

2025 Conference Session Description

Wednesday

12-12:45pm

1st Time Attendee Orientation

Are you new to OACRAO or attending the conference for the first time? Join us for an informative and welcoming session designed to help you make the most of your membership and your time at the conference. You'll learn about OACRAO's mission, structure, and year-round professional development opportunities, as well as how to get involved with committees, events, and leadership roles. Meet members of the Board of Directors and connect with fellow newcomers in a relaxed and supportive setting. Whether you're a registrar, admissions officer, or part of enrollment services, this session will jump-start your OACRAO journey and help you build a network that lasts long after the conference ends.

Board Members

Summit

1st

Wednesday

2-2:45pm

Course Scheduling Panel - A Conversation About Best Practices and Policies

Records and Registration

Come and join colleagues involved in the course scheduling process for a panel discussion on best practices and policies in this critical area for every institution. Scheduling is a challenge, but even more so in a world demanding more flexibility for students than ever before. Come and share your experiences while also learning what other schools are doing to improve the scheduling process for faculty, staff, and students.

Kathleen Pugh || Kristy Taylor || Erin Gibson

Wheelwright

Associate Registrar

Ohio University || Marion Technical College || Bowling Green State University

NSC Roundtable

Info Systems & Data

A roundtable to meet and discuss any trends and issues with NSC reporting or changes. A time to ask questions you may have of other institutions.

Kathy Fryman

Anvil

Data Reporting Analyst

University of Cincinnati

Putting the "FUN" in functional requirements for technology enhancements

Professional Development

Have you ever been in a project planning meeting to implement a new system or feature with IT staff and felt completely lost? In this session we'll explore agile project planning tips to help keep every stakeholder informed, develop testing strategies, hear tips on implementation and communication and hear "real world" successes and failures.

Jayme Arnett

Carriage

Associate Registrar

Ohio University

1st

Wednesday

3-3:45pm

Fostering Team Engagement

Professional Development

This session is designed to help leaders, managers, and team members cultivate a more engaged, motivated, and collaborative work environment. We will explore the key principles and practical strategies for fostering a culture of engagement that inspires employees to contribute their best efforts, communicate openly, and work together towards common goals.

Wilson Turner

University Registrar

Ohio Northern University

Wheelwright

1st

Jack of All Trades, Master of Some: Navigating the Evolving Role of College Registrars

Records and Registration

The role of a college registrar has transformed significantly in recent years. No longer confined to maintaining student records and managing registration processes, registrars now find themselves balancing a wide array of responsibilities- from data management and compliance to strategic planning and student engagement. In this session, we will explore how registrars can effectively juggle diverse roles, identify key areas for mastery, and become strategic leaders within their institutions.

Michelle Rable || Eric Steinberger || Frank Yanchak

University Registrar || Registrar || University Registrar

Bowling Green State University || Terra State Community College || Franklin University

Anvil

Maintaining Your Access Mission in an Anti-DEI World

Admissions and Enrollment

Changes with the Department of Education, Senate Bill 1, and the State Budget have all caused colleges and universities to move away from DEI initiatives and programs directed at underrepresented populations. However, most if not all of our schools are still dedicated to increasing the number of people in college and removing the barriers. This session will look at ways that schools can continue to focus on removing barriers and increasing access for students while doing so within the guardrails of existing state and federal restrictions.

Jack Miner

Vice Provost for Enrollment Management

University of Cincinnati

Carriage

1st

Wednesday

4-4:45pm

FERPA in the Real World

Records and Registration

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.

Bob Bulow || Kathleen Pugh

Assistant Vice President for Student Information Strategy and University Registrar || Associate Registrar

Ohio University

Wheelwright

1st

Wednesday

4-4:45pm

Retention and the Registrar

Admissions and Enroll

Registrar's impact retention at many levels. This session will highlight the strategies taken by Kent State University to help retain students and support our colleges. This session will be provided in a relatable way that suits any College or University even with little to no budget.

Chris Dorsten

Associate Vice President for Enrollment Management & University Registrar

Kent State University

Anvil

Utilizing Tools for Clear Communication

Professional Development

We will discuss different tools to help Registrar's and Admissions Professional to effectively communicate with students and faculty. Tools like ChatGPT can be very helpful in developing clear instructions and information text that makes sense to different audiences.

Heather Pritchard

University Registrar

Muskingum University

Carriage

Thursday

9:15-10am

Lights, Camera, Education: Crafting Impactful Instructional Videos

Info Systems & Data

In this interactive session, participants will explore the essential elements of creating engaging and effective instructional videos tailored for students, faculty, and staff. The session will cover the entire process from planning and scripting to recording and editing, ensuring that attendees leave with practical skills and strategies to enhance their instructional content. Participants will also learn about the latest tools and technologies available for video creation and how to leverage them to produce high-quality videos that meet the diverse needs of their audience.

Jayme Arnett

Associate Registrar

Ohio University

Carriage

Restructuring Enrollment Operations: Streamlining the Journey from Recruits to Enrollees

Admissions and Enroll

In this session, we will dive into the strategies for restructuring your enrollment areas to better align with the student journey, increasing your enrollment funnel from leads to recruits, applicants, and ultimately, enrollees. Learn how Owens Community College streamlined communication, enhanced personalized outreach, and created seamless touchpoints across the entire enrollment process. By rethinking how your enrollment teams engage with prospective students, you can improve conversion rates, shorten enrollment cycles, and deliver a more student-centric experience. Participants will walk away with actionable insights on optimizing their strategies for increased enrollment outcomes.

David Shaffer

Executive Director, Student Services

Owens Community College

Anvil

Thursday

9:15-10am

The C of CTAG doesn't have to stand for Calamity: Utilizing Raptor Technology to Process CTAG Credit

Records and Registration

While the inception of the CTAV database has helped the process of receiving CTAG credit information, the logistics of awarding that credit to students largely remains a fully manual process. Utilizing Raptor technology, which reads any PDF document, the UC Registrar's Office changed the process of awarding CTAG credit from a fully manual process to one that mirrors the automated process of awarding institutional transfer credit.

Rachel Parks || Andrew Shrigley

Wheelwright

Associate Registrar || Senior Asst Registrar

University of Cincinnati

Thursday

10:15-11am

Implementing Workday: Lessons Learned

Info Systems & Data

This session will explore key lessons learned during the implementation of the Admissions and Student modules in Workday, focusing on best practices, common challenges, and effective strategies for a smooth transition. Real-world examples will highlight practical solutions to issues encountered during the process, helping institutions navigate their own implementations. Join us to learn from the experiences of others and ensure a more efficient and successful deployment of Workday's academic modules.

David Shaffer || Jill Gentry || Jennifer Rodriguez

Anvil

Executive Director, Student Services || Registrar || Associate Registrar

Owens Community College

Leading with Purpose

Professional Development

This session will explore different leadership styles and each individual's unique potential. We will highlight that leadership extends beyond titles, as leaders can emerge in all aspects of life. Participants will take a survey to identify their leadership style and discuss how their approach impacts decision-making outcomes.

Kathleen Pugh || Kensey Love

Wheelwright

Associate Registrar for Operations and Services || Assistant Registrar for Academic Records

Ohio University

Pomp & Circumstance: A Discussion of All Things Graduation

Records and Registration

Whether your registrar's office is front-and-center with planning the ceremony or stays behind-the-scenes awarding degrees, you will find something in this session for you! This session will cover the following graduation-related topics: graduation application process; communicating with students and advisors; ceremony support; degree clearance and reporting; and working with vendors and campus partners.

Bri Lievens Pilbeam || Maureen Compore

Carriage

Associate Registrar || Assistant Registrar

University of Toledo

Thursday**1:15-2pm****Claiming Your Value and Confronting Imposter Syndrome**

Professional Development

One of the biggest challenges facing leaders at all levels is having confidence in themselves, their abilities, and their worth. This session will help attendees learn more about confronting their own doubts and overcoming imposter syndrome. Note that this will be an interactive session.

Jack Miner*Vice Provost for Enrollment Management**University of Cincinnati***Carriage****1st****Empower to Persist: Advocacy Resource Center (ARC) Supporting Student Success**

Admissions and Enrollment

In this session, we will explore the pivotal role of LCCC's ARC in empowering community college students to persist through challenges and achieve their educational and career aspirations. The ARC provides crucial support by offering resources, guidance, and advocacy tailored to the unique needs of students facing barriers to success. Join us to discover how the ARC-like center can be a game-changer in helping students stay in college and realize their dreams in your community.

Sun Jamerson*Registrar**Lorain County Community College***Wheelwright****How Modern Campus Supports Ohio Institutions in Meeting New State and Federal Mandates**

Records and Registration

Ohio institutions face new requirements under federal ADA regulations, Ohio's budget bill, and Senate Bill 1. This legislation includes significant changes to curriculum approval, faculty workload, and especially syllabus management. This session will highlight what these mandates mean for your campus and how technology can ease the burden of compliance. We'll discuss how Concourse Syllabus streamlines processes, ensures compliance, and enhances transparency for faculty, administrators, and students alike. Attendees will also gain and share insights into how Modern Campus helps institutions adapt efficiently to evolving state and federal mandates while protecting valuable faculty and staff time.

Billy Heath || Heather Rognon**Anvil***Modern Campus || Zane State University***Thursday****2:15-3pm****Micro-credentials and Digital Badges: The Role of Registrars and Enrollment Managers**

Records and Registration

The landscape and evolution of micro-credential initiatives and digital badge issuance is rapidly evolving with many higher ed institutions now offering or planning to offer innovative credentials. This session will focus on one campus' journey (University of Colorado Boulder), including considerations and key players needed for successful campus program. It will also highlight the important role AACRAO is playing on a national and global landscape in regard to learning mobility and learner recognition.

Kristi Wold-McCormick*Assistant Vice Provost & University Registrar**University of Colorado Boulder || AACRAO***Carriage**

Thursday

2:15-3pm

Playing Tetris at Work: How to Build an Effective Production Calendar

Info Systems & Data

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.

Kathleen Pugh

Associate Registrar

Ohio University

Wheelwright

1st

SIS Specific Round Table Discussions - The good, the bad, and the meh

Info Systems & Data

This round table will be a breakout for schools who use the same Student Information Systems (SIS). Attendees will break off into their relative SIS.

Sun Jamerson | Heather Pritchard

Registrar | Assistant Director of Academic Affairs and Registrar

Lorain County Community College | Muskingum University

Anvil

Thursday

3:15-4pm

Implementing Best Practices from AACRAO International Institute

Records and Registration

The International Institute Pre-Conference Workshop at the 2025 AACRAO Annual Meeting imparted a lot of incredibly helpful information for interpreting and understanding transcripts and credentials that are received from international institutions. The UC Registrar's Office will outline best practices learned during the institute and how we have implemented best practices for international credentials.

Rachel Parks || Andrew Shrigley

Associate Registrar || Senior Asst Registrar

University of Cincinnati

Wheelwright

1st

Leveraging Relationships for Professional Growth and Institutional Success

Professional Development

In higher education, strong professional relationships are essential for navigating institutional challenges and fostering career growth. This session explores the key relationships that impact the work of registrar and admission professionals, from internal collaborations with the provost's office to peer networks across institutions. Co-presented by a University Registrar and a former university registrar who transitioned to the provost's office, this session will provide insights into how strategic relationship-building can enhance efficiency, support institutional goals, and open new career pathways. Attendees will engage in discussions on best practices, real-world examples, and actionable strategies to strengthen professional connections that drive success.

Deb Benton || Chris Dorsten

Associate Provost for Student Success Technology Strategy || Associate Vice President for Enrollment Management & University Registrar

Ohio University || Kent State University

Carriage

1st

Thursday

3:15-4pm

Parchment Does That Too? Streamlining Admin Workflows from Admissions to Credentials

Records and Registration

Tired of juggling disconnected tools and outdated processes? In this session, explore how forward-thinking institutions across Ohio are using Parchment beyond transcripts. From streamlining staff workflows to supporting learner mobility, see how one comprehensive platform and trusted partner can help you connect your Admissions, Registrar, and professional learning initiatives in more efficient, learner-centered ways, including:- Automating transcript processing for admissions- Empowering faster transfer admissions using machine learning through Data Automation- Expanding learner success with alternative credentials and Comprehensive Learner Records (CLRs)- Supporting learners with workforce-aligned skills communications through certificates, and digital transcripts and diplomas

Nate Cronk

Anvil

Parchment

Thursday

4:15-5pm

Mastering Communication with Students & Teams: Unlocking Styles with DISC

Professional Development

In this interactive workshop, participants will explore the DISC model to better understand their unique communication styles and how to apply this knowledge when interacting with students and teams. Through practical examples and engaging activities, attendees will learn how to identify different communication preferences, enhance collaboration, and foster more effective relationships in educational and team environments. By the end of the session, participants will have actionable strategies to improve communication, reduce misunderstandings, and boost overall team dynamics.

Katie Brenner Wolf || David Schneider

Wheelwright

Director of Enrollment & Student Success || Assistant Provost & Director of Institutional Research and University Registrar

1st

Art Academy of Cincinnati || Otterbein University

Residency Roundtable

Admissions and Enrollment

This roundtable will be a session in which participants can meet to discuss how to navigate difficult or unique case scenarios. Facilitator will bring several scenarios for discussion, but participants are also encouraged to bring cases for discussion. Discussion may involve whether student is eligible for residency, what documents to collect, or how to communicate with students/parents.

Baylee Min

Anvil

Program Manager

University of Cincinnati

Streamlining Transfer Credit Evaluation with ProcessMaker

Records and Registration

Transfer Credit Evaluation (TCE) is a complex, time-consuming, cumbersome, and often manual process for HED institutions. ProcessMaker TCE is a solution built by higher ed, for higher ed, to provide institutions a very cost-effective, efficient, and scalable way to automate, optimize, and streamline the TCE process from End-to-End. Attend this session to see a live demo of the solution, and learn about how Muskingum University is leveraging technology to improve their current TCE workflow and process with ProcessMaker.

Alan Wong || Heather Pritchard**Carriage***ProcessMaker || Muskingum University***1st - Sessions identified as great for 1st year attendees**