

# Rockin' in the Rockies!

## RMACRAO Annual Meeting 2009

### July 22-24, 2009 Denver, Colorado



#### Message from the President

Welcome to Denver and RMACRAO 2009!

I am delighted to welcome you to the Mile High City of Denver and the Hyatt Regency Tech Center for the 32nd annual meeting of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers. Once again we gather with our colleagues and friends to learn from each other and share ideas. I have learned a great deal from my RMACRAO colleagues and consider these ties extremely important – both professionally and personally. I hope that these relationships become equally as important for you.

Dr. Elena Sandoval-Lucero along with help from her colleagues at Metropolitan State College of Denver is our Local Arrangements Chair for this meeting (LAC). The Local Arrangements Committee worked for many months to ensure that our experience here at the Hyatt is a pleasant one for all. Our President-Elect and Program Chair, Nolan Oltjenbruns, put together a great slate of presentations including topics covering all facets of our organization - admissions, records, registration, and professional development. We are also proud to be offering Registrar 101 as a pre-conference workshop under the leadership of Past President Tammy Aagard.

Nolan and the Board of Directors are excited to be bringing talented presenters to the meeting this year. Dr. Stuart Robertshaw will be opening our meeting with "The Healing Power of Humor." Then looking to the future of our professions, our plenary session will be presented by Tobias Guzman, Assistant VP for Enrollment Management and Student Access at University of Northern Colorado. Rounding out the conference is Dr. Geri Anderson, Provost for the Colorado Community College System, who will offer a humorous view into our professions and how we provide services to students.

We also would like to extend a warm welcome to our immediate Past-President of AACRAO, Paul Wiley. Paul has been an honored guest at RMACRAO before, and will be speaking at various events throughout the meeting. On Thursday he will update us on legislation and policy coming out of Washington D.C. Please take the opportunity to meet Paul and welcome him to the Rocky Mountain region again!

In addition, many of our valuable and appreciated exhibitors are providing opportunities before the conference begins, during the conference, and immediately following the conference to obtain additional information about their products and speak with other product users. We encourage you to speak with the exhibitors about their products and services. They are important to our organization and make it possible for us to put on a great meeting.

And don't forget our fantastic events! We start the meeting off with a golf tournament Wednesday morning, the President's Reception Wednesday evening, and our main event on Thursday evening. The golf tournament requires online registration. It is at a beautiful course this year, so don't miss it! The President's Reception is open to all with light snacks and a cash bar. Our Thursday evening dinner event promises to be wonderful and entertaining with a fantastic comedic impersonator.

Please join me in thanking Elena, Nolan and Tammy as well as the Board of Directors, our outstanding presenters and facilitators, our valued exhibitors, and everyone who has collaborated to make this meeting successful.

This year's venue is in the heart of one of the most vibrant cities in the world, offering major league sports teams, water parks, amusement parks, museums, and an enormous number of cultural activities. I hope that you have time to enjoy the city.

If you have any concerns or needs during the meeting, please contact a member of the Board of Directors or a member of the Local Arrangements Committee. We are happy to help you in any way that we can. Have an informative and enjoyable meeting!

Lara Medley  
President

ANNUAL MEETING, JULY 22-24, 2009  
DENVER, COLORADO

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## WEDNESDAY, July 22, 2009

**7:00 am** RMACRAO Golf Tournament (Transportation available)  
Sponsored by Credentials, Inc., Kennedy Golf Course

**8:00 am – 6:00 pm**  
*Registration Open* Location: **2<sup>nd</sup> Floor Foyer**

**8:00 am – 12:30 pm**  
*National Student Clearinghouse Academy*  
Contact: Don Gwinn ([gwinnd@studentclearinghouse.org](mailto:gwinnd@studentclearinghouse.org))  
Location: **Grand Mesa A,B,C**

**8:30 – 11:30 am**  
*Pre-Conference Workshop: Pre- registration and fee required*  
*(Continental breakfast provided for attendees)*

### Registrar 101

**Tammy Aagard, Registrar, University of Wyoming** An interactive workshop that explores the fundamentals of the Registrar profession, the functioning of a Registrar's office and tips for fostering successful relationships on your campus. This session is for individuals who are new to the Registrar's role or are looking for advancement in profession to the role of Registrar. If you have contemplated taking the Registrar 101 course online through AACRAO but wanted a face-to-face session, this workshop is for you. Topics will include: The Registrar profession; Registrar as Academic Leader; Calendar; Registration issues; Grading; Degree Audit and Graduation; FERPA; Pitfalls to avoid. Location: **Highlands**

**11:30 am – 1:00 pm**  
*Lunch on your own*

**11:30 am – 1:00 pm**  
*First-Timers Luncheon* Location: **Chasm Creek B**

**Noon – 5:30 pm**  
*Exhibitor Area Open* Location: **Grand Mesa Foyer**

**1:00 – 2:45 pm - Opening Session**  
Keynote Address

### Dr. Stuart Robertshaw

**The Healing Power of Humor** Dr. Stuart Robertshaw, Professor Emeritus of Psychology and Education at the University of Wisconsin-La Crosse and an Attorney, will share with you his personal journey which began in September, 1987 when he started a review of the research on the benefits of humor. On June 28, 1990, he announced the formation of the National Association for the Humor Impaired. The Association has received national attention from the press in over 144 newspapers, 180 radio stations and has been featured in magazines such as Family Circle and Mature Outlook. Dr. Robertshaw, whom the press refers to as "Dr. Humor," currently serves as President and Chief Executive Officer of the Association. "Dr. Humor" will share with you what he has learned about the psychological and physiological benefits of humor and laughter.

Location: **Grand Mesa**

**2:45 – 3:15 pm Refreshment Break with Exhibitors**

Don't miss the Door Prizes!

Supported by: National Student Clearinghouse  
Location: **Grand Mesa Foyer**

### Concurrent Sessions I 3:15 – 4:15 pm

#### Session 1A

**Marketing to Prospective Students in the 21st Century: How to Successfully Utilize E-communications and Today's Technology in the Strategic Enrollment Management of your Entering Class**

**Presenters: Randall Langston, Executive Director of Admissions and Enrollment Management, University of Northern Colorado; Susan Stopher, Manager of Marketing and Community Relations, University of Northern Colorado** This session will explore how to effectively integrate today's technology with creative and innovative marketing strategies in your recruitment efforts. We will investigate how clearly articulated and detailed action planning along with pro-active follow-up with prospective students is crucial in managing an integrated communications plan.

Facilitator: Jennifer Schufer, Associate Director/Office of Admissions, University of Colorado-Boulder

Location: **Grand Mesa A**

#### Session 1B

**Transcripts 2.0 – The Mind Blowing Transcript of the Future**

**Presenter: Corey Wahl, Assistant Registrar, Business Performance Management, University of Colorado-Boulder** WARNING: THIS

SESSION IS PREPARED TO BLOW YOUR MIND! Electronic transcripts are already here, and here to stay! Whether you have embarked on the e-transcript journey or not, this session will show cutting edge information for the **second generation** electronic transcript exchange. We will show a transcript concept you have likely never seen or dreamed of! This is a conceptual demonstration, and is rigged for lots of discussion about the amazing possibilities that could be unlocked by using electronic transcripts. This is not a specific vendor demo, nor a how to, nor info about what is available right now today...rather this session is an exercise in pioneering and dreaming the future of our business in Admissions and Registrar. Everything else is top secret, so you will have to attend to see it for yourself!

Facilitator: Kelley Christman, Assistant Registrar, University of Northern Colorado

Location: **Grand Mesa B**

#### Session 1C

**Tracking NCAA eligibility in DARwin**

**Presenters: Shelly Loomis, Associate Registrar, Colorado State University; Jamie Yarbrough, Lead Transfer Evaluator, Colorado State University**

Tracking NCAA eligibility is a complicated process. Find out how DARS can alleviate this complication. Colorado State University – Fort Collins staff will share their implementation and encoding experiences of the NCAA setup in DARS.

Facilitator: Carolyn Gutierrez, Senior Scheduling Coordinator, University of New Mexico

Location: **Grand Mesa C**

#### Session 1D

### Media 101

**Presenter: Teresa Valerio Parrot, Vice President, SimpsonScarborough**

Registrars and admissions professionals are asked more often than not to reach outside of their traditional roles and participate in telling their institution's good news to the media. Learn the tips and techniques that will make your media encounters positive ones. The results can include telling your institution's success story, and positioning yourself as a campus expert and information resource both internally and externally.

Facilitator: Tammy Aagard, Registrar, University of Wyoming

Location: **Chasm Creek A**

#### Session 1E

**Space, as usual the final frontier**

**Presenter: Bruce Sylva, Sales Manager, CollegenET** How well is our space being utilized? When is our space being used most heavily and by whom? Are too many classes occurring in prime time? Is the technology in our rooms well utilized? Are scheduling policies being followed as often as we'd like? When can we add additional classes? If these and other classroom space questions keep you awake at night or cause you distress at work during the day, this session will provide you with ways to get at the answers that will work on your campus.

Facilitator: Brad Pepper, Statistical Analyst, Metropolitan State College of Denver

Location: **Chasm Creek B**

### Concurrent Sessions II 4:30 – 5:30 pm

#### Session 2A

**Reaching the Top: Becoming the #1 Transfer Institution in Your State**  
**Presenters:**

**Lindy Cartrite, Transfer Counselor, Metropolitan State College of Denver; Vaughn Toland, Associate Director of Admissions/Transfer Services, Metropolitan State College of Denver**

Learn what initiatives and strategies Metropolitan State College of Denver has employed to become and remain the #1 transfer college in the state for both two and four-year transfer students. More specifically, we will discuss the myriad services we provide to transfer students, elaborate on how to build and maintain relationships with community colleges in the state, as well as discuss our future initiatives.

Facilitator: Sadie Vigil, Systems Manager, Metropolitan State College of Denver

Location: **Grand Mesa A**

Session 2B

**New GI Bill**

**Presenter: Tom Riegle, Educational Liaison Representative,**

**Department of Veterans Affairs** This session will cover the new GI Bill and how institutions of higher education need to be prepared to work with it. This session will cover the basics on the new GI Bill. Veterans certifying officials will need to learn new processes that are considerably different from pre-existing education benefits for soldiers and dependents.

Facilitator: Janet Maestas, Veteran Services Coordinator, Metropolitan State College of Denver **Location: Grand Mesa B**

Session 2C

**Home PC Maintenance**

**Presenter: Mary Roberts, IT Professional, Colorado State University**

This session is for the non-techie home user. By following a simple monthly maintenance program you can help keep your home computer running like new. Topics include: How to use the Systems tools, disk cleanup and disk defragmenter; How you can automate tasks such as backing up your data, monthly operating system patching, virus and antispayware software applications, and cleaning your computer, keyboard, mouse and monitor.

Facilitator: Sally Page, Associate Registrar, University of Colorado-Boulder  
**Location: Grand Mesa C**

Session 2D

**Crisis Communications: the role of the registrar and admissions professionals before, during and after a crisis**

**Presenter: Teresa Valerio Parrot, Vice President, SimpsonScarborough**

When disaster strikes, what can you do to help your institution communicate best?

Learn how you can proactively provide support to your campus communications team during and after a crisis, and the insight you can offer into the audiences most cherished by your institution— current and prospective students.

Facilitator: Barbara Tucci, Registrar, Community College of Santa Fe  
**Location: Chasm Creek A**

Session 2E

**Top Five Strategies to Grow Enrollment through Transfer of the Adult Learner**

**Presenter: Mike Floback, Territory Executive, Hershey Systems, Inc.**

With industry wide budget cuts and ambitious enrollment goals there is no better time to focus on capturing and retaining the decade's fastest growing student body demographic. During this discussion, participants will learn how enrollment management departments can position themselves to 1) maximize the 'transfer-prospect to student' conversion rate and 2) improve learning outcomes through policies proven to increase retention rates and satisfaction levels with respect to the Adult Learner.

Facilitator: Josh Gabrielson, Transfer Admissions Counselor, Metropolitan State College of Denver **Location: Chasm Creek B**

**6:30 – 8:30 pm**

**President's Reception**

*Don't miss the President's Reception - a gathering to meet new people and enjoy the company of old friends. Everyone is welcome to attend. Please wear your school colors to show your "spirit". Light snacks, cash bar.*

**Location: Grand Mesa Foyer**

**THURSDAY, July 23, 2009**

**8:00 am – 4:00 pm**

**Registration Open Location: 2<sup>nd</sup> Floor Foyer**

**8:00 am – 11:30 am**

**Exhibitor Area Open Location: Grand Mesa Foyer**

**Concurrent Sessions III 8:30 - 10:00 am**

Session 3A

**4-Year Records and Registration Forum**

**Presenter: Barbara Todd, Registrar, University of Colorado, Boulder**

Join your fellow 4-year college records and registration colleagues to discuss current issues in the profession. Participatory session for attendees from all states including (but not limited to) New Mexico, Wyoming, and Colorado. Ask questions about how someone else handles similar issues and processes as yours.

Suggested discussion topics may be sent ahead of time to Barbara Todd via e-mail at [Barbara.Todd@Colorado.edu](mailto:Barbara.Todd@Colorado.edu) **Location: Grand Mesa A**

Session 3B, 8:30 – 10:00 am

**4-Year Admissions Forum**

**Presenter: Jennifer Schufer, Associate Director of Admissions, University of Colorado-Boulder**

Join your fellow 4-year college admissions colleagues to discuss current issues in the profession. Participatory session for attendees from all states including (but not limited to) New Mexico, Wyoming, and Colorado. Ask questions about how someone else handles similar difficult issues and processes as yours.

Suggested discussion topics may be sent ahead of time to Jennifer Schufer via e-mail at [Jennifer.Schufer@colorado.edu](mailto:Jennifer.Schufer@colorado.edu) **Location: Grand Mesa B**

Session 3C, 8:30 – 10:00 am

**2-Year Admissions, Records and Registration Forum**

**Presenter: Barbara Tucci, Registrar, Santa Fe Community College**

Join your fellow 2-year college records, registration, and admission colleagues to discuss current issues in the profession. Participatory session for attendees from all states including (but not limited to) New Mexico, Wyoming, and Colorado. Ask questions about how someone else handles similar difficult issues and processes as yours. Suggested topics may be sent ahead of time to Barbara Tucci at:

[tucci@sfcnm.edu](mailto:tucci@sfcnm.edu) **Location: Grand Mesa C**

**10:00 – 10:30 am Refreshment Break with Exhibitors**

**Location: Grand Mesa Foyer**

**Concurrent Sessions IV 10:30 – 11:30 am**

Session 4A

**Utilizing Technology to Improve Internal Operations in Admissions**

**Presenters: Marion Karanja, Associate Director of Internal Operations/Admissions, and Edward Jacobs Jr., Senior Educational Technologist - Metropolitan State College of Denver of Denver, Colorado**

How effective is your admissions application process? Join us as we review the recent implementation of the Banner Self Service Application at Metropolitan State College of Denver, the third largest institution in Colorado. This session will take an in-depth look at the implementation process, and will review the measurable outcomes - such as the new 36 hr turnaround timeline - that were achieved.

Facilitator: TBD **Location: Grand Mesa A**

Session 4B

**Web Based Document Signature Project**

**Presenters: Carl Fuermann, IT Professional, University of Colorado-Boulder; Dee Menzies, Associate Registrar, University of Colorado-Boulder**

Do you have a need for documents to be signed and approved electronically? Learn some of the basics of digital document signatures and find out what works and what doesn't. See a working web-based document signature system and details of how it was developed and implemented.

Facilitator: Dahl Grayckowski, Associate Registrar, Colorado School of Mines  
**Location: Grand Mesa B**

Session 4C

**Demystifying Hardware: Understanding What's Inside Your PC**

**Presenter: Spencer Anderson, IT Professional, Colorado State**

**University** Ever wonder how and why your computer works (or doesn't)? Come to this session for an inside look at a PC, and to get a better understanding of your PC components. Time will also be devoted to learning simple PC maintenance habits.

Facilitator: Loree Morse, Assistant Registrar, Colorado State University  
**Location: Grand Mesa C**

Session 4D

**Student Success and Retention: Leveraging Early Alert in Advising and Student Services to jointly engage students and improve persistence**

**Presenters: Sue DeRose, President, Lexnet Consulting, Inc; John Lanning, Assistant Vice Chancellor of Undergraduate Experiences, University of Colorado-Denver**

Faculty alerts or identification of struggling students initiate the process to engage, help and guide the student toward success. This session will focus on what happens after an alert is created and the overall effectiveness of the program.



We will discuss the successes, challenges and effectiveness of advising and student support offices; collaboration with TRiO/DTI programs; and using data to assess effectiveness, staffing and to develop strategic practices.  
Facilitator: Steve Ellis, Registrar/Executive Director of Student Systems, University of Colorado - Colorado Springs **Location: Chasm Creek A**

#### Session 4E

**Achieving ROI in Enrollment Services with ImageNow Presenter: Heather Otto, Account Executive, ImageNow by Perceptive Software**  
Now more than ever, your school needs to find ways to do more with less and save money. That means you're searching for business solutions that help you serve more students more efficiently, make faster and better informed award decisions and streamline key processes. Learn how ImageNow by Perceptive Software integrates easily with existing student information systems and business software applications to create long-lasting efficiencies in enrollment services. By eliminating the wastefulness of paper and giving staff members automatic access to the documents they need, your institution truly can do more with less.  
Facilitator: Carolyn Gutierrez, Senior Scheduling Coordinator, University of New Mexico **Location: Chasm Creek B**

**11:30 am – 1:00 pm**

RMACRAO Luncheon and Business Meeting **Location: Grand Mesa Ballroom**

**1:00 – 1:30 pm**

**Dessert with Exhibitors Location: Grand Mesa Foyer**

**1:30 – 5:30 pm**

**Exhibitor Area Open**

*See the latest our exhibitors have to offer* **Location: Grand Mesa Foyer**

**1:30 – 3:00 pm - Plenary Session**

**Enrollment Management at UNC: Positioning the University for 2009 and Beyond**

**Presenter: Tobias Guzmán, Assistant Vice President for Enrollment Management and Student Access, University of Northern Colorado**  
Higher education is becoming progressively more competitive. Requiring institutions to become more accountable, there is profound importance on the holistic collegiate experiences and student learning outcomes. As campus administrators, we see the new paradigms of today and we have the opportunity to respond to this call-to-action. Resource stewardship coupled with dwindling resources necessitates encouraging a culture of free enterprise and institutional agility.  
The speaker of this session will address how The University of Northern Colorado has employed strategies that will position the University for "2009 and beyond". Embarking on new initiatives, modeling best practices, collaborating with campus colleagues and enhancing the residential academic and student life experience are ways UNC has responded to this call-to-action.  
The speaker of this session will share how process re-engineering, continuous quality improvement and promoting a culture of student service has changed the composition of how we do things today. **Location: Grand Mesa Ballroom**

**Concurrent Sessions V 3:15 – 4:15 pm**

#### Session 5A

**International Transfer Evaluation-Best Practices and Resources Presenters: Christy Samford, Assistant Registrar – Degree Audit, University of Colorado-Boulder; Lois Frederick, International Transfer Evaluator, Colorado State University** This session will provide a demonstration of the AACRAO International Education Services EDGE resource on educational systems around the world. RMACRAO colleagues will also provide an overview of other resources, references, and evaluation best practices developed from years of experience in the field of international credential evaluation from the admissions, study abroad and international transfer credit evaluation perspectives.  
Facilitator: Nicole Candelaria, Degree Analyst, University of Wyoming **Location: Grand Mesa A**

#### Session 5B

**Legislative Update from Washington, D.C.**

**Presenter: Paul Wiley, President, AACRAO** Come hear the latest information from the federal scene on a variety of legislative topics, include FERPA and the Higher Education Act reauthorization.  
Facilitator: Lara Medley, Registrar, Colorado School of Mines  
**Location: Grand Mesa B**

#### Session 5C

##### **ROTC Overview**

**Presenter: Byron Elliott, Assistant Professor, University of Colorado-Boulder** An overview of the Army Reserve Officer Training Corps (ROTC), the largest source of Commissioned Officers in the country. CPT Elliott will provide details on the military science curriculum, the typical life of an ROTC Cadet, financial benefits and incentives, and the career opportunities of an Army Officer. Army ROTC is offered on the Auraria Campus, and is generally taken as an elective along with the pursuit of any undergraduate or graduate degree.  
Facilitator: Greg Cunningham, Associate Registrar, University of Wyoming  
**Location: Grand Mesa C**

#### Session 5D

**Security Recommendations for Academic Institutions: How to Protect Academic Intellectual Properties and Prevent Diploma and Transcript Counterfeiting**

**Presenter: Dan Karapondo, Academic Consultant, Guardian Academics** The presentation will describe the current scope of the Diploma and Transcript Counterfeiting problem. Focus will be given to discussing recommendations for Academic Institutions to prevent counterfeiting of their intellectual properties. Topics covered will include: Chain of Custody, Public Awareness, and description of Proven Innovative Security Features.  
Facilitator: Tammy Aagard, Registrar, University of Wyoming  
**Location: Chasm Creek B**

#### Session 5E

**Going Forward with the National Student Clearinghouse**

**Presenter: Jeff Tanner, Vice President, National Student Clearinghouse, Inc.** This session will discuss the latest developments at the Clearinghouse, including improved security, Student Self-Service, Electronic Transcript Exchange, and Student Tracker. A brief review of the Clearinghouse tools available to schools will be included. There will be opportunities for participants to discuss any questions or issues concerning Clearinghouse operations.  
Facilitator: Sadie Vigil, Systems Manager, Metropolitan State College of Denver  
**Location: Chasm Creek A**

**Concurrent Sessions VI 4:30 – 5:30 pm**

#### Session 6A

**Everyone Has a Part: How to Effectively Develop an Integrated Marketing Plan that is Reliant upon on a Cooperative Effort of All Constituents Across the Campus and Beyond**

**Presenters: Randall Langston, Executive Director of Admissions and Enrollment Management, University of Northern Colorado; Susan Stopher, Manager of Marketing and Community Relations, University of Northern Colorado** This session will explore ways to design a comprehensive marketing plan that is both pro-active and strategic in the recruitment of a diverse and academically talented class. This multidimensional approach is intended to help shift campus sentiment to one that values the ideal of "shared recruitment".  
Facilitator: TBD **Location: Grand Mesa A**

**Facilitator: TBD Location: Grand Mesa A**

#### Session 6B

##### **Colorado Issues Roundtable**

**Presenter: Barbara Todd, Registrar, University of Colorado-Boulder** Come and participate in a session with other RMACRAO's from other Colorado institutions. We will discuss some of the legislative impacts we all experience in Colorado related to the Admissions Index; Higher Education Admissions Requirements; life post-Amendment 46 and the changes that resulted; the ever-present (or is it?) College Opportunity Fund; verification of lawful presence impacts; and the new changes to in-state residency this year (military veterans and parents moving here for a job). This will be very similar to the forums – a chance to hear from everyone in the room and contribute your concerns or ask your own questions.  
Facilitator: Steve Ellis, Registrar/Executive Director of Student Systems, University of Colorado - Colorado Springs **Location: Grand Mesa B**

Session 6C

**What is the deal with electronic transcripts? A look at the technology**

**Presenter: Corey Wahl, Assistant Registrar - Business Performance Management, University of Colorado-Boulder**

This session is intended to foster discussion and present information on the growing market for electronic transcript solutions. We will look at an overview of the various formats for transcript exchange, and the software vendors being used to produce these electronic transcripts. We will also discuss how you can get started in this process, and identify the best solution for your institution.

Facilitator: Lane Buchanan, Associate Registrar, University of Wyoming

**Location: Grand Mesa C**

Session 6D

**Measurable Outcomes: Strategies for Incorporating Accountability**

**Presenters: Marion Karanja, Associate Director of Internal Operations/Admissions, Metropolitan State College of Denver; Jill McCartney, Ph.D., Assistant Athletic Director, Metropolitan State College of Denver**

In today's economic climate, many higher education leaders are focusing on incorporating accountability throughout the institution. This session shares highlights from one of Metropolitan State College of Denver's MetroLeads sessions, a leadership forum involving the college's executive leadership, faculty and staff. Learn targeted strategies for incorporating accountability within your department, and for capturing the associated measurable outcomes.

Facilitator: TBD **Location: Chasm Creek A**

Session 6E

**Millions of Transfer Students, One Solution: The Transfer Evaluation System (TES(r)) from CollegeSource**

**Presenter: Troy Holaday, President, College Source, Inc.** TES(r) is an innovative service for researching, evaluating, tracking, managing, and reporting transfer course equivalencies online. Desktop access to over 38 million course descriptions and a suite of powerful tools means tremendous time savings for transfer credit evaluators and fast, accurate service to transfer students.

Facilitator: TBD **Location: Chasm Creek B**

**6:30 – 8:30 pm Dinner and entertainment**

Join us for dinner and an evening of fun with Shelvis!

**Location: Grand Mesa Ballroom**

**FRIDAY, July 24, 2009**

**7:00-8:00 am**

*First Timers Breakfast* **Location: Mesa Verde**

**8:00 – 10:30 am**

*Registration Open* **Location: 2<sup>nd</sup> Floor Foyer**

**8:00 – 11:00 am**

*Exhibitor Area Open* **Location: Grand Mesa Foyer**

**Concurrent Sessions VII 8:15 – 9:15 am**

Session 7A

**An Essential Piece to the Puzzle: How to keep volunteer tour guides motivated and inspired**

**Presenter: Brittany Monroe, Admissions Counselor, University of Colorado-Boulder**

The University of Colorado at Boulder Student Ambassador program has grown to over 70 volunteer tour guides, and the organization continues to grow. Find out how CU-Boulder keeps these volunteer students motivated, punctual, and great representatives for the university. Learn useful ways to grow your tour guide program without increasing the budget!

Facilitator: Jennifer Schufer, Associate Director/Office of Admissions, University of Colorado-Boulder **Location: Grand Mesa A**

Session 7B

**Scheduling Forum**

**Presenters: Loree Morse, Assistant Registrar, Colorado State University; Carolyn Gutierrez, Senior Scheduling Coordinator, University of New Mexico** Are enrollment changes causing problems? How do you add new academic rooms? How do you decide what departments get to use new

classrooms? Does anyone have a draft process that could assist the rest of us? What classroom technology are you finding is most requested? Let's get together and support each with open discussions regarding these and any other issues you are facing.

Facilitator: Dahl Grayckowski, Associate Registrar, Colorado School of Mines

**Location: Grand Mesa B**

Session 7C

**It's All Greek to Me: the Degree Audit and International Course Work/Study Abroad**

**Presenter: Christy Samford, Assistant Registrar – Degree Audit, University of Colorado-Boulder; Lois Frederick, International Transfer Evaluator, Colorado State University; Kim Diawara, Transfer Credit Manager, University of Colorado-Boulder** This session will discuss considerations for coding and practices to best integrate international and/or study abroad course work into the student information system and degree audit. Session attendees will be asked to share practices from their home institution as well.

Facilitator: Dee Menzies, Associate Registrar, University of Colorado-Boulder

**Location: Grand Mesa C**

Session 7D

**The e-catalog is THE Catalog**

**Presenter: Paula Fredericksen, Digital Architecture** Budget cuts and sustainability initiatives have made everyone look and re-evaluate their current processes. Many institutions are no longer printing academic catalogs as a cost savings measure – if this happened to you, would your online catalog meet the needs of your prospective/current students, faculty and staff? Come hear how a catalog ACMS will reduce the time spent updating and publishing your academic catalog and how the “e-catalog” can impact your institution and save you money.

Facilitator: TBD **Location: Chasm Creek A**

Session 7E

**The Oz Principle**

**Presenter: Tammy Aagard, Registrar, University of Wyoming** A fun, informative look at the tenets of the Oz Principle of Personal and Organization Accountability and how it applies to you both professionally and personally. Ruby slippers not required.

Facilitator: Denise Esquibel, Assistant Registrar, New Mexico State University

**Location: Chasm Creek B**

**Concurrent Sessions VIII 9:30 – 10:30 am**

Session 8A

**Regional Admission Officers**

**Presenter: Adrienne Loveland, Assistant Director of Admissions, University of Wyoming; Jon Mires, Hastings College; Rae-Anne Mena, Xavier University** The number of regional representatives living and working in the Rocky Mountain region continues to grow each year. From public universities in neighboring states to private colleges from across the country, everyone knows that the Western States will be the ones to see an increase in college bound students. We hope to talk about not only what regional life is like and why the Rockies provide the perfect setting, but also what the regionals that are currently in the Rockies can offer counselors and students. Each regional representative participating in this panel has a variety of experiences within college admissions. We hope to inspire other colleges to consider the regional representative mode.

Facilitator: Tammy Aagard, Registrar, University of Wyoming

**Location: Grand Mesa A**

Session 8B

**DARS/u.select Users Forum**

**Presenters: Jamie Yarbrough, Lead Transfer Evaluator, Colorado State University; Shelly Loomis, Associate Registrar, Colorado State University** This session is intended for schools to share their DARS and u.select experiences. Bring your questions and be willing to share answers.

Facilitator: Hector Sanchez, Assistant Registrar, New Mexico State University

**Location: Grand Mesa B**



Session 8C

**What's New in Financial Aid?**

**Presenter:** Nancy Gray, Assistant Director of Financial Aid, University of Northern Colorado; Mary Giggy, Client Services Specialist, University of Northern Colorado This session will include an overview of the changes made on the FAFSA regarding dependency status, emancipated minors, homeless youth, dislocated workers, Social Security benefits, and Earned Income Credit. We will discuss the impact each of these have on access and retention – or a student’s ability to enroll at your school, receive financial aid, and continue in school. Facilitator: Elena Sandoval-Lucero, Director of Admissions and Outreach, Metropolitan State College of Denver **Location:** Grand Mesa C

Session 8D

**How to Deploy e-Transcripts for Free**

**Presenters:** Chris Kaschmitter, Technical Director, Avow Systems; Patti Miller, Business Development Executive, Avow Systems Why should I implement eTranscripts? What is the cost of implementing eTranscripts? What is the cost of NOT implementing eTranscripts? What resources are required and how long does it take? What about my paper transcripts and current process? Consider this the practical guide to implementing eTranscripts. Facilitator: Steve Ellis, Registrar/Executive Director of Student Systems, University of Colorado - Colorado Springs **Location:** Chasm Creek A

**10:30 – 11:00 am Refreshment Break with Exhibitors**

**Location:** Grand Mesa Foyer

**11:00 am – 12:30 pm Closing Presentation**

**Making a Difference: What’s Your Real Job?**

**Presenter:** Geri Anderson Enrollment management teams, in collaborative support of the college mission, should recognize and value the diversity of students through the creation of environments and opportunities which empower students to become well-informed, self-directed, active participants in their own educational success. In other words, we are about providing pathways for students, not roadblocks. This presentation will provide a humorous look at our *real* jobs and how we can provide realistic service while maintaining a student friendly environment. Very simply, we are here to support students as they make their dreams a reality while maintaining our sanity! **Location:** Grand Mesa Ballroom

**12:30 – 3:30 pm RMACRAO Board Meeting** **Location:** Thunder Pass

**1:30 – 4:00 pm Banner Users of the Mountain States (BUMS) Meeting**

Contact: Pat Fay ([pat.fay@cccs.edu](mailto:pat.fay@cccs.edu)) **Location:** Grand Mesa Ballroom

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