Annual Conference
July 17-19

University of Colorado
Boulder, Colorado
The Board of Directors would like to recognize Laramie County Community College’s Public Relations Office for printing the 2019 RMACRAO annual program.
Welcome to Boulder, Colorado!

On behalf of the Board of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers, I would like to express my appreciation to each of you for attending the 2019 annual RMACRAO meeting. I believe this will be a great conference and I hope you learn new things to take back to your campuses. With budgets tightening all over the nation, we appreciate you keeping the RMACRAO conference as a priority.

The theme of this year’s meeting is “Mountains of Possibilities.” I hope this conference helps all of you realize there are “Mountains of Possibilities” in this region and on each of our campuses. Possibilities are around every corner and we need to stay aware so we do not miss those that come our way.

Finally, on behalf of the Board, I would like to express my appreciation to Kristin Conway, Local Arrangements Chair, Program Chair and President Elect for this conference. That is multiple hats for one person to wear and Kristin has done an outstanding job! We appreciate all of the work she and her team have done to make this a wonderful experience in Boulder! Thank you!

Sincerely,

Linda Nichols
RMACRAO President, 2019
RMACRAO Board of Directors
2018-2019

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President Elect and LAC Chair  Kristin Conway, University of Colorado Boulder

Past President  Stacy Sharp, Aims Community College

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Thank you to the following exhibitors and affiliates helping to make our Annual Meeting a success!

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Featured Speakers

**William Kuskin**
Opening Session-Keynote Address
Vice Provost and Associate Vice Chancellor for Strategic Initiatives
University of Colorado Boulder

Wednesday, July 17, 2019
1:00 p.m. – 2:00 p.m.
Location: UMC GMB Center

**Tammy Aagard**
AACRAO and Federal Relations Update
AACRAO Vice President
Associate Vice President for Enrollment Management at The University of Florida

Thursday, July 18, 2019
12:45 p.m. – 1:30 p.m.
Location: UMC GMB Center

**Angie Paccione**
Closing Session Speaker
Executive Director of the Colorado Department of Higher Education

Friday, July 19, 2019
11:15 a.m. – 12:15 p.m.
Location: CASE, Chancellor’s Auditorium
**WEDNESDAY, JULY 17**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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| 7:30 a.m. - 4:00 p.m. | Registration Opens  
|                 | Location: UMC GMB Foyer                                             |
| 8:00 a.m. - 11:00 a.m. | Pre-Conference Workshops  
|                 | Continental breakfast sponsored by Parchment                        |
| Phil Smith, Regional Director | Clearinghouse Academy Live: In your Neighborhood  
|                 | Location: UMC Multipurpose 235                                      |
| Tracy Hart, University of New Mexico | Designing Services for Retention  
|                 | Location: UMC 247                                                   |
| Holly Teal, Colorado Mesa University | Excel Tips and Tools  
|                 | Location: UMC 245                                                   |
| 11:15 a.m. - 12:30 p.m. | Lunch on your own                                                   |
| 11:15 a.m. - 12:30 p.m. | First Timers Luncheon  
|                 | Sponsored by Coursedog                                              |
|                 | Location: UMC GMB West                                              |
| Noon - 4:45 p.m. | Exhibitor Area Opens  
|                 | Location: UMC GMB East                                              |
| 12:45 p.m. - 2:15 p.m. | Opening Session  
| William Kuskin | Location: UMC GMB Center                                            |
| 2:15 p.m. - 3:15 p.m. | Exhibitors Speed Dating and Refreshment Break  
|                 | Location: UMC GMB East                                              |
| 3:30 p.m. - 4:45 p.m. | Concurrent Sessions I                                              |
| 5:00 p.m. - 7:00 p.m. | President’s Reception  
<p>|                 | Sponsored by Paradigm                                               |
|                 | Location: CASE Chancellor’s Hall (4th Floor)                        |</p>
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tr>
<td>7:30 A.M. - 5:00 P.M.</td>
<td><strong>REGISTRATION OPENS</strong>&lt;br&gt;<strong>LOCATION:</strong> UMC GMB Foyer</td>
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<td>8:00 A.M. - 11:15 A.M.</td>
<td><strong>EXHIBITOR AREA OPEN</strong>&lt;br&gt;<strong>LOCATION:</strong> UMC GMB East</td>
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<td>8:30 A.M. - 9:30 A.M.</td>
<td><strong>CONCURRENT SESSIONS II</strong></td>
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<td>9:30 A.M. - 10:00 A.M.</td>
<td><strong>REFRESHMENT BREAK WITH EXHIBITORS</strong>&lt;br&gt;Sponsored by CourseLeaf&lt;br&gt;<strong>LOCATION:</strong> UMC GMB East</td>
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<tr>
<td>10:00 A.M. - 11:00 A.M.</td>
<td><strong>CONCURRENT SESSIONS III</strong></td>
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<tr>
<td>11:15 A.M. - 12:45 P.M.</td>
<td><strong>RMACRAO Luncheon/Business Meeting</strong>&lt;br&gt;Sponsored by Lifetouch Special Events&lt;br&gt;<strong>LOCATION:</strong> UMC GMB Center</td>
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<tr>
<td>12:45 P.M. - 1:30 P.M.</td>
<td><strong>AACRAO and Federal Relations Update</strong>&lt;br&gt;Tammy Aagard&lt;br&gt;<strong>LOCATION:</strong> UMC GMB Center</td>
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<td>1:00 P.M. - 5:30 P.M.</td>
<td><strong>EXHIBITOR AREA OPENS</strong>&lt;br&gt;<strong>LOCATION:</strong> UMC GMB East</td>
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<td>1:00 P.M. - 5:30 P.M.</td>
<td><strong>CONCURRENT FERPA SESSIONS</strong></td>
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<td>1:45 P.M. - 2:45 P.M.</td>
<td><strong>REFRESHMENT BREAK WITH EXHIBITORS</strong>&lt;br&gt;<strong>LOCATION:</strong> UMC GMB East&lt;br&gt;Sponsored by National Student Clearinghouse</td>
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<td>2:45 P.M. - 3:15 P.M.</td>
<td><strong>CONCURRENT SESSIONS IV</strong></td>
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<td>3:15 P.M. - 4:15 P.M.</td>
<td><strong>CONCURRENT SESSIONS V</strong></td>
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<td>4:30 P.M. - 5:30 P.M.</td>
<td><strong>CONCURRENT SESSIONS V</strong></td>
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<tr>
<td>6:00 P.M. - 9:00 P.M.</td>
<td><strong>THURSDAY EVENING EVENT</strong></td>
<td>Museum of Boulder</td>
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</table>
Friday, July 19

7:30 a.m. - 10:00 a.m.  Registration Opens
Location: UMC GMB Foyer

8:00 a.m. - 11:00 a.m.  Exhibitor Area Open
Location: UMC GMB East

8:30 a.m. - 9:30 a.m.  Concurrent Sessions VI

9:30 a.m. - 10:00 a.m.  Refreshment Break with Exhibitors
Location: UMC GMB East

10:00 a.m. - 11:00 a.m.  Concurrent Sessions VII

11:15 a.m. - 12:30 p.m.  Closing Session
Dr. Angie Paccione
Location: CASE Chancellor’s Auditorium

1:00 p.m. - 3:00 p.m.  RMACRAO Board of Directors Meeting
Location: University of Colorado Boulder

Online Session Evaluations!

For the 2019 RMACRAO Conference, the board is excited to continue with web-based session evaluations. This eliminates paper usage and improves how we compile session results for presenters at the end of each conference.

How it works:

- For attendees who prefer to complete timely evaluations at the end of each session, a QR code is available in the program at the end of each session block.
- We will email evaluations at the end of each conference day if you prefer not to utilize the QR code option.

Free QR readers can be downloaded from sites such as Google Play store, iTunes, etc.
The RMACRAO Board is excited to continue the tradition to ‘Give Back’ to a local community charity. Every year, the Local Arrangement Committee chooses a local charity to support.

This year we are asking attendees of the conference to support the Boulder charity, Attention Homes.

Attention Homes provides safety, housing, and supportive services to youth facing homelessness. They offer a continuum of care to young people ages 12-24 including meeting basic needs, employment assistance, education support, family coaching, counseling and goal management, mental and physical health support, and more. In their 53 year history, Attention Homes has served over 11,500 individuals. By ensuring that every instance of youth homelessness is rare, brief, and non-recurring, they are taking significant steps towards building a better future for the young people living in their community.

Please consider supporting this local charity by donating items such as: new and gently used kitchen or bathroom items, board games & puzzles, warm gloves, hand warmers, small hairbrushes or new razors and shaving cream.
PRE-CONFERENCE WORKSHOP—OPTION #1
Clearinghouse Live: In Your Neighborhood
CONTINENTAL BREAKFAST SPONSORED BY: Parchment

This workshop offers a unique opportunity for you and your staff to learn more about your National Student Clearinghouse, find out about existing and upcoming new services, and engage with our staff and subject matter experts on topics critical to the success of your institution and students. We cover a range of topics, including: Enrollment Reporting Update, New Products and Services, Student Tracker Premium Service, Reverse Transfer, Electronic Transcript Services, Strategic Initiatives.

Presenter: Phil Smith, National Student Clearinghouse
Location: UMC Multipurpose 235

PRE-CONFERENCE WORKSHOP—OPTION #2
Designing Services for Retention
CONTINENTAL BREAKFAST SPONSORED BY: Parchment

Although many factors contribute to student retention, institutions have control over support services. Are your institution’s services comprehensive enough to meet your students’ needs? Are the services designed in a way that contribute to retention? This interactive workshop will help you answer these questions while also providing a road map for strengthening your service offerings and delivery.

Presenter: Tracy Hart, University of New Mexico
Location: UMC 247

PRE-CONFERENCE WORKSHOP—OPTION #3
Excel Tips and Tools
CONTINENTAL BREAKFAST SPONSORED BY: Parchment

This presentation will cover some basic Excel tools such as filters to find desired criteria, pivot tables to make summary data, simple equations to find duplicates or add a field from a different list, and a few other functions. The goal is to give the audience some tools that will help create quick summaries or to identify areas of interest.

Presenter: Holly Teal, Colorado Mesa University
Location: UMC 245
FIRST TIME ATTENDEE LUNCHEON

SPONSORED BY: Coursedog

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: UMC GMB West

WELCOME & OPENING REMARKS

OPENING SESSION-KEYNOTE ADDRESS

Dr. William Kuskin leads strategic initiatives in the Office of the Provost at CU Boulder. This responsibility includes oversight of Massive Open Online Course (MOOC) efforts and other innovative academic programs. Kuskin is also a scholar of the history of printing at the turn of the Renaissance. In this talk, he will reflect on how the advent of printing in the late fifteenth century helped lay the foundation for the changing landscape of higher education.

Presenter: William Kuskin, Vice Provost/Associate Vice Chancellor for Strategic Initiatives, University of Colorado Boulder

Location: UMC GMB Center

EXHIBITORS SPEED DATING AND REFRESHMENT BREAK

Location: UMC GMB East

ENDORSED BY AACRAO: THE ONLY ENROLLMENT MANAGEMENT ENDORSEMENT PROGRAM (SESSION 1A)

AACRAO's SEM Endorsement Program (SEM-EP) is an educational training opportunity resulting in a professional endorsement designed to prepare and recognize enrollment management professionals at the national level through an online registry. Learn about program admission, learning outcomes, educational components and how you can benefit from this credential.

Presenter: Stacy Maestas, Laramie County Community College

Location: UMC Aspen 285 and 287
EQUITY & INCLUSION: PERSONAL IDENTITY OPTIONS FOR STUDENTS (SESSION 1B)
Learn about the current CU campus policies and procedures related to preferred names, pronouns, gender identity, and sexual orientation. We will also discuss the process we went through to get to where we are today including training, compliance, records management, data security and access, integrations, and reporting.

Presenter: Sally Page, University of Colorado Boulder
Carrie John, University of Colorado Denver/Anschutz Medical Campus

Location: UMC Multipurpose 235

CRIMINAL HISTORY IN ADMISSIONS & DISCIPLINARY NOTATIONS ON TRANSCRIPTS (SESSION 1C)
AACRAO Vice President Kristi Wold-McCormick will provide an overview of the AACRAO guidance report on disciplinary notations on transcripts, field questions and address challenges that members are facing in affecting policy or implementing related processes on their campuses. AACRAO Vice President Tammy Aagard will provide an update on the soon-to-be-released AACRAO guidance report on criminal history in admissions, and the national Ban-the-Box campaign. CU Boulder Director of Operations & System Integration Elizabeth McVeigh will update members on recently passed Colorado legislation related to criminal background questions on admissions applications, and the steps CU Boulder is taking to balance legal compliance with campus safety.

Presenter: Tammy Aagard, AACRAO Vice President
Elizabeth McVeigh, University of Colorado Boulder
Kristi Wold-McCormick, University of Colorado Boulder

Location: UMC GMB West

CURRICULUM, SCHEDULING & COMPLIANCE CHALLENGES (SESSION 1D)
Our institutions face multiple compliance challenges that impact the curricular process and scheduling of classes. These challenges include meeting requirements related to; instructional time (contact hours), blended and online learning, extended terms, overlapping sessions, standard meeting times, partial semester courses and issues surrounding study abroad. This session will identify potential issues for you to consider at your own institution, discuss approaches for improving compliance and recommended tactics for working with institutional partners.

Presenter: Julia Murphy, Colorado State University
Shelly Ellerby, Colorado State University

Location: UMC 247
BALANCING WORKLOAD WHILE MAINTAINING EXCELLENT CUSTOMER SERVICE (SESSION 1E)

We have all experienced times where our workload seems impossible. This leads to unproductive customer interactions when continued for long periods of time. Join us as we discuss how to effectively manage your growing workload while maintaining excellent customer service. This will include information on utilizing internal and external resources and how to say ‘no’ to overwhelming requests.

**Presenter:** Melissa Miller, Metropolitan State University of Denver
Keira Baccei, Metropolitan State University of Denver
**Location:** CASE E422

5:00 p.m. - 7:00 p.m.

**PRESIDENT’S RECEPTION**
**SPONSORED BY:** Paradigm

Don’t miss the President’s Reception - a gathering to meet new people and enjoy the company of old friends. Everyone is encouraged to attend!

**Location:** CASE Chancellor’s Hall and Terrace (4th Floor)
Workshops and Events  Thursday, July 18, 2019
REGISTRATION OPENS 7:30 A.M.-5:00 P.M., LOCATION: UMC GMB FOYER
EXHIBITOR AREA OPENS 8:00 A.M. & 1:00 P.M. - 5:30 P.M., LOCATION: UMC GMB EAST

8:30 a.m. - 9:30 a.m.

ROUND TABLE DISCUSSION: USING YOUR DEGREE AUDIT TO ITS FULLEST (SESSION 2A)
Colorado State University and University of Colorado Boulder share how they are utilizing their degree audits on their campuses and discuss their future projects. We would also love to hear how others are using their degree audits and systems.

  Presenter:  Amelia Jackson, University of Colorado Boulder
             Katie Risheill, Colorado State University
  Location:  UMC Aspen 285 and 287

SQL 101—DATABASE BASICS AND TABLE JOINS I (SESSION 2B)
Have you ever wanted to look at data for more than one student? Have you ever been asked a question like, "A volcano just erupted in Hawaii, how many students do we have enrolled who are from Hawaii?" Do you have an interest in learning the basics of SQL? This is the first of two sessions designed as a basic foundation to SQL. Banner student tables will be used in sample SQL scripts; however, the concepts introduced will be the same for any database.

  Presenter:  Jerry Becker, Colorado State University
  Location:  UMC 245

INTEGRATING FORMS IN SLATE (SESSION 2C)
Inquiry, Tele-recruiting, Nomination, User Request; join us at our session to learn the different ways Slate forms can be used.

  Presenter:  Trish Torrez, Colorado State University
             Erica Burr, Colorado State University
  Location:  UMC 247

TUITION CLASSIFICATION REVIEW AND STATUTES UPDATES—PART I (SESSION 2D)
The Tuition Classification Team from the University of Colorado Boulder will discuss current trends related to the Tuition Classification Review Process. There will be representatives from the CDHE and the Colorado Attorney General’s Office on the panel to review the Colorado statutes and provide tuition classification updates based on the Higher Education Classification Guidelines. There will be time for the Colorado tuition classification professionals to discuss current trends and related legislation.

  Presenter:  Emily Burns, CDHE
             Jacquelynn Rich Fredericks, CO Atty Genl Office
  Location:  UMC Multipurpose 235
HANDLING FACULTY AND CHAIRS IN COURSE AND ROOM SCHEDULINGS (SESSION 2E)

This session will demonstrate how Coursedog, the best-selling class scheduler, is simplifying and streamlining course and room scheduling at schools like BYU and Columbia Law and improving relationships between faculty, chairs, deans and the Registrar's Office. It will also cover best practices for handling faculty and schedulers: Understanding student class demand to increase retention and persistence and how to implement standard time blocks to create optimal schedules.

**Presenter:** Justin Wenig, Coursedog  
**Location:** CASE E351

CHANGE AND THE TRANSITION TO A ONE STOP MODEL (SESSION 2F)

Colorado Mesa University has been transitioning to a one stop model that includes Advising, Student Accounts, Financial Aid and Registrar over the last two years and there are more changes on the horizon. The goal is for students to work primarily with our integrated services office while the other offices provide background support and processing centers. We recognize that there are many ways to accomplish this goal and other one-stop models. This presentation will cover some of the change management techniques, successes and ongoing challenges.

**Presenter:** Holly Teal, Colorado Mesa University  
**Presenter:** Barbara Crane, Colorado Mesa University  
**Location:** UMC GMB West

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**9:30 a.m. - 10:00 a.m.**

REFRESHMENT BREAK WITH EXHIBITORS

**SPONSORED BY:** CourseLeaf  
**Location:** UMC GMB East

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**10:00 a.m. - 11:00 a.m.**

TUITION CLASSIFICATION REVIEW AND STATUTES UPDATES—PART II (SESSION 3A)

A continuation of the topics discussed in Session 1, the Tuition Classification Team from the University of Colorado Boulder will discuss current trends related to the Tuition Classification Review Process. There will be representatives from the CDHE and the Colorado Attorney General’s Office on the panel to review the Colorado statutes and provide tuition classification updates based on the Higher Education Classification Guidelines. There will be time for the
Colorado tuition classification professionals to discuss current trends and related legislation. There will be additional time for open discussion during this session.

**Presenter:** Solange Anduze-James, University of Colorado Boulder  
**Location:** UMC Multipurpose 235

**VA BENEFITS AND LEGISLATIVE UPDATES (SESSION 3B)**
This session will provide updates regarding the Harry W. Colmery Veterans Educational Assistance Act of 2017 Public Law 115-448 and the Veterans Benefits and Transition Act of 2018. Both pieces of legislation will have specific provisions beginning on August 1, 2019, affecting institutions of higher learning and their current business practices. Emphasis will be placed on current challenges and compliance.

**Presenter:** Tamara Smith, Colorado State University  
**Location:** UMC Aspen 285 and 287

**COLORADO EDX TRANSCRIPT IMPLEMENTATION (SESSION 3C)**
Do you want to learn more about how electronic data exchange works? Have you heard about the grass roots state wide Colorado EDX transcript initiative? Tired of manually articulating or typing individual transfer credit classes off student transfer transcripts? Are there specific questions about EDX that you have always wanted to ask? If you answered yes to any of these questions, or if you just want to learn more about Colorado EDX transcript implementation, this is the session for you!

**Presenter:** Reid Kallman, University of Colorado Boulder  
**Location:** UMC GMB West

**GOT TRANSFER AGREEMENTS? HOW CU BOULDER USED TRANSFEROLOGY TO MAKE IT EASIER (SESSION 3D)**
Need a way to publish your transfer articulation agreements? Transferology's Transfer Pathway Management allows you to do just that! Join us to learn more about the process and learn first-hand how the University of Colorado Boulder staff utilized this function.

**Presenter:** Shelly Jackson, CollegeSource  
**Location:** CASE E351

**SQL 102—DATABASE BASICS AND TABLE JOINS II (SESSION 3E)**
This is the second of two sessions designed as a basic foundation to SQL. Banner student tables will be used in sample SQL scripts; however, the concepts introduced will be the same for any database.

**Presenter:** Jerry Becker, Colorado State University  
**Location:** UMC 245
INTEGRATING SLATE AND BANNER (SESSION 3F)
In this session, CSU will share how they integrated its admissions application data with Banner Student system, including personal data, application data and documents to BDM.

Presenter: Erica Burr, Colorado State University
Kathy Banister, Colorado State University
Location: UMC 247

11:15 a.m. - 12:45 p.m.

RMACRAO LUNCHEON & BUSINESS MEETING
SPONSORED BY: LifeTouch

Don’t miss the RMACRAO Luncheon & Business Meeting! This is an opportunity to gather with RMACRAO members and the Board of Directors. In addition, the membership will vote on items such as the proposed budget and new applications for membership.

Location: UMC GMB Center

12:45 p.m. - 1:30 p.m.

AACRAO AND FEDERAL RELATIONS UPDATE AACRAO Board of Directors Vice President Tammy Aagard will highlight key initiatives and projects that AACRAO and admissions/records colleagues across the nation are leading. In addition, she will provide an overview on trending topics and legislative activity that impact our professions, including the Higher Education Act reauthorization, the federal budget, and regulatory updates.

Presenter: Tammy Aagard, AACRAO Vice President and University of Florida
Location: UMC GMB Center

1:45 p.m. - 2:45 p.m.

FERPA SESSION OPTION 1: FERPA Across the Generations
This session will provide an overview of the characteristics of Gen Z students as well as an introduction to how Gen Xers are functioning as parents of today’s traditional-aged college students. The essentials of FERPA and student data privacy with regard to Gen X parents, and effective tools and tips in working with these parents will be discussed. In addition, the concept of ‘Snowplow’ parenting and traffic control will be introduced.

Presenter: Tammy Aagard, AACRAO Vice President and University of Florida
Location: UMC GMB West
FERPA SESSIONS OPTION 2: FERPA 101: The Basics
For RMACRAO members who are: new(er) in their admissions or records roles; don’t manage FERPA compliance for their campus; or don’t often respond to FERPA-related questions and issues, this is the session for you! Presenters will cover a brief history and overview of the Family Educational Rights and Privacy Act, students’ basic rights under FERPA, FERPA exceptions, definitions of key FERPA terms, best practices for faculty and staff, and ways for campuses to both provision and restrict access to student data under the law.

**Presenter:** Stacy Maestas, Laramie County Community College  
Rebecca Jones, University of Colorado Boulder  
**Location:** UMC 247

FERPA SESSIONS OPTION 3: Up Your FERPA Game: Legal Updates and Challenging Scenarios
This session is designed for professionals with a moderate-to-higher level of FERPA knowledge and experience. Presenters will take a deeper dive into FERPA compliance, trending issues and new legislation facing higher ed. In addition, several challenging FERPA scenarios will be presented for discussion and collective problem-solving.

**Presenter:** Charlie Couch, University of Northern Colorado  
Kristi Wold-McCormick, University of Colorado Boulder  
**Location:** UMC Multipurpose 235

2:45 p.m. - 3:15 p.m.

REFRESHMENT BREAK WITH EXHIBITORS  
**Location:** UMC GMB East

MOUNTAINS OF UPDATES FOR HIGHER EDUCATION IN COLORADO (SESSION 4A)
Higher education in Colorado has mountains and mountains of updates. Come to this session to learn about the updated admission policy, what’s new with concurrent enrollment, prior learning assessment, transfer policies, and the highlights from the legislative session.

**Presenter:** Carl Einhaus, Colorado Department of Higher Education  
**Location:** UMC Multipurpose 235
BANNER WORKFLOW: HOW IT IS BEING USED TO STREAMLINE PROCESSES (SESSION 4B)
We will discuss how Banner workflow has streamlined our processes within the Office of the Registrar. This has eased chaos and improved the efficiency of processing grade changes, transfer evaluations, and degree exceptions by significantly reducing the paper trail. Documents are organized, easily accessible, and more secure leading to higher quality customer service.

Presenter: Melissa Miller, Metropolitan State University of Denver
Darla Sprinkle Renke, Metropolitan State University of Denver

Location: UMC 247

LEVERAGING TECHNOLOGY FOR STREAMLINED RESIDENCY (SESSION 4C)
This session will analyze the full cycle of business processes currently being used to evaluate and classify tuition and residency. We will identify the residency criteria that can easily be measured and verified via an electronic form and database system and apply concepts of a simple residency algorithm to our existing residency procedures.

Presenter: Heather Peterson, University of Colorado Anschutz Medical Campus
Elena Chappelle, University of Colorado Anschutz Medical Campus

Location: UMC Aspen 285 and 287

THE POWER OF QUERIES AND RULES IN SLATE (SESSION 4D)
In year two of using the Tech solutions Slate application system, the CU Boulder admissions office is leveraging Slate's data collection capabilities to drive processes, identify applicant populations, do batch updates, and quickly identify errors in need of correction. This session will briefly outline the types of information collected in the Common App load and our Slate transfer application, and will demonstrate some of the many ways we can query on that information in order to drive our application processing. We will also discuss the difference between queries and rules and highlight a few examples of Slate's rules functionality and creative ways we have utilized this functionality.

Presenter: Jessica Oppen, University of Colorado Boulder
Theresa Jordan, University of Colorado Boulder

Location: CASE E422
STUDENT RETENTION AND THE OFFICE OF THE REGISTRAR (SESSION 4E)
The Office of the Registrar can be a valuable collaborator when involved in retention efforts. The registrar can provide student populations, enrollment reporting, information about holds, etc. The office can also provide a centralized voice in communicating with these populations. The information gleaned can help drive retention efforts and help campuses discover the cause of student attenuation. We will discuss retention efforts and campaigns at CU and CSU and then open up the panel to hear your feedback.

Presenter: Rebecca Jones, University of Colorado Boulder
           Julia Murphy, Colorado State University

Location: CASE E250

END-TO-END TRANSCRIPT AUTOMATION, CUSTOMIZATION AND PREMIER SERVICE – WHY CREDENTIALS SOLUTIONS IS THE INDUSTRY LEADER (SESSION 4F)
Not all transcript automation is created equal. Find out why Credentials Solutions is the premier provider of end-to-end transcript automation, streamlining the complex transcript process from ordering to delivery. With cutting-edge technology and renowned customer service, our innovative solutions are customized to meet the needs of your institution. Learn how transcript automation from Credentials Solutions can save your school time and money while benefiting your staff, students, and alumni.

Presenter: Josh Hoagland, Credentials Solutions

Location: CASE W313

THIS ORIENTATION MODEL IS JUST RIGHT (SESSION 5A)
When CU Boulder moved to an online orientation model three years ago, many campus partners worked together to figure out how to get the right information to the right students at the right time. We will go over how we register students, what other information our orientation includes, and what format that information is given. We will also share best practices we placed with campus partners to increase consistency for a better incoming student experience. There will be opportunities to share ideas and best practices.

Presenter: Sarah Layton, University of Colorado Boulder
           Amber Cardamone, University of Colorado Boulder

Location: CASE E422
TURN THE DIPLOMA FROM HEADACHES TO OPPORTUNITY FOR YOU AND YOUR GRADUATES (SESSION 5B)
Parchment’s complete print and digital diploma service enhances the traditional diploma experience. Graduates benefit from immediate access to online, verifiable and shareable diplomas or certificates. Administrators benefit from real-time printing, delivery, tracking - and no more support calls! Survey data from 975 class of 2017 digital diploma recipients will illustrate expectation, need and use of this enhanced experience.

Presenter: Sean Gannon, Parchment
Location: CASE W313

ADMINISTRATIVE ALLYSHIP: BUILDING BEST PRACTICES FOR SUPPORTING TRANS AND NON-BINARY STUDENTS (SESSION 5C)
Using both presentations and roundtable techniques, we hope to explore current and emerging best practices for creating inclusive spaces across campus for trans and non-binary students. The presentation portion will review current statistics and explore resources to foster discussion about why being an Administrative Ally matters. This will be open to institutions that currently have policies and practices in place, as well as those that may be exploring this topic for the first time. Bring your questions, share your insights and offer strategies that have proven successful.

Presenter: Shannon Boepple, Colorado State University
Marianna Walsh, Colorado State University
Location: UMC Multipurpose 235

BLURRED LINES: CREATING A UNIFIED STUDENT EXPERIENCE(SESSION 5D)
We expect our students to use over 70 different online systems. With different systems independently run by different departments, how might we design the best possible user experience for our students? This is the story of how we are unifying the student experience at CU Boulder. The unified student experience project is working to strike a new balance, prioritizing the student's holistic experience over the convenience of individual departments.

Presenter: Paul O’Brian, University of Colorado Boulder
Elaine Schriefer, University of Colorado Boulder
Courtney Fell, University of Colorado Boulder
Location: UMC Aspen 285 and 287
TACKLING MAJOR PROJECTS...AND THRIVING (SESSION 5E)

Have you just completed a major project? Do I hear you groaning about the upgrade to the Banner 9 Admin Pages? Are you about to embark on the next big project or initiative? Come hear suggestions for keeping people happy, engaged, and supported along the way! Whether you are called to serve on the project team, or responsible for keeping the office running, or maybe you're filling both roles, I'll share some good and bad examples from project management case studies. Opportunities will be provided for others to share their experiences.

Presenter: Jamie Yarbough, Colorado State University
Location: CASE E351

PRIOR LEARNING EXPERIENCES AND BEST PRACTICES (SESSION 5F)

For this session we will discuss prior learning best practices, challenges, military credits, and more! This will be a roundtable discussion about prior learning credits and how to best serve our students.

Presenter: Brandy Schooler, Metropolitan State University of Denver
Location: UMC GMB West

6:00 p.m. - 9:00 p.m.

THURSDAY EVENING EVENT

Join us for a night at the Museum of Boulder with heavy hors d’oeuvres, live music on the rooftop patio, and access to the Boulder Experience Gallery. You do not have to worry about driving: we have that covered for you! A bus will depart from the Euclid Avenue side of the CASE Building at 5:45 p.m.

Location: Museum of Boulder, 2205 Broadway, Boulder, CO
Workshops and Events  Friday, July 19, 2019
REGISTRATION OPENS 7:30 A.M. - 10:00 A.M., LOCATION: GMB FOYER
EXHIBITOR AREA OPENS 8:00 A.M. - 11:00 A.M., LOCATION: UMC GMB EAST

8:30 a.m. - 9:30 a.m.

RECORDS AND REGISTRATION BIRDS OF A FEATHER (SESSION 6A)

During this session facilitators will help guide an open discussion and ask members to share ideas, express concerns and ask questions about best practices, policy, and more. What can we learn from these shared experiences?

  Presenter:  Linda Nichols, Casper College
              Paul Myskiw, Colorado School of Mines
  Location:    UMC GMB Center

ADMISSIONS BIRDS OF A FEATHER (SESSION 6B)

This session will be an open discussion for admissions professionals to discuss current issues, ask questions, and discuss best practices.

  Presenter:  Trish Torrez, Colorado State University
              Jessica Oppen, University of Colorado Boulder
  Location:    UMC GMB West

TRANSFER PANEL (SESSION 6C)

This will be an interactive discussion. Participants will be asked to share examples, ask questions, and identify where they find the biggest challenges. We will discuss system challenges, state directives, international courses, and online classes.

  Presenter:  Kim Diawara, University of Colorado Boulder
              Donna Ketterer, Colorado State University
              Susan Wheeler, University of Northern Colorado
              Carrie Reinecke, Western State Colorado University
  Location:    UMC Multipurpose 235

9:30 a.m. - 10:00 a.m.

REFRESHMENT BREAK WITH EXHIBITORS
  Location:    UMC GMB East
CHANGING YOUR LEGAL NAME: A STATE OF COLORADO PERSPECTIVE (SESSION 7A)
Have you ever wondered what students may be required to do in order to change their legal name? It's more complicated than you might think! Based on personal experience, hear about the process in Colorado, along with hurdles and associated expenses. You will also learn about non-profit resources available to help the process. We will also touch on how to update a gender marker on both state and federal documents.

Presenter: Miori Jackson Gidley, Front Range Community College
Location: UMC 247

CERTIFIED ELECTRONIC DIPLOMAS (CEDIPLOMA®) & THE SCHOLARRECORD™: THE MOST ADVANCED ELECTRONIC CREDENTIAL NOW WITH OUTCOMES! (SESSION 7B)
Today’s student is eager to study a variety disciplines as represented by multiple majors, minors and certificates as noted on the transcript or the credentials they display. One piece that is missing from these traditional artifacts is what cognitive skills they have acquired through their course of study. This session will introduce how the learning outcomes that are developed and listed by departments can be used in other ways to help students better understand their educational experience, improving their narrative, and provide them with the credential mobility they need.

Presenter: Elizabeth Kunde, Paradigm
Jenny Primm, University of Colorado Boulder
Location: CASE W311

A COMMUNITY COLLEGE’S JOURNEY INTO CREATING ONE COLLEGE WIDE APPEAL (SESSION 7C)
This session will go over FRCC steps in creating and combining several appeal processes into one College Wide Appeal. Students now have the ability to submit one appeal to be reviewed by various appeal committees across all FRCC campus locations. I will share steps involved in combining all appeals into one form, department specific processing challenges, lessons learned, obstacles, and future goals for continued streamlining. The FRCC College Wide Appeal is used to appeal for the following: Financial Aid Suspension (SAP), extenuating circumstances, administrative withdrawal or drops, final grade appeals, academic dismissals from a program, denial of program completion, and academic suspension.

Presenter: Monica Sanchez-Kopcow, Front Range Community College
Location: UMC 245
ROBOT RALPHIE: ACCESSING UNIVERSITY DATA THROUGH EMERGING TECHNOLOGIES (SESSION 7D)

Robot Ralphie is a prototype Google Agent that delivers existing university course catalog information through a natural language voice interface on devices that support Google Assistant. This session will demonstrate some of the capabilities of Robot Ralphie, provide the history behind the prototype, and discuss the potential and risk of these new ways to access existing data.

Presenter:          Al Wirtes, University of Colorado Boulder System
Location:           CASE E351

USING PROJECT MANAGEMENT TO ACHIEVE SUCCESS (SESSION 7E)

Focused project management is an essential tool for implementing and sustaining new programs and systems in any office. This session will focus on how to identify root problems and causes of needed improvements, build project plans with realistic timelines, manage resources, and achieve project milestones. Attendees will participate in an activity that will provide them with a clear outline for preceding with a project relevant to their work.

Presenter:    Heather Peterson, University of Colorado Anschutz Medical Campus
               Elena Chappelle, University of Colorado Anschutz Medical Campus
Location:     UMC Multipurpose 235

DISTANCE LEARNING AT CU BOULDER: BRIDGING THE DIVIDE (SESSION 7F)

The purpose of this presentation is to detail the workflow, collaboration, and partnership between CU Boulder's Office of Information Technology (OIT) and the Office of the Registrar. The practice of offering distance education classes requires a commitment between both offices, where regular communication is critical to delivering quality services to students and faculty. Topics we will discuss include how CU Boulder facilitates distance education and how the university handles the day-to-day operations of distance education.

Presenter:  Abby Pekar, University of Colorado Boulder
             John Azbell, University of Colorado Boulder
Location:    UMC Aspen 285 and 287
CLOSING SESSION
LIVING INSPIRED, BEING INSPIRING

Everyone wants to be inspired. The best marketing campaigns know how to tap into that deep desire and elicit emotions. The P&G pre-Olympics commercial campaign called “Mom” really hit the mark. This session will explore what it means to live an inspired life without an outside influence and without gimmicks. When we are inspired, we become inspiring.

Presenter:  Dr. Angie Paccione, Executive Director of the Colorado Department of Higher Education
Location:   CASE Auditorium, 4th Floor
Business Meeting Agenda 2019

I. Call to Order: Linda Nichols, President
II. Minutes from the 2018 Annual Meeting: Miori Jackson Gidley, Secretary
III. Treasurer’s Report: Jerry Becker, Treasurer
   a. 2018-2019 Budget
   b. 2019-2020 Proposed Budget
IV. RMACRAO President Report: Linda Nichols, President
V. Nominations & Elections Report: Stacy Sharp, Past President
VI. RMACRAO 2019 Review & Recognition: Linda Nichols, President
VII. Old Business: Linda Nichols, President
VIII. Passing of the Gavel: Linda Nichols, President
IX. 2019-2020 President Remarks: Kristin Conway, President
X. New Business: Kristin Conway, President
   a. Amendments to Constitutional Bylaws
   b. Applications for Membership
XI. RMACRAO 2020: Cheyenne, WY
XII. Announcements: Kristin Conway, President
XIII. Adjournment: Kristin Conway, President

2018 RMACRAO Annual Business Minutes can be found online.

Annual Business Meeting Minutes

Nominations & Elections

President Elect: Katie Pederson, Registrar, Denver Seminary
Vice President: Julie Smith, Director of Enrollment, Aims Community College
Vice President Records and Registration: Jennifer Westman, Registrar, Wyoming Catholic College
Treasurer: Currently seeking nominees to fulfill the position.
Executive Board and Committees

BOARD OF DIRECTORS ELECTED POSITIONS (VOTING MEMBERS)
- Presidential Series (three year commitment)
- President Elect/President/Past President

One person is elected each year for the President Elect position. This person automatically becomes the President the following year, then the Past President.
- Vice Presidents (two year commitment)
- VP Admissions, VP Records & Registration, VP At Large
- Secretary (two year commitment)
- Treasurer (two year commitment)

One person will serve one year as the Treasurer Elect and two years as Treasurer. During the third year of service, the Treasurer trains the Treasurer Elect.

BOARD OF DIRECTORS APPOINTED POSITIONS (NON-VOTING MEMBERS)
- Newsletter Editor
- Web Developer
- Exhibitor and Local Arrangements Liaison
- Marketing and Communications Coordinator
- Historian

COMMITTEES
- Local Arrangement: manages all on-site details of the annual meeting
- Nominations and Elections: finds candidates for the upcoming election. Chaired by the Past President.
- Program: solicits presentations for the annual meeting. Chaired by the President Elect.

If you are interested in being nominated for a RMACRAO Executive Board position or joining a committee please contact a board member!
Honorary Members

Paul Berwick (1999)
Bill Bruner (1990)
George Burnham (1992)
Rich Davis (1994)
Allan Eddy (1999)
Steve Ekerholm (2004)
Wayne Farley
Jackie Freeze (2016)
Bill Haid (2009)
Dave Hunt (1996)
Shelly Jackson (2009)
Randy Kouba (2004)
Bernie Linenberger (1990)
Tom McKechney (2010)
Joe Orndorff (2010)
D. Jack Pommrehn (1999) deceased
Bob Preston (1996)
Leroy Rooker (2010)
Charles Selden (1992) deceased
Christopher Kyle Sena (2010)
Kathleen Sena (2010)
Barbara Tucci (2017)
Goldie Ward (1990)
Bob Weaver (1990)
Exhibitors

Credentials Solutions

EDU photos

GRADIMAGES