p> | <p>Wednesday, 9:45am - 10:45am</p> | <p>Salon A</p> |
| <p>Pending Withdrawals: A Collaborative Effort to Increase Student Retention</p> | <p>As part of Harford Community College's efforts to increase retention in our continuing student population, a new procedure was developed by Enrollment Management staff to establish more intervention for students seeking to withdraw from courses. This presentation will start with a discussion on how staff from Advising, Registration, and Financial Aid collaborated on best practices for implementing a Pending Withdrawal process; its successes, and challenges; changes we made; and our future plans. Learning Outcomes: 1.How to best collaborate between various units within Enrollment Management 2.Implement a new procedure aimed at addressing student retention that focuses on communication and guidance rather than creating academic holds used as roadblocks to student success 3.Learn from first year</p> | <p>Wednesday, 9:45am - 10:45am</p> | <p>Salon B</p> |

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| | implementation and continue to collaborate to make new process updates that benefit students. | | |
| Customer Service - Doing More With Less | This session will invite participants to discuss means to deliver the best customer service in the Registrar's Office. Registrar Offices are most often in the front line of students, parents as well as the constituents of the colleges and universities for which we work. Questions arise daily that oftentimes need immediate responses. Good Customer Service Skills in addressing our audiences is very important. Join us for this session and be prepared to share your best practices. | Wednesday, 11:00am - 12:00pm | Hanover B |
| Streamlining Graduation Applications and Degree Certification at the University of Pittsburgh | The University of Pittsburgh recently tackled the challenge of disparate graduation applications across its schools and campuses. This presentation will showcase the development and implementation of a common graduation application within our Student Information System (PeopleSoft). This innovative solution has transformed the graduation experience for both students and administrators, overcoming several key challenges. Some of the highlights of this customization include: Eliminated siloed applications: Prior to the centralized system, each school and regional campuses managed their own graduation application. Enabled students requested degree changes for graduation: Integrated workflow allows students to request academic plan (major, minor, etc.) changes to be routed to school administrators and the Office of the University Registrar for approval. Integrated late fee payments: Late fee payment process integrates with Student Payments Office vendor within application. Simplified address and name updates: Students can easily update their information within the application. Enhanced data visibility: Live certification dashboards provide real-time information to administrators on students that have applied for graduation. This presentation is suggested for university administrators, staff involved in graduation and registration processes, | Wednesday, 11:00am - 12:00pm | Salon A |

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| | <p>seeking to improve their graduation application and degree verification systems.</p> | | |
| <p>Succession Planning</p> | <p>Succession Planning is not just for retirements or resignations. Keeping your office running if when someone leaves or even becomes ill is mission-critical. Planning ahead benefits your office, your institution and most importantly your students. Join me to learn some key steps to stay ahead of changing times and changing staff...it's never too late to start!</p> | <p>Wednesday, 11:00am - 12:00pm</p> | <p>Maryland Room</p> |
| <p>Playing Tetris at Work: How To Build An Effective Production Calendar</p> | <p>Is your office constantly juggling tasks, submitting work at the last minute, or even missing deadlines? You need a production calendar! In this session, you will learn what makes production calendars different from standard calendars; basic principles for developing a production calendar; how to build a production calendar with tools you already use; and benchmarks to ensure that it becomes not merely a template, but rather an evergreen resource for your office for years to come.</p> | <p>Wednesday, 11:00am - 12:00pm</p> | <p>Salon B</p> |

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| <p>When Admissions Protocols Become Murky: Unintended Consequences</p> | <p>Now that Covid is in the past and schools have remained test optional, what are the advantages and pitfalls of working admissions without the metric of the SAT or ACT? Should schools remain test optional? How could a hybrid model work? What other objective means of reviewing applications exist that might help a counselor decide if a student is college ready?</p> | <p>Wednesday, 11:00am - 12:00pm</p> | <p>Salon D</p> |
| <p>Attracting and Recruiting IB Students - Developing a Competitive Edge</p> | <p>Higher education institutions around the world are searching for best-fit international students in a highly competitive, global marketplace. The IB's rigorous academic programs prepare internationally minded students for higher education in a globalized society. This session will provide practical tips on how to successfully recruit IB students by leveraging your IB recognition policy. Learning Outcomes: Participants will: Leave with a framework to review and enhance their IB recognition policy Hear suggestions for innovative approaches to policy Learn about the IB's resources for university admissions staff and faculty</p> | <p>Wednesday, 11:00am - 12:00pm</p> | <p>Hanover A</p> |