# Workshops and Events

**Registration Open:** 8:00 – 5:30, Second Floor Foyer  
**Exhibitor Area Open:** 12:00 – 5:30, Grand Mesa Foyer

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<th>Time</th>
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| 7:00 AM    | **RMACRAO Golf Tournament**                                         | Sponsored by Credentials, Inc.  
**Location:** Wellshire Golf Club, 3333 South Colorado Blvd, Denver                       |
| 8:15 AM – 11:15 AM | **Pre-Conference Workshop (Pre-Registration & Additional Fee Required)**  
**Continental Breakfast Provided for Attendees** | **Building a Strengths-Based Team or Working with the Strengths You’ve Got**  
A hands-on workshop on using the strengths of your team. Participants will need to sign up early as they will be mailed a book to take the Strengths-Finder or Strengths-Based Leadership Assessment.  
**Presenter:** Dr. Tammy Aagard, Registrar, University of Wyoming  
**Intro By:** Kelley Christman, Assistant Registrar, University of Northern Colorado  
**Location:** Highlands |
| 11:15 AM – 12:45 PM | **First-Time Attendee Luncheon**                                     | Are you new to RMACRAO? Is this your first RMACRAO Annual Meeting? Join the RMACRAO Board of Directors and other first-time attendees for this meet and greet session. You will get to know other first-timers and will hear more about RMACRAO and how to get involved.  
**Location:** Chasm Creek |
| 12:45 PM – 2:45 PM | **Opening Session-Keynote Address**                                  | **The Art of Mastery: Inspiring Excellence in Work and Life**  
Nancy Noonan has been studying Mastery for 25 years, and believes that too many people go through life simply “painting by numbers.” It’s easy. It’s safe. But it creates only mediocre results at best. And that’s not good enough if you want your people and your organization to be the best they can be! Nancy will share the Art of Mastery to enable you and your people to unlock your hidden potential.  
**Presenter:** Nancy Noonan  
**Intro By:** Barbara Tucci, Registrar, Santa Fe Community College  
**Location:** Grand Mesa Ballroom |
| 2:45 PM – 3:15 PM | **Refreshment Break with Exhibitors**                                | **Location:** Grand Mesa Foyer |

Wednesday, July 20, 2011
CRM Implementation-Lessons Learned
(Session 1A)
The University of Colorado System recently implemented Oracle CRM (Customer Response Management). Attendees will hear about the lessons learned during the implementation and how the system is currently being used.
Presenters: Ricky Mott, Associate Director of Admissions, University of Colorado Denver
Lisa Carr, CRM Application Manager, University of Colorado System
Facilitator: Carolyn Gutierrez, Operations Manager, University of New Mexico
Location: Chasm Creek A

FERPA Marketing Plan: Creative Ways to Educate Your Campus
(Session 1B)
FERPA Fun! Join in for a discussion on tips to communicate vital FERPA information to your campus, how to keep FERPA on everyone’s mind, and to discuss FERPA issues or questions with others in your profession.
Presenter: Katie Velarde, Registrar, Colorado State University-Pueblo
Facilitator: Jennifer Nace, Registrar, Colorado State University-Global Campus
Location: Chasm Creek B

The 5 P’s of Success
(Session 1C)
The 5 P’s of Success – Person, Passion, Proud, People, Purpose – can help you strive to be and do your best at home, at work, and in the world. It can also help you make choices that will directly impact your personal satisfaction with life.
Presenter: Kimberly Bright, Dean of Student Services, Lamar Community College
Facilitator: Twila Humphrey, Registrar, Pikes Peak Community College
Location: Grand Mesa A

Attract, Retain, and Graduate: Tools for Promoting Student Success
(Session 1D)
CollegeSource provides powerful tools for Degree Audit, Student Planning, and Transfer Articulation. Learn about how our products, in use at thousands of institutions, are making transfer and degree attainment easy, transparent, and personal for students nationwide.
Presenter: Melani Pratt, Regional Account Manager, CollegeSource
Shelly May, Client Relations Associate, CollegeSource
Facilitator: Corey Wahl, Assistant Registrar, University of Colorado Boulder
Location: Grand Mesa B

Colorado Transcript Center Project Update: Improving Processes for Higher Education
(Session 1E)
In an economy where education administrators are tasked to do increasingly more with less, CTC is becoming a valuable tool for PD-12 and Higher Education institutions. This presentation will give an overview of the project, and its benefits for admissions officers, Registrars, counselors and students. We will also discuss some of the new extensions that improve processes, such as teacher licensure applications. A live demonstration of the CTC will follow.
Presenters: Jessica Williams, Program Marketing Manager, Pearson Data Solutions
Dr. Jami Goetz, Executive Director of the Office of Personnel Services, CO Dept of Ed
Facilitator: Kathy Kendall, Registrar, Fort Lewis College
Location: Grand Mesa C
Zero to Wiki in 6 Months: Build an Internal Knowledge Base on the Fast Track
(Session 1F)
Even if they don’t get hit by a bus, employees can leave for greener pastures with their heads full of your most critical knowledge. But the problem is who has time to write documentation? And worse, how do you present and manage content once created? With a few tested methods for building a dynamic knowledge base, we will discover how any department can identify critical data and organize it into a functioning wiki within six months.

Presenter: Susan Dorsey, Assistant Registrar, University of Colorado Boulder
Facilitator: Bradley Pepper, Statistical Analyst, Metropolitan State College of Denver
Location: Wind River

Visiting with the Visitors: Find out What Students Really Want from a Campus Visit
(Session 1G)
Everyone knows that the campus visit is one of the most influential factors in making a college decision. But how do you make the most of their short time on campus? This session will give you the chance to hear from actual students about their experiences visiting various colleges and universities – what they liked, what they didn’t, what they would change, etc. – with the opportunity to ask them any questions you can think of!

Presenters: Chris Bierdeman, Visit Coordinator, University of Northern Colorado
Tiffany Kingrey, Visitor Center Coordinator, Colorado State University-Pueblo
Facilitator: Katie Pederson, Registrar, Argosy University
Location: Highlands

4:30 PM – 5:30 PM
Bringing an Overseas Education Home to the Rockies
(Session 2A)
Whether you’re coming here from Dubai or visiting London on a study abroad, this session will provide participants an opportunity to discuss options in the evaluation of international transfer credits. We will discuss available resources, and some road blocks we’ve faced, including what the student is able to provide, language barriers, and content vs. credit. This presentation will also allow time for a roundtable discussion to answer your questions and share your ideas.

Presenters: Dawn Carver, Degree Analyst, University of Wyoming
Erin Olson, Degree Analyst, University of Wyoming
Facilitator: Nolan Oljenbruns, Registration Specialist, Colorado School of Mines
Location: Highlands

Banner Waitlist Implementation and CSU Enhancements
(Session 2B)
Discover how Colorado State University implemented the enhanced waitlist functionality in Banner 8.2 and made enhancements of our own. Find out the benefits, pitfalls, lessons learned, and issues we ran into with the upgrade to Banner 8.4. Also, learn about the enhancements we made to the waitlist to send a text message to students when spaces were available.

Presenter: Sue Coulson, Systems Specialist, Colorado State University
Facilitator: Lane Buchanan, Associate Registrar, University of Wyoming
Location: Chasm Creek A
Work-Life Balance?: The Art of Continuous Redesign
(Session 2C)
Dealing with the demands of your personal life and work can be challenging in this 24/7 world, and very often people are living by “default rather than by design.” By taking the initiative to look at how we spend our time and resources, we can begin to examine what it takes to live a more balanced life. Good choices are the foundation of living a happier, healthier, and saner existence! Join us for this session to help develop work-life balance strategies for you.

Presenter: Debra Lasich, Executive Director, Women in Science, Engineering & Mathematics, Colorado School of Mines
Facilitator: Lara Medley, Registrar, Colorado School of Mines
Location: Chasm Creek B

The Original Certified PDF Transcript™...and Beyond!
(Session 2D)
Avow Systems, creator of the original Certified PDF Transcript™ service, presents the latest innovations in secure document solutions for Registrars. From the most experienced provider of secure electronic transcripts come new features and benefits that will increase the productivity of your office, institutional effectiveness measures and the level of service to your students and alumni, while simultaneously decreasing costs! See why Avow's service leads the way and is the top choice in security, branding, and automation – don’t settle for less!

Presenter: Scott Gilbertson, Director of Business Development-Central Region, Avow Systems, Inc.
Facilitator: Kelley Christman, Assistant Registrar, University of Northern Colorado
Location: Grand Mesa A

Simple Steps for Streamlined Academic Scheduling
(Session 2E)
Is your campus talking about implementing a single system for academic and event scheduling? This session will explore the benefits of moving to a centralized resource scheduling system for your campus. We will also be discussing successful strategies employed by other colleges and universities who have transitioned to a centralized scheduling system as well as factors to consider for a successful implementation.

Presenter: Sharyl Davis, Senior Account Manager, EMS
Facilitator: Barbara Tucci, Registrar, Santa Fe Community College
Location: Grand Mesa B

Understanding Colorado Transfer Guides & Statewide Articulation Agreements
(Session 2F)
We are all experiencing more and more students with previous college credit arriving on our campuses. CDHE has been working diligently to provide students with more guaranteed transfer options. Based on those efforts, students in the Community College System now have a comprehensive set of guides to choose from when looking at transferring. This session will help you understand how this will successfully lead students toward degree completion.

Presenter: Kelley Brundage, Associate Registrar, Colorado State University
Facilitator: Jamie Yarbrough, Assistant Registrar, University of Colorado Boulder
Location: Grand Mesa C
Sustaining Customer Service in the Registrar’s Office  
(Session 2G)  
Recent budget reductions have manifested staff cuts in the CSU Registrar’s Office, causing us to question how to provide the same services with these reductions. This led to training student workers to help handle customer service functions, by enlisting departments across campus as trainers to provide an intensive two-week program. We will discuss recruitment, training, and continuing support of our valuable student worker resource.  
**Presenters:** Skip Ackler, Associate Registrar, Colorado State University  
Jeanne Breiner, Assistant Registrar, Colorado State University  
**Facilitator:** Linda Perciante, Registrar, Colorado Christian University  
**Location:** Wind River  

President’s Reception  
Don’t miss the President’s Reception! It is a gathering to meet new people and enjoy the company of old friends. Everyone is encouraged to attend. Sit down dinner and entertainment will be provided.  
**Location:** Centennial Room, 12th Floor
WORKSHOPS AND EVENTS

**Wear Your RMACRAO Annual Meeting T-Shirt**
Sponsored by Digital Architecture

Registration Open: 8:00 – 6:00, Second Floor Foyer
Exhibitor Area Open: 8:00 – 11:30 & 1:30 – 5:30, Grand Mesa Foyer

8:00 AM – 9:30 AM

4-Year Records & Registration Forum
(Session 3A)
This is an opportunity to meet with colleagues and discuss issues common to records and registration at 4-year institutions. Topics to be discussed are determined by those in attendance. Open to all.
Presenter: Barbara Todd, Registrar, University of Colorado Boulder
Location: Grand Mesa A

4-Year Admissions Forum
(Session 3B)
This session is an opportunity to meet with colleagues and discuss issues common to admissions at 4-year institutions. Topics to be discussed are determined by those in attendance. Open to all.
Presenter: Vaughn Toland, Director of Admissions & Outreach, Metropolitan State College of Denver
Location: Grand Mesa B

2-Year Admissions, Records & Registration Forum
(Session 3C)
This session is an opportunity to meet with colleagues and discuss issues common to admissions, records, and registration at 2-year institutions. Topics to be discussed are determined by those in attendance. Open to all.
Presenter: Twila Humphrey, Records Supervisor, Pikes Peak Community College
Location: Grand Mesa C

9:30 AM – 10:00 AM

Refreshment Break with Exhibitors
Location: Grand Mesa Foyer

10:00 AM – 11:00 AM

Facebook: The New Face on Communicating with your Students
(Session 4A)
This session will provide an overview on ways to use social media to interact with and engage your students. The session will use the Fort Lewis College Admitted Student Facebook group as a case-study. We will also provide tools, techniques, and suggestions for colleges and universities to implement Facebook groups as a way of improving their enrollment yield.
Presenter: Andrew Burns, Director of Admission & Advising, Fort Lewis College
Facilitator: Kathy Kendall, Registrar, Fort Lewis College
Location: Wind River
Tuition Classification Roundtable  
(Session 4B)  
This is an opportunity to meet with colleagues to discuss tuition classification issues. The main focus will be on application of Colorado tuition classification statutes, but anyone is welcome to join in.  
**Presenter:** Dee Menzies, Associate Registrar, University of Colorado Boulder  
**Facilitator:** Metza Templeton, Tuition Classification Officer, Metropolitan State College of Denver  
**Location:** Highlands  

RMACRAO & AACRAO 101  
(Session 4C)  
Please join this group as we share our experiences in both RMACRAO and AACRAO, and discuss how to get involved in these organizations. We will also talk about how to use member organizations as a resource during these trying economic times to help you with your professional development.  
**Presenters:** Lara Medley, Registrar, Colorado School of Mines  
Kelley Christman, Assistant Registrar, University of Northern Colorado  
Luisa Havens, AACRAO Representative, University of Texas at El Paso  
**Location:** Chasm Creek A  

Commencement: Back-Stage Planning Means On-Stage Success  
(Session 4D)  
Planning how students gather and process into the main graduation area will make the event less stressful and more elegant. Join Mark Hommerding as he works through the planning of a commencement. Mark has been to hundreds of commencements and seen many examples of what works well (and some that have not). With many visual aids and handouts, he will go over how you can handle this special occasion.  
**Presenter:** Mark Hommerding, Jolesch Photography  
**Facilitator:** Corey Wahl, Assistant Registrar, University of Colorado Boulder  
**Location:** Chasm Creek B  

Online Catalogs & Workforce Preparedness: Creating a Resource for Career Development Information  
(Session 4E)  
Do you know how your catalog is being used? You may be surprised. Workforce boards and labor professionals look at college websites to determine which programs support employment. Your catalog can be a valuable resource for those inquiries. This session will focus on how to optimize program descriptions to provide critical career development information, what to include, and what to leave out. If workforce preparedness is any part of your institutional mission, don’t miss this presentation.  
**Presenter:** Anne Valentine, President, SmartCatalog  
**Facilitator:** Charlie Couch, Registrar, University of Northern Colorado  
**Location:** Grand Mesa A  

Online Application to Graduate  
(Session 4F)  
This session will cover the implementation of an online graduation application at Colorado School of Mines. WE will cover in a step-by-step demonstration, how to set up the online graduation application using Banner.  
**Presenters:** Tabatha Grayckowski, Assistant Registrar, Colorado School of Mines  
Dahl Grayckowski, Associate Registrar, Colorado School of Mines  
**Facilitator:** Lane Buchanan, Associate Registrar, University of Wyoming  
**Location:** Grand Mesa B
Different Strokes for Different Folks: How Messaging Influences Responses to Admitted Student Surveys
(Session 4G)
Admitted student surveys are important tools for understanding how prospective students and their parents perceive your school. Many schools use online surveys to collect this type of data, however, this method typically produces low response rates. In this presentation, you will learn how one school utilized information from the admissions confirmation process to customize messages to audiences and then evaluated the impact of different email subject lines on open and complete rates.

Presenters: Karen Raymond, Senior Research Analyst, University of Northern Colorado
Jacqueline Auker, Marketing & Community Relations, University of Northern Colorado
Facilitator: Carolyn Gutierrez, Operations Manager, University of New Mexico
Location: Grand Mesa C

11:15 AM – 1:00 PM
RMACRAO Luncheon & Business Meeting
Don’t miss the RMACRAO Luncheon & Business Meeting! This is an opportunity to gather with RMACRAO members and the Board of Directors for lunch. In addition the membership will vote on items such as the proposed budget and bylaw changes.
Location: Grand Mesa Ballroom

1:00 PM – 1:30 PM
Dessert with Exhibitors
Location: Grand Mesa Foyer
Sponsored By: ScripSafe

1:30 PM – 3:00 PM
General Session
FERPA Update
LeRoy Rooker, former Director of the U.S. Department of Education’s Family Policy Compliance Office, will provide an overview of FERPA. He will also discuss recent legislative changes and guide us in the implementation of these changes.
Presenter: LeRoy Rooker, Senior Fellow, American Association of Collegiate Registrars and Admissions Officers (AACRAO)
Intro By: Lara Medley, Registrar, Colorado School of Mines
Location: Grand Mesa Ballroom

3:15 PM – 4:15 PM
Reaching the Top: How to Increase the Number of Transfer Students at your Institution
(Session 5A)
This session will highlight the strategies and initiatives that MSCD has employed to maintain its place as the top transfer college in Colorado. Specifically we will discuss the services, programs and publications we use to attract and enroll transfer students. In addition, we will discuss strategies we use to build relationships with community colleges, the importance of having a transfer student office, and how to assess learning outcomes for transfer students.

Presenters: Vaughn Toland, Director of Admissions & Outreach, Metropolitan State College of Denver
Katherine Goldberg, Associate Director of Admissions/Transfer Services, Metropolitan State College of Denver
Facilitator: Dean Rathe, Director of Enrollment Services, Red Rocks Community College
Location: Grand Mesa C
Course Scheduling Forum  
(Session 5B)  
This is an opportunity to meet with colleagues to discuss scheduling issues. All of us use various systems and methods to complete our jobs and with higher enrollments, less space, and doing more with less, we can all benefit from each other’s experience. Bring your willingness to share in this open discussion. Topics to be discussed will be determined by those in attendance.  
Presenters: Dahl Grayckowski, Associate Registrar, Colorado School of Mines  
Diana Anglin, Associate Registrar, Colorado School of Mines  
Location: Wind River

Transformational Leadership: How to Effectively Motivate and Inspire Others  
(Session 5C)  
When given an opportunity to self rate one’s own leadership skill set, participants universally chose transformational leadership over any other type of management. Given how important it is for institutions of higher education to meet and exceed enrollment goals and objectives, we need transformational leaders who are willing to be innovative and entrepreneurial. This session will uncover some strategies that can enhance your own leadership style.  
Presenter: Randall Langston, Exec Director of Enrollment Mgmt, University of Northern Colorado  
Facilitator: Skip Ackler, Associate Registrar, Colorado State University  
Location: Highlands

What’s New at the Clearinghouse  
(Session 5D)  
All current members of the National Student Clearinghouse and those thinking about joining are invited to learn about all the new things happening at NSC! Topics to be covered include using Degree Verify to create a new revenue stream, sending “New Data Elements” in your core enrollment reports, submitting Advance Registration files, and sending and receiving Electronic Transcripts.  
Presenter: Dannette Sullivan, Regional Director, National Student Clearinghouse  
Facilitator: Kathy Kendall, Registrar, Fort Lewis College  
Location: Chasm Creek A

Diplomas Made Easy  
(Session 5E)  
Find out how Paradigm, Inc can make the diploma process seamless from ordering to delivery. Do you need more people, space and time in the Registrar’s Office? Learn about our easy online ordering system, direct mailing of diplomas to your students, 10-day turnaround times and more.  
Presenter: Elizabeth Kunde, Client Relations Manager, Paradigm  
Facilitator: Lane Buchanan, Associate Registrar, University of Wyoming  
Location: Chasm Creek B
Veterans Educational Benefits Roundtable
(Session 5F)
Please join your colleagues for a “roundtable” discussion on having a Veteran friendly campus. Best practices will be shared and updates on VA changes will be presented.

**Presenters:** Laura Barela, Coordinator of Veterans Educational Benefits, Colorado State University-Pueblo
Katie Velarde, Registrar, Colorado State University-Pueblo

**Facilitator:** Jess Vasquez, Military Enrollment Coordinator, Colorado State University-Global Campus

**Location:** Grand Mesa A

Let’s Talk COF and Concurrent Enrollment
(Session 5G)
Come hear updates from Peggy Hill on concurrent enrollment processing. Group discussion on waivers and the memorandum from our compliance officer, Dan Krug. Is COF ever going to go away? Come and participate in our discussion group.

**Presenter:** Julie Harms, COF Coordinator, Colorado State University

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

**Location:** Grand Mesa B

Online Transcript Processing: Understanding the Alternatives
(Session 5H)
Credentials Solutions, processor of more than 9 million transcript requests over the past 11 years, understands the impact of transcript processing on your staff and on your budget. In this session, we will present a detailed discussion of the alternatives available, the cost to deploy and maintain as well as the impact on the level of customer service provided to your students. We will also discuss how you can actually improve the level of transcript services offered to your students and alumni while reducing the demands on your staff through the use of automation and electronic transcript production.

**Presenter:** Thomas McKechney, CEO, Credentials Solutions

**Facilitator:** Katie Pederson, Registrar, Argosy University

**Location:** TBD

**4:30 PM – 5:30 PM**

Enrollment Management, Recruitment, and Financial Aid: Defining Key Ingredients to Success, Transforming Institutional Culture, and Challenging Others to Embrace Change
(Session 6A)
In these very challenging fiscal times, institutions are exploring new and innovative ways to recruit their class. This presentation will examine how one university confronted fiscal challenges head on through purposeful enrollment management. Join us in a fascinating journey as we explore the many different ingredients needed for successful implementation and culture change.

**Presenters:** Randall Langston, Exec Director of Enrollment Mgmt, University of Northern Colorado
Marty Somero, Director of Financial Aid, University of Northern Colorado

**Facilitator:** Linda Perciante, Registrar, Colorado Christian University

**Location:** Grand Mesa B
What is the Deal with Electronic Transcripts?  
(Session 6B)  
Electronic transcripts are already here, and here to stay! Whether you have embarked on the e-transcript journey or not, this session will discuss cutting edge information on how you can get started. We will also compare and highlight the new and exciting high level features and offerings from major transcript vendors. We will make time for questions and answers about the who, what, when, where, why and how the whole picture will impact your institution. Be ready!  
Presenter: Corey Wahl, Assistant Registrar, University of Colorado Boulder  
Facilitator: Kelley Christmas, Assistant Registrar, University of Northern Colorado  
Location: Grand Mesa C

Project Management  
(Session 6C)  
This session will focus on the nuts and bolts of project management. From defining the project to project signoff and lessons learned and everything in between.  
Presenter: Sherri Gaugh, Registrar, San Juan College  
Facilitator: Kathy Kendall, Registrar, Fort Lewis College  
Location: Wind River

Customer Service for Military Students: Building and Managing Relationships  
(Session 6D)  
As institutions of higher education search for ways to increase enrollments and revenue, they are marketing their programs to servicemembers with their array of funded education benefits. This session will review the history and basic principles of the Military Student Bill of Rights, and discuss the regulations in the Higher Opportunities Act that relate to servicemembers. We will share some of SOC’s case studies with you and provide information and tips.  
Presenter: Marcy Shapiro, SOCGuard Project Director, Servicemembers Opportunity Colleges  
Facilitator: Nolan Oltjenbruns, Registration Specialist, Colorado School of Mines  
Location: Highlands

Examining the Mobile Web and How your School Can Respond Today  
(Session 6E)  
Did you know that half of all college students used mobile gear to get on the Internet every day last year? The purpose of this presentation is to explore the increasing use of the Mobile Web in higher education, and to share with you how Digital Architecture is helping its customers respond to this important Internet phenomenon. We'll take a live look at the new Acalog smart phone application, and show you how our customers are activating their catalogs on the Mobile Web with the push of a button.  
Presenter: Joshua Hoagland, Digital Architecture  
Facilitator: Paul McCarty, Assistant Registrar, University of Denver  
Location: Chasm Creek A

Common Matching, Common Ground  
(Session 6F)  
Preventing the creation of duplicate PIDMS when person and non-person records are added to Banner is of key importance. Duplicate IDs or IDs that are matched to two different people can create a myriad of problems for an institution. In order to help prevent this, institutions can use “Common Matching” in Banner. This session will discuss MSCD’s implementation of the online common matching rules, how they were selected, and the various results obtained.  
Presenter: Eriks Humeyumptewa, Associate Registrar, Metropolitan State College of Denver  
Facilitator: Sue Coulson, Systems Specialist, Colorado State University
Economical Solution for Tracking & Processing Curriculum  
(Session 6G)
This presentation will provide you with a cost-effective and user-friendly method of tracking, storing, and processing your curriculum. No need to purchase expensive software, which may also require annual maintenance costs. Reduce paper and toner waste by keeping your curriculum electronic; from submission to approval. This basic, user-friendly method will be easy to teach, learn and implement with very little effort.

Presenters:  
Shelly Mock, Catalog & Curriculum Specialist, University of Northern Colorado  
Janene Roys, Academic Report Writer, University of Northern Colorado

Facilitator:  
Lane Buchanan, Associate Registrar, University of Wyoming

Location:  
Grand Mesa

5:30 PM – 5:45 PM

RMACRAO Group Photo
Please gather together for the 2011 RMACRAO group photo.
Location:  
Hyatt Lobby Staircase

6:00 PM – 7:30 PM

BBQ with Avow
Gather for a BBQ dinner with other RMACRAO members, sponsored by Avow Systems, Inc. Avow is based in Denver and the event will take place at their headquarters which is within walking distance of the Hyatt.
Location:  
Avow Systems, Inc.  8055 East Tufts Avenue, Suite 250

7:30 PM

RMACRAO Night Out @ Comedy Works
See headliner Kenny Kane at Comedy Works South at the Landmark. There is an additional charge for this event.
Location:  
Comedy Works South, 5345 Landmark Place, Greenwood Village
**WORKSHOPS AND EVENTS**

**Wear Your School Colors**

Registration Open: 8:00 – 10:30, Second Floor Foyer  
Exhibitor Area Open: 8:00 – 11:00, Grand Mesa Foyer

<table>
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<th>Time</th>
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| 8:15 AM – 9:15 AM | **Colorado Forum**  
(Session 7A)  
This is an opportunity to meet with colleagues and discuss issues common to Colorado institutions. Topics to be discussed will be determined by those in attendance. Open to all.  
Presenter: Dahl Grayckowski, Associate Registrar, Colorado School of Mines  
Location: Grand Mesa A |
|               | **New Mexico Forum**  
(Session 7B)  
This is an opportunity to meet with colleagues and discuss issues common to New Mexico institutions. Topics to be discussed will be determined by those in attendance. Open to all.  
Presenter: Carolyn Gutierrez, Senior Scheduling Coordinator, University of New Mexico  
Location: Grand Mesa B |
|               | **Wyoming Forum**  
(Session 7C)  
This is an opportunity to meet with colleagues and discuss issues common to Wyoming institutions. Topics to be discussed will be determined by those in attendance. Open to all.  
Presenter: Lane Buchanan, Associate Registrar, University of Wyoming  
Location: Grand Mesa C |
| 9:15 AM – 9:45 AM | **Proprietary Institution Forum**  
(Session 7D)  
This is an opportunity to meet with colleagues and discuss issues common to proprietary institutions. Topics to be discussed will be determined by those in attendance. Open to all.  
Presenter: Katie Pederson, Registrar, Argosy University  
Location: Chasm Creek A |
|               | **Refreshment Break with Exhibitors**  
Location: Grand Mesa Foyer |
Change Management and Process Re-Engineering in Higher Education  
(Session 8A)  
As technology and innovation become more and more pervasive in higher education, process re-engineering and change management competencies become must-have tools in the toolbox of higher education professionals, especially those working in enrollment services areas. Come to learn the basics, with real-life examples and applications of the main concepts.  
**Presenter:** Luisa Havens, Executive Director for Enrollment Services, University of Texas at El Paso  
**Facilitator:** D. Tobiassen Baitinger, DARS Supervisor, Colorado State University  
**Location:** Grand Mesa A  

Regulatory Compliance Units  
(Session 8B)  
Registrar’s Offices are now being asked to administer more and more legal issues. At CU Boulder we have decided to place all of them under one umbrella known as regulatory compliance. This unit handles Veteran’s Educational Benefits, Tuition Classification, NCAA Athletic Eligibility, Lawful Presence, and the College Opportunity Fund. This presentation will give an overview of the structure, training, and overall operations of this unit.  
**Presenter:** Dee Menzies, Associate Registrar, University of Colorado Boulder  
**Facilitator:** Kelley Brundage, Associate Registrar, Colorado State University  
**Location:** Grand Mesa B  

First Timers Wrap Up  
(Session 8C)  
All first time attendees to the RMACRAO Annual Meeting are invited to talk about the conference and the RMACRAO organization. We will discuss what worked, what didn’t work, and what you would like to see at the next conference. Was there a topic you would like to hear about? Is there a topic that you would like to present? Is there something you would like to see RMACRAO do during the year? Remember to bring your signature page (that you received at the First Timer’s Luncheon) to be entered into a drawing for a prize.  
**Presenter:** Nolan Oltjenbruns, Registration Specialist, Colorado School of Mines  
**Location:** Grand Mesa C  

Managing Your Catalog & Curriculum – Case Studies from Schools  
(Session 8D)  
Come hear about solutions for catalog management software, and curriculum management software. We’ll cover case studies of what specific schools are doing to improve how they streamline their annual updates.  
**Presenter:** Greg Soare, Director of Higher Education Accounts, Leepfrog  
**Facilitator:** Corey Wahl, Assistant Registrar, University of Colorado Boulder  
**Location:** Wind River  

Providing 21st Century Tools for 21st Century Student Services  
(Session 8E)  
Join us to see how we can enable both universities and students with mobile and social technologies. We will consider the work happening now at Texas Tech University.  
**Presenter:** Richard Shapiro, Senior Solutions Consultant, RightNow  
**Facilitator:** Carolyn Gutierrez, Operations Manager, University of New Mexico  
**Location:** Highlands
### Financial Aid, Registrar & Admissions – How They Work Together
**(Session 8F)**

Learn the benefits of collaboration, communication and teamwork between the Registrar, Admissions, and Financial Aid offices. Hear how it is working at Colorado School of Mines and suggestions for how you may build “the love” at your institution.

**Presenter:** Jill Robertson, Director of Financial Aid, Colorado School of Mines  
**Facilitator:** Dahl Grayckowski, Associate Registrar, Colorado School of Mines  
**Location:** Chasm Creek A

### Into the Wild – UW’s Homegrown Electronic Transcripts
**(Session 8G)**

The University of Wyoming has implemented sending out PDF transcripts for its students. Come listen to how we set it up and are processing the requests through Banner.

**Presenter:** Lane Buchanan, Associate Registrar, University of Wyoming  
**Facilitator:** Kathy Kendall, Registrar, Fort Lewis College  
**Location:** Chasm Creek B

### Closing Session

**Defining Your Legacy: What Every Leader Should Know and Do**

The power is within you to determine how you want to be remembered when you leave your current position or how you are appreciated while you are still there. This presentation will help you define your legacy using the book “The Leader’s Legacy” by Kouzes and Posner. Join us for this session to help you charge your batteries and prepare to return to your positions.

**Presenter:** Dr. Tammy Aagard, Registrar, University of Wyoming  
**Intro By:** Kelley Christman, Assistant Registrar, University of Northern Colorado  
**Location:** Grand Mesa Ballroom

### 1:00 PM – 3:00 PM

**RMACRAO Board of Directors Meeting**

Open to current, incoming, and outgoing Board of Directors members.  
**Location:** Pasquini’s DTC, 8101 E. Belleview Avenue

### 1:30 PM – 4:30 PM

**Banner Users of the Mountain States (BUMS) Meeting**

A round-table discussion for Banner users in the RMACRAO region to ensure best practices by sharing information and questions. This is a great opportunity for admissions, registrar, records, and enrollment management professions in the region to connect with other Banner users to leverage use of SunGard tools in the profession. Participants are encouraged to bring stories, concerns and questions to share with their colleagues. We encourage participants to bring examples of achievements, victories and problems to this informal meeting. Be sure to post thoughts to the Banner Users of the Mountain States community in the SunGard Higher Education Commons.

**Contact:** Dennis Becker, Registrar, University of Denver  
Sue Lutz, Director of Administrative Information Systems, University of Denver  
**Location:** Grand Mesa A

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Friday, July 22, 2011