

Track	Session Title and Description
Information Technology	<p><b>Data Requests Without Chaos: Data Governance in a Clear, Fair and Sustainable Framework</b></p> <p>Registrar offices handle increasingly high volumes of data requests from faculty, advisors, student-service units, institutional research, and external partners. Without a structured framework, these requests can overwhelm staff, slow down other essential operations, and create inconsistent outcomes. This session presents a practical Data Request Framework that establishes service-level expectations (SLEs), clarifies data ownership, supports FERPA compliance, and improves turnaround predictability. Participants will learn how to categorize request types, define timelines based on complexity, create intake pathways, and develop communication templates that set shared expectations. The session includes a hands-on activity in which participants map out their institution's request categories and identify opportunities for automation or triage.</p>
Records and Registration	<p><b>Transfer Credit Roundtable: Challenges, Solutions, and Shared Practices</b></p> <p>Join an open, interactive roundtable focused on transfer credit processes, challenges, and successes across institutions. This session is designed to foster conversation and connection. Participants are encouraged to share their experiences, ask questions, and learn from peers.</p> <p>We'll explore common challenges such as system limitations, newly adopted systems, course equivalencies, non-traditional credit, prior learning assessment, and state initiatives, while highlighting practical solutions and strategies that institutions are using today. Whether you're looking for new ideas or hoping to validate your current practices, this session provides a space to collaborate and learn from one another.</p>
Records and Registration	<p><b>Do More with Less: The Story of Declining Budgets</b></p> <p>Across higher education, Registrar's Offices are being asked to absorb new responsibilities while navigating shrinking budgets, staffing constraints, regulatory pressure, and rising student expectations. This session explores the reality of "doing more with less" as a defining feature of the Registrar's lifestyle and reframes it from chronic strain to intentional strategy. Participants will examine how registrars can prioritize work that matters, eliminate low-value complexity, and</p>

	<p>advocate for sustainable operations without sacrificing service, compliance, or staff well-being.</p>
<p>Records and Registration</p>	<p><b>Redefining the Registrar: From Record Keep to Architect of Learning Pathways</b>  Reframes the traditional registrar role as a proactive, strategic partner in student success and institutional innovation. The session highlights how registrars can move beyond compliance and transactional work to co-design flexible, equitable learning pathways that support modern learners. Participants will explore ways to integrate policy integrity with agile problem-solving alongside academic and enrollment leaders. Ultimately, it positions the registrar as an essential architect of student-centered experiences that strengthen institutional mission and outcomes.</p>
<p>Professional Development</p>	<p><b>Business Continuity and Disaster Recovery: A Practical Playbook</b>  Registrar operations are deadline-driven and compliance-sensitive, yet many offices lack a tested continuity plan that covers the realities of disruptions - system outages, building closures, staffing shortages, cyber events, or vendor downtime. This session provides a practical, registrar-specific approach to building and maintaining a Business Continuity / Disaster Recovery plan that is usable, trainable, and testable. Attendees will learn how to identify essential functions (registration changes, enrollment verification, transcript processing, graduation, data reporting), define minimum operating requirements, create a communication and decision structure, and run low-stress tabletop exercises. We'll share templates for critical-function prioritization, recovery time objectives, manual workarounds, and a staff-ready quick guide. Participants will leave with a one-page continuity framework and a drill plan they can run within 30 days.</p>
<p>Records and Registration</p>	<p><b>From Day One to Done: Streamlining Start and End-of-Term Processing</b>  While there are no true quiet periods in the Registrar's Office, the beginning and end of the semester bring a different level of busy-ness. This session will review start-of-term and end-of-term operations, including exploring strategies to improve efficiency and enhance collaboration among other campus offices. We will discuss pre- and post-semester audits and notifications, grade processing, academic standing updates, specialty transcript processing, and working with other offices to schedule connected tasks. Whether you are a</p>

	seasoned professional or new to the game, this session aims to present takeaways you can apply at your own institution.
Information Technology	<p><b>What is "the Cloud"?</b></p> <p>Introductory session providing a clear, non-technical overview of cloud computing within the context of higher education. Define basic cloud concepts, explain how cloud systems differ from on-premises systems, and discuss what it means for student records, system access, security, and day-to-day operations.</p>
Admissions & Enrollment Management	<p><b>Connecting the Funnel: Aligning Marketing and Admissions for Enrollment Success</b></p> <p>Explores how institutions can bridge gaps between outreach and enrollment to create a seamless student journey. This session highlights the most common challenges that arise when marketing and admissions teams operate in silos and offers practical strategies for establishing effective cross-departmental communication. Participants will also learn how to use data-driven insights to develop targeted digital marketing campaigns that strengthen recruitment efforts and improve funnel conversion. Attendees will leave with actionable approaches they can implement immediately to enhance collaboration and drive enrollment success.</p>
Information Technology	<p><b>Digital Document Retention for Modern Registrar Offices</b></p> <p>This session will equip college and university registrars with practical strategies to transition from paper-based recordkeeping to secure, compliant digital document retention systems. Participants will explore commonly used platforms, best practices for data back-up and disaster recovery, and policies that ensure long-term accessibility while meeting regulatory requirements.</p>
Professional Development	<p><b>Remote Life in Higher Education</b></p> <p>This interactive workshop explores practical strategies for effectively managing Registrar's Office responsibilities in a remote or hybrid environment. Participants will examine approaches to maintaining data integrity, ensuring compliance with institutional and federal regulations, and delivering high-quality student services from a distance. Through real-world scenarios and peer discussion, attendees will leave with tools to enhance communication, streamline workflows, and support student success while working remotely.</p>
Admissions & Enrollment Management	<p><b>Ghost Application Fraud: Identification, Prevention, and Response</b></p>

	<p>Application fraud is no longer a fringe issue - it's an evolving threat hitting institutions of all sizes. This panel brings together admissions professionals from large and mid-sized Ohio institutions to share what they're seeing on the ground, how they're identifying suspicious applications, and the institutional, legal, and policy considerations that come with responding. Rather than a one-size-fits-all solution, attendees will walk away with a clearer picture of the fraud landscape and practical strategies they can adapt for their own campus context. Whether you're just starting to notice the warning signs or already deep in response mode, this is the conversation you need to be having.</p>
<p><b>Records and Registration</b></p>	<p><b>Closing the Graduation Petition Gap</b>  Your students worked hard, but they can't seem to cross the finish line to graduation. How do you identify students ready to graduate and get them to petition on time without creating manual work for the Registrar's office? This session will explore the graduation petition process, best practices, and tips for making graduation smoother.</p>
<p><b>Admissions &amp; Enrollment Management</b></p>	<p><b>Collective Responsibility: Developing and Maintaining Transfer Pathways for Student Success</b>  Transfer student success does not and should not reside in transfer centers alone. Underpinning the student-facing work of pre-transfer advisors and recruiters are the staff who stand as hubs of transfer pathway development. Often individual contributors, these staff members develop and maintain current and archival student-facing documents focused on credit mobility and applicability. By collaborating with academic colleges, credit evaluation teams, and external partners, transfer pathways contribute to a widened recruitment pipeline and a fiscally responsible choice for degree attainment. This session will explore how two individuals - one at a community college and one at a public university - organize the work and what processes are in place to support these critical student-centered faculty-driven tools.</p>
<p><b>Records and Registration</b></p>	<p><b>Guarding the Gates: Tackling the Rise of Fraudulent Transcripts</b>  Fraudulent transcript requests and applications are becoming more common, and many institutions are feeling the impact. In this session, we'll talk through how to spot red flags, what steps schools are taking to prevent fraud before it happens, and how to thoughtfully notify alumni when their identity has been misused. Join us for a practical, discussion-</p>

	based session focused on real scenarios and shared solutions.
Professional Development	<p><b>Modern Problems Require Modern Solutions: Strategies for Hiring in Today's Environment</b></p> <p>Finding and hiring effective individuals for our shrinking teams is more difficult than ever in today's Registrar's Offices. The salaries that our institutions offer are progressively less competitive, individual attitudes and expectations about work have changed significantly, and the outlook for the higher education market is increasingly bleak. Come learn and share strategies that will help you identify, interview, hire, and retain your office's most valuable resource: the staff!</p>
Information Technology	<p><b>Registrar Realness: Turning "We Should Fix That" Into Actionable Tech Programs</b></p> <p>Registrars are increasingly asked to lead or support technology-driven initiatives - often without formal project management training or a dedicated tech team. Whether implementing a new system, improving a workflow, or coordinating with IT, having a strong, realistic project plan can make all the difference between success and burnout. This session provides a practical, registrar-centered approach to building technology project plans that are structured, collaborative, and achievable. Using real-world examples common to registrar operations (system updates, reporting enhancements, process automation, compliance-driven projects, etc.), we'll walk through how to translate ideas into actionable steps, align stakeholders, document decisions, manage timelines, and keep projects on track.</p>
Professional Development	<p><b>Policy Changes That Stick: Communication Strategies for Campuswide Adoption</b></p> <p>Policy changes frequently affect students, faculty, and staff; yet communication around these changes is often unclear, poorly timed, or inconsistent across units. This session highlights a Registrar-driven communication strategy that ensures new or revised policies are understood, implemented correctly, and reinforced across campus. Attendees will explore communication mapping, stakeholder-specific messaging, timing strategies, and tools such as micro-guides, decision trees, and change-impact summaries. The session includes examples of effective (and ineffective) rollouts and a live exercise where participants rewrite a vague policy notice into a clear, user-friendly message.</p>
Records and Registration	<b>Room Scheduling Rumble</b>

	<p>Scheduling classes and assigning rooms can feel like a giant puzzle, and every school seems to solve it a little differently. In this session, we'll talk at a high level about how scheduling works, what changes have helped streamline the process, and where challenges still pop up. We'll open it up for group discussion to share common pain points, trade ideas, and also dig into final exam scheduling</p>
<p><b>Admissions &amp; Enrollment Management</b></p>	<p><b>From Paper to Pipeline: Implementing AI-Assisted Transcript Processing in Admissions</b></p> <p>Manual transcript review is one of the most labor-intensive and most consequential tasks for the admission process. At the University of Cincinnati, we have implemented SmartPanda's Raptor AI system to automate high school transcript data extraction and integrate it directly into our Slate CRM. In this session, we'll pull back the curtain on what that process actually looks like: the policy decisions that had to come before configuration could begin, how we're handling GPA calculations, course classification, and rigor weighting, and what we've learned from institutions who are already processing tens of thousands of transcripts at scale. Rather than a vendor pitch, it's an honest look at the planning, the complexity, and the tradeoffs involved in moving from manual review to an AI-assisted workflow at a large public Ohio university. Whether you're exploring automation for the first time or already evaluating vendors, this session will give you a clearer picture of what implementation really takes and how to set your team up for success.</p>
<p><b>Professional Development</b></p>	<p><b>Lessons in Leadership: Building a Career in Higher Education</b></p> <p>This panel brings together registrar leaders at different stages of their higher education careers to share experiences, lessons learned, and strategies for growth. Panelists will reflect on leadership, mentorship, challenges, and opportunities, offering practical advice and inspiration for professionals at all levels. Attendees will leave with relatable stories and actionable insights to apply in their own careers.</p>
<p><b>Records and Registration</b></p>	<p><b>FERPA Fundamentals for Today's Registrar</b></p> <p>This interactive workshop provides college registrars with practical guidance on applying the Family Educational Rights and Privacy Act (FERPA) to everyday campus scenarios. Participants will clarify what constitutes an academic records - including transcripts, grades, advising notes, and electronic records - and review who is responsible for maintaining and safeguarding these records across offices.</p>
<p><b>Information Technology</b></p>	<p><b>Turning Technology Horror Stories into Success Stories</b></p>

	<p>Technology projects don't usually start as "horror stories"—but unclear scope, missed communication, underestimated timelines, and inadequate testing can quickly derail even the best ideas. This session reframes those failures as learning opportunities, showcasing real-world technology missteps that were ultimately transformed into successful, sustainable solutions.</p> <p>Along the way, we'll explore common pitfalls to avoid (and how to course-correct when things go wrong), along with concrete tips for setting realistic expectations, managing scope creep, coordinating across departments, and building effective testing and communication plans.</p> <p>Whether you're implementing a new feature in your student information system, refining a custom application process, upgrading reporting tools, or coordinating cross-department system changes, this session will equip you with tools you can immediately apply. Real-world, registrar-focused examples—both the missteps and the success stories—will help ground concepts in reality.</p> <p>This session is ideal for anyone who wants to feel more confident leading or contributing to technical change, especially in offices where "technology project manager" is just one of the many hats you wear.</p>
<p><b>Records and Registration</b></p>	<p><b>Breaking Barriers: Eliminating Obstacles to Student Registration</b></p> <p>Registration is a critical gateway to student success, yet many students encounter avoidable barriers: confusing prerequisites, unexpected holds, unclear timelines, departmental misalignment, or issues with access to advisers, forms, or technology. This session explores strategies to identify and remove registration barriers using data, student feedback, process mapping, and cross-campus collaboration. Participants will learn how to analyze hold usage, simplify messaging, reduce manual steps, and partner with advising, financial aid, bursar teams, and academic units to streamline the student experience.</p>
<p><b>Admissions &amp; Enrollment Management</b></p>	<p><b>Social Media in Admissions for Prospective Student Engagement (Roundtable)</b></p> <p>In this session the goal is to create a collaborative space to share practical, realistic strategies for Admission social media. Bring ideas, concerns, and experiences to share with the group. Whether you have a full strategy or no admission page yet, this session will provide key takeaways for admission outreach in a fun and relevant way.</p>