Day	Time	Title	Description	Presenter(s)
Wednesday	1:45-2:45	Redefining the Transfer Visit Experience	When it comes to visiting campus, a transfer student is looking for a unique perspective. They don't just want to know about the university and what it has to offer to all students, but they want to know about how the university can accommodate them and their prior experiences. When it comes to visiting a university, transfer students want to know how their credits will transfer, how their prior experiences are going to apply to their major, and not only what the university looks like, but also whether or not they are going to find community at their new institution. Join us as we show you how to	Kathleen Pruckno, Senior Associate Director, Miami University; Sarah Unger, Assistant Director/Transfer Coordinator, Miami University; Emilee Suchomski, Assistant Director / Transfer Coordinator, Miami University
		Migrating from DARS to DegreeWorks	This presentation explores the history of our former degree audit system and why we chose to migrate to a new system. We share the lessons learned in switching between degree audit systems and the communication plan for migration. We identified the need for more	Chris Dorsten, Registrar, Cuyahoga Community College and Muriel Robinson, Assistant Registrar-Technical Projects, Cuyahoga
		Managing Your Ship	Managers need tools to help ensure the team is meeting and setting goals, empowering employees by utilizing effective leadership, and ensuring that all team members are held accountable. By developing self, managers can help create and sustain environments that	Carlier Myers, Associate Registrar, Case Western Reserve University, Brooke Roberts, Academic Records and Athletic Eligibility Coordinator,
		Academic Participation: One Approach for Federal Compliance	Based on information shared by financial aid colleagues, Ohio University implemented a change in grading policy to position the University for better compliance with U.S. Department of Education regulations. It is assumed that students enrolled in classes are attending and actively participating, but what if they are not? How do you track this for compliance at a large, research university? Learn how Ohio University changed their grading policy working with their	Deb Benton, University Registrar, Ohio University; Bob Bulow, Associate Registrar for Technology and Communication, Ohio University
		The Life Cycle of Approved Curriculum For your Catalog and Schedule	See how streamlined a course can move through the curriculum development process from inception through preregistration using the CourseLeaf Suite of products. This introduction to CourseLeaf demonstrates how colleges and universities are using the Catalog (CAT), Curriculum (CIM), Section Scheduler (CLSS), and FocusSearch (FS) modules as one tightly integrated and comprehensive solution; providing administrators with the toolset	Exhibitor Presentation: Matt Koop, Courseleaf from Leepfrog Technologies
Wednesday	3:00-4:00	Interpreting the Code: College Credit Plus and Residency	The attendees will learn how Columbus State Community College works with the 4,000 College Credit Plus students. A number of the students are classified as non-Ohio residents. The Office of the Registrar and the Dual Credit Office have a systematic process to ensure that the students are correctly classified per State of Ohio regulations.	Jason Stover, Residency Officer, Columbus State Community College; Jackie Jenkins, Director of Dual Credit, Columbus State Community College; Dr. Regina L. Randall, Registrar, Columbus State Community College

Day	Time	Title	Description	Presenter(s)
		Moving to a Cloud Based ERP/SIS: Ohio State's Year 1 Update	The Ohio State University has launched an effort to move from a traditional ERP system to a cloud based system becoming the first university to make the switch from an existing SIS vendor to a new cloud based vendor. This session will provide a year 1 update on progress including the advantages of a cloud based system, evaluation of the products available, the roadmap for design and implementation and project design and strategy.	Jack Miner, University Registrar and Executive Director of Enrollment Services, The Ohio State University
		The Four Seasons of Admissions/Registrars: New, Progressing Along, Peaking, and Sustaining	The professional life is an evolution, with peaks and valleys as well as turns which take us to new areas of knowledge. Join a panel representing the "four seasons" and then add your own experiences to this audience participation session.	Beth DaLonzo, Senior Director of Admission and Student Financial Services, Muskingum University, David Schneider, University Registrar, Otterbein University, Molly McDermott, Associate Registrar, University of Cincinnati, Alex Kerns, Coordinator of Graduation Processes and Degree Audit, Miami University;
		Home at Last -- Creating a Transfer Community Starts with Ambassadors	Concerns about the transfer process go far beyond whether credits transfer or whether or not a student will graduate within a reasonable time. In fact, one of the key concerns of many transfer students is whether or not their next school will be the right fit for them. Transfer students are looking for a community to belong to at their new institution, something a traditional visit to campus may not convey. Often, tour guides and student ambassadors who started as first-years know little about the transfer experience and have trouble relating to a transfer student and their time at another institution. Join us as we outline a new transfer student ambassador program aimed at building community among current and future transfer students.	Sarah Unger, Assistant Director / Transfer Coordinator, Miami University; Kathleen Pruckno, Senior Associate Director, Miami University; Emilee Suchomski, Assistant Director / Transfer Coordinator, Miami University

Day	Time	Title	Description	Presenter(s)
		A Guide to the 5 Innovations We Need Today: Digital Diplomas, Comprehensive Student Records, Data Analytics, Credential Account, and Electronic Delivery For All	Leading registrar and admissions offices are innovating to make significant impacts on their students and institutions. This session will walk through five of the most important (and do-able!) innovations that are being adopted by registrar and admissions offices today. Learn about digital diplomas, how to apply analytics for tactical solutions, how to have a comprehensive student record like an experiential transcript, automating transcript delivery, and the power of a student credential account to store and share academic credentials. There's a lot going on, but this session will make it easy to understand and get started.	Exhibitor Presentation: Mary Jane Pettola, Parchment
Wednesday	4:15-5:15	Panel Discussion: First-Year Orientation & Registration	Enjoy learning about first-year orientation strategies from your colleagues. What are the key components of an effective orientation? Compare different methods of handling communications and registration. How does the timing impact student enrollment? Learn best practices for Admissions and Registrar's Office collaboration.	representatives from 2 year, 4 year public & private
		We Need Help! Managing System Access for Student Employees	Student employees are crucial to the operational efficiency and success of our offices in enrollment management. Ohio University was reminded of this quickly after moving to a new student information system six years ago. We collaborated with IT to devise a way for the supervisors of student employees to temporarily grant broader, administrative access to the system. Come learn about this collaboration, what tools Ohio University uses for this process, what is next on the horizon for student employee access.	Deb Benton, University Registrar, Ohio University; Bob Bulow, Associate Registrar for Technology and Communication, Ohio University
		Change is Constant	Admissions has tried and true recruitment efforts but must keep up with how college seekers communicate. Registrars have been stereotyped as conventional and unwilling to change. But, let's face it, change is constant in our professions! A panel will share experiences with change and change management, discuss techniques for managing change, and help you to convince your staff and your campus that change CAN be a good thing!	Panel from several Ohio institutions (Jennifer Creech, University of Dayton, Registrar; Tami Sheets, University of Rio Grand, Registrar; Beth DaLonzo, Muskingum University, Director of Admission; Cindy Suter, Heidelberg University, Registrar; Misty Lenhart, Ohio State University, Assistant Registrar)

Day	Time	Title	Description	Presenter(s)
		Transfer on Demand	The demand for instant feedback and results has infiltrated all aspects of our lives. In an ideal world, the transfer admission and enrollment process would involve an immediate and perfect symbiotic relationship between admission, the registrar, and advising. However, in the real world, we know that too often and with so much on our individual plates, it can be difficult to create this immediate and seamless process. Join us to learn about a new initiative called Transfer on Demand that provides Admission staff with real time assistance from the Office of the University Registrar with credit evaluations, answers to questions about course equivalencies, tips on navigating the student through the institution for further evaluation of elective credits and ultimately improves the customer service experience for prospective and admitted transfer students.	Kathleen Pruckno, Senior Associate Director, Miami University; Sarah Unger, Assistant Director / Transfer Coordinator, Miami University; Emilee Suchomski, Assistant Director / Transfer Coordinator, Miami University
		Utilizing Technology at Commencement for Graduate Engagement and Recognition	Commencement is a time to showcase your institution and send off your graduates in a memorable way. Over the past few years, more institutions are using technological innovations to enhance the experience for graduates and their families. Before the ceremony, see examples of how institutions are using shout out videos"	Exhibitor Presentation: Steven Arnold, Lifetouch Commencement Photography
Thursday	9:30-10:15	Using Emotional Intelligence to "Make the Sale" in the Admissions Process	According to research from the Carnegie Institute, emotional intelligence contributes to 85% of success in a career and only 15% on technical ability. Learn about high-touch skills, making connections, building relationships, and integrating emotional awareness with authentic behavior. Walk away with 10 strategies to help "close the sale" in the admissions process using emotional intelligence.	Amanda Means, Director of New Student Experience, Notre Dame College
		Redesigning your Student Portal	This session covers best practices for our new student portal. How do you determine what users need? Covered in the presentation will be testing of the new portal and documentation used for testing. Also, discussion will include usability testing.	Jackie Kijanski, ERP Solutions Specialist, Cuyahoga Community College Mark Frys Enrollment Center Director, Cuyahoga Community College
		Influencing Academic Policy: The Registrar's Role	Registrar personnel who are intermediate level can gain knowledge to transition into an expert in academic policy development. Learn how to impact policy decisions with diplomacy.	Cindy Suter, Registrar, Heidelberg University

Day	Time	Title	Description	Presenter(s)
		Is Your Staff Ready for an Open Records Request?	The State of Ohio has one of the most generous open records laws in the country. A recent audit of Ohio's public colleges and universities found that many received a failing grade and that most front line staff were not aware or prepared with how to respond. This session will cover the law as applied to public offices, including public colleges and universities, and expectations for managers and frontline staff.	Jack Miner, University Registrar and Executive Director of Enrollment Services, The Ohio State University
		Making the Most of Your Clearinghouse Services	The National Student Clearinghouse, your nonprofit and nongovernmental partner, is the leading provider of educational reporting, data exchange, verification, and research services. Our services are provided at the request of our participating institutions to enable them to better serve their students. Please join us at our session to learn more about: Student Tracker Premium Service, reverse transfer, enrollment and compliance reporting, transcript services, and strategic initiatives including Veterans Compliance Reporting and our student portal, "My Hub."	Exhibitor Presentation: Joe Roof, National Student Clearinghouse
Thursday	10:45-11:45	Understanding Culture, Understanding Students: International Student Experiences in an Uncertain World	Learning more about your international students' cultures can help you better understand who your students are and how they behave not only outside the classroom but inside the classroom as well. Cultural differences, including differences related to educational styles among cultures, can shed some light on why students from diverse cultures face unique challenges at American college and universities. In this session, you will learn about some of the cultural dimensions that affect students studying in the United States and how you can better prepare your international students to study in the United States. Learn also why your students may be afraid of American and world events, particularly after the 2016 U.S. presidential election. Learn ways to make sure your students are well-informed and how to quell their fears in this uncertain world.	Meri Linn McCollum, Director of International Admission, Muskingum University

Day	Time	Title	Description	Presenter(s)
		Letting Go: Overcoming Dependency on Paper Records in the Electronic Age	Many Registrar's Office and Admissions personnel are so reliant on being able to see a paper trail for students from the start of their careers to graduation (and beyond) that they are reluctant to part with paper files. As technology and communication protocols evolve, staff members need to be reassured that electronic records are just as effective and accessible as the paper files with which they are more comfortable and familiar. Learn best practices for records retention, methodologies for converting paper files to electronic files, training staff to effectively archive and access communications stored electronically and increasing the technical proficiency of staff members.	Sun Jamerson, Lorain County Community College; Tami Sheets, University of Rio Grande/ Rio Grande Community College
		Implementing a (Minor?) Reorganization in Your Office	The Office of the University Registrar at Ohio University recently reorganized, taking positions from different parts of the office and formed a new Communications and Technology team. Come to this session to learn how the change came about, what went into implementing this change, and how the change is being assessed. We will also discuss how the change was perceived by people in different roles, what we learned from the process, and what challenges presented themselves.	Bob Bulow, associate registrar for technology and communication, Ohio University; Deb Benton, university registrar, Ohio University
		How Partner Institutions Collaborate for Student Success and Completion	Come to this session to hear how Cleveland State University and Cuyahoga Community College have built a great working relationship. Learn how we have maximized our partnership agreement. In addition, hear how we have improved our applications to assist each other, and how we work collaboratively to impact student success and completion.	Lee Furbeck, Director Undergraduate Admission and Student Transition, Cleveland State University Kevin Neal, University Registrar, Cleveland State University Chris Dorsten, Registrar, Cuyahoga Community College
		Empower Staff. Enhance Productivity	Learn how registrars of leading universities use business process automation to improve staff productivity and job satisfaction, avoid the tedium of transcript ordering and fulfillment, and make serving students, alumni and other constituents faster, easier, more efficient and secure. See how you can achieve better control of your office operations and be prepared for the digital revolution in student records.	Exhibitor Presentation: Mindy Starcher, Credentials Solutions
Thursday	1:30-2:15	Fun Break		

Day	Time	Title	Description	Presenter(s)
Thursday	2:30-3:30	100 Tips and Tricks for an Effective Productive Registrar's Office	We are all looking for those easy, inexpensive tips and tricks that can make our operations more efficient and productive. The presenter will share 100 tips and tricks in categories such as dashboarding, mobile apps, training your campus partners, list-servs and e-mails, web tools, video tutorials, and more! Many are no- or low-cost and easy to copy in your shop!	Jim Bouse, Director of Enrollment Management Technology, University of Oregon
		Using Phone Statistics to Inform Decisions	In recent months, the Ohio University's Office of the University Registrar has taken a more deliberate approach to analyzing and understanding the information available from its phone system. Being intentional about reviewing this information has been enlightening, sometimes confirming and other times refuting our beliefs. If you are interested in understanding data about phones, call volume, and other metrics, and you can't wait to dig into metrics, this session will be the highlight of your day! We will discuss some of the information we have reviewed and how we have applied it to better understand trends in our office (i.e., "busy times"), and, at times, make changes to be more responsive.	Bob Bulow, associate registrar for technology and communication, Ohio University; Jayme Arnett, technology analyst and communication supervisor, Ohio University
		Crisis Response and Lessons Learned	We will discuss the active aggressor attack that occurred at Ohio State last November which impacted the Registrar and Admission offices even though the event was elsewhere on campus. Learn what we did, what we should have done, and most important, what you should consider when you construct a crisis response plan for your office and your campus.	Cindy Davis, Assistant Registrar, Ohio State University and Jack Miner, University Registrar and Executive Director of Enrollment Services, The Ohio State University
		The Building Blocks of Class Schedule Development: Academic Calendars, Instructional Minutes, Timeblocks and More...	A "currency" for faculty is her/his class schedule each term and yet most of our higher education colleagues are not aware of the evolution and current state of the "building blocks" of this process. From this session you will walk away with a template presentation to share with others - from class scheduling coordinators to Provost - of the intricacies which results in faculty happily teaching their discipline-specific content and students maximizing their class scheduling choices.	Dave Sauter, University Registrar, Miami University, other to be named

Day	Time	Title	Description	Presenter(s)
		Certified Electronic Diplomas, Paper Diplomas, ediplomas	What are the differences and why is digital signing of a document simply not enough? As the pioneer and creator of the Certified Electronic Diploma (CeDiploma.), Paradigm, Inc is the only company to offer a secure, portable and trusted electronic solution for diplomas and credentials. Accepted by both State and International Governments, Certifying Boards and Employers the CeDiploma is a transactional document that provides the student with a secure alternative to the transcript. Paradigm offers the only solution allowing independent validation of the CeDiploma, an indisputable response from you, the Credentialer, that the diploma is authentic and valid. Come and learn more about these products as well as our 10-day turnaround time, 24-hour rush service and direct mailing services that can help you find the extra space and time that you crave all while giving your students what they NEED!	Exhibitor Presentation: Elizabeth Kunde, Paradigm, Inc.
Thursday	4:00-4:45	Overhauling Your Application for Admission	This session will cover the lessons we learned from transition from the Banner online application to the Banner CRM Recruit online application. Examples of how we created documentation that fit our needs. Discussion about how we made the change with staff, technical issues and the institutional decision changes.	Jackie Kijanski, ERP Solutions Specialist, Cuyahoga Community College, Mark Frys, Enrollment Center Director, Cuyahoga Community College Chris Dorsten, Registrar, Cuyahoga Community College
		A Drudgery or a Joy? Seamlessly Provision New Access to your Student Information System	One of many lessons Ohio University has learned since the conversion of its student information system in 2010: how to securely, effectively, and efficiently provision access to the system. Through collaborative work between enrollment management and IT, requests for access now require far less time to process, which results in less start-up time for new employees. Come learn about the path we took to arrive here and the plans for future enhancements.	Deb Benton, University Registrar, Ohio University; Bob Bulow, Associate Registrar for Technology and Communication, Ohio University
		Everything I Need to Know About Growing into My Career	In this session you will learn how to present yourself as a representative of your college/university while still maintaining your quirky style. This presentation will cover topics including how to conduct professional conversations, how to dress the part while still maintaining your style, and developing your personal and professional brand in the workplace and online.	Stephanie Brown, Associate Director of Admissions/Records, Lakeland Community College

Day	Time	Title	Description	Presenter(s)
		Partnering for Student Success	At Otterbein University, the Office of the Registrar has partnered with the Center for Student Success to re-engineer the business and advising aspects of the student experience. Input and suggestions are constantly gathered from each side to create policies and procedures that turn an eye directly towards supporting both student retention and success. In doing so, operating procedures have been streamlined and the partnership between the two offices has flourished.	David Schneider, University Registrar, Otterbein University & Kate Lehman, Assistant Dean for Student Success, Otterbein University
		Can Evaluating Transfer Credit Be Easier? YES! With TES®!	Evaluating transfer credit is a complicated time-consuming task yet crucial for most institutions. The Transfer Evaluation System (TES) from CollegeSource is a tool that can make this task much easier and save valuable staff time. The TES database includes complete institutional catalogs, institution accreditations, grading scales, course descriptions, and many helpful reports for managing the process. The Evaluation Tracker Workflow can be used to route course descriptions from other institutions to academic departments on your campus for their review and these decisions are stored in the database. Attend this live demo to learn how TES can make evaluating transfer credit a success!	Shelly Jackson, Transfer Solutions Specialist, CollegeSource
Friday	9:00-9:45	Reaching Students: Effective Communication Strategies	In an information-driven society increasingly dominated by tweets and posts, it is more difficult to keep the attention of students using emails and web pages. Explore trends on how to best reach your student population through text messaging, social media, and strategic use of your Content Management System. Discuss effective communication plans with the dates, deadlines, and events students need to know. Consider the pros and cons of different forms of communication.	Amanda Means, Director of New Student Experience, Notre Dame College
		NSC Enrollment Reporting Best Practices: Birds of a Feather	Discuss processes and errors encountered when reporting to the National Student Clearinghouse.	Mark Frys as moderator
		How Does Implicit Bias Impact Your Decision-Making?	Everyone is unconsciously impacted by their own implicit biases. These influences that we don't even realize can positively or negatively influence our opinions or decision-making. This session will feature a background on implicit bias, how to recognize it and how to get beyond it. It will also include resources to recognize your own implicit biases.	Jack Miner, University Registrar and Executive Director of Enrollment Services, The Ohio State University

Day	Time	Title	Description	Presenter(s)
		Co-Curricular After Year One	Heidelberg University will provide an update on how the co-curricular program is going after its first year. Institutions interested in rolling out a graduation requirement will learn tips and tricks to roll out such a program and the adjustments made along with way.	Cindy Suter, Registrar, Heidelberg University
Friday	10:00-10:45	Generations in the Workplace	Managers often grapple with generational differences in the work place. The key is learning how to effectively manage these differences and offering flexibility whenever possible. In this session, we will share information, discuss potential strategies, and help incorporate an office culture that will support diverse generations.	Carlier Myers, Associate Registrar, Case Western Reserve University
		Withdrawal Process and Retention	How a manual, paper withdrawal process was changed to an electronic process, using LMS, Canvas. Workflow notifications provided opportunities for faculty intervention and Financial Aid adjustments and communications to students before the final withdrawal. Data gathered includes the number of withdrawals, number of responses, and types of responses, supporting an analysis of retention efforts and results.	Sun Jamerson, Associate Registrar, Lorain County Community College
		Things Your Mother Never Taught You	You will learn how to network during an upscale event such as a charity auction, as well as how to dress, proper etiquette during a meal and how much is an appropriate amount of money to bring.	Jeannine Shambaugh, Vice President, Business and Student Affairs, Aultman College; Sue Shepherd, Dean of Student Success, Aultman College
		Lions, Tigers, and Bears, Oh My! How to Successfully Implement Three Software Products in Two Years	There is no one-size-fits-all implementation process but it is always helpful to hear how others have tackled the challenge. Come hear how OWU's registrar's office navigated the implementation of Degree Works, the Transfer Module, and Acalog in two short years. This presentation includes tips for keeping the project moving and on time, the use of Google Docs to keep everyone informed and on task, and tips for keeping the team motivated.	Shelly A. McMahon, Registrar, Ohio Wesleyan University