RMACRAO Annual Conference Schedule
July 16-18 at Casper College

RMACRAO's 2025 Annual Conference at Casper College in Casper, Wyoming. Conference schedule subject to change base presentation submissions and scheduling. The final schedule, including session topics, will be available in July.

Want to share your expertise and skills with others? Complete the RMACRAO 2025 Conference Presenter Interest Form.

Wednesday, July 16:

- 7:00am-8:45am: Registration
- 8:00am-8:45am: First Time Attendee Breakfast (by invitation only)
- 9:00am-9:15am: Opening
- 9:15am-10:30am: Keynote from Chelse DePaolo-Lara
  Associate Vice-President of Enrollment Management
- 10:30am-11:00am: Coffee Break and Vendor Break
- 11:00am-12:00pm: Session 1
- 12:15pm-1:30pm: Lunch
- 1:45pm-2:45pm: Your Future with RMACRAO /How to Get Involved
- 3:00pm-3:45pm: Snack and Vendor Break
- 4:00pm-5:00pm: Session 3
- Evening Event: Axe Throwing at Oil City Axe Throwing
  Oil City Axe Company: 801 N. Center, Casper, WY 82601

Thursday, July 17:

- 7:30am-8:45am: Registration
- 9:00am-10:15am: Keynote from Dr. Wendolyn Davis
  Executive Director for Pathway Alignment, Chattanooga State Community College and AACRAO Board of Directors Vice President at Large
- 10:15am-10:45am: Coffee Break and Vendor Break
- 11:00am-12:00pm: Session 4
- 12:15pm-1:30pm: Lunch
- 1:45pm-3:15pm: Nuts and Bolts of RMACRAO (Business Meeting)
- 3:15pm-3:45pm: Snack and Vendor Break
- 4:00pm-5:00pm: Session 5
- Evening Event: The Lyric
  The Lyric: 230 W Yellowstone Hwy, Casper, WY 82601

Friday, July 18:

- 7:30am-8:45am: Registration
- 9:00am–10:00am: Session 6 (Hot Topics in Your State)
- 10:15am-11:15am: Session 7 (Hot Topics by Institution Type)
- 11:30am-12:30pm: Closing Remarks

RMACRAO
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RMACRAO 2025 49th Annual Conference Schedule
Casper College; UU (Union/University) Building (Campus Map)
Wednesday, July 16, 2025

Session	Time	Location	Presenter	Title
Registration	7:30-8:45	UU 323	Registration	Conference Registration
First Time Attendee Breakfast	8:00-8:45	UU 315	RMACRAO President	First Time Attendee Breakfast – By Invitation Only
Opening	9:00-9:15	UU 322	RMACRAO President Welcome from Casper College President	Official opening to conference
Keynote	9:15-10:30	UU 322	Chelse DePaolo-Lara	
Break	10:30-11:00	UU 3rd Floor Lobby/Lounge	Coffee/Vendor Break	Grab a coffee and visit vendors
Session 1	11:00-12:00	UU 415	Jerry Becker	Certifying VA Education Benefits with MilVet Navigator
Session 1	11:00-12:00	UU 416	Workday	What's New in Workday Student: Enhancing the Registrar's Toolkit
Session 1	11:00-12:00	UU 420	Jamie Yarbrough	Banner Student Information System Roundtable
Session 1	11:00-12:00	UU 417	Coursedog	Harnessing Analytics to Drive Student-Centric Operations
Lunch	12:15-1:30	1st Floor Cafeteria	Lunch	Grab some lunch and visit with friends
Session 2	1:45-2:45	UU 322	RMACRAO Board	Your Future with RMACRAO/How to Get Involved
Break	3:00-3:45	UU 3rd Floor Lobby/Lounge	Snack/Vendor Break	Grab a snack and visit vendors
Session 3	4:00-5:00	UU 420	Jamie Yarbrough Todd Behrmann	Practical Documentation: Ensuring Resiliency
Session 3	4:00-5:00	UU 421	Amber Ovaska Noemí Hernandez	Fraud Busters: Who You Gonna Call to Stop the Scammers?
Session 3	4:00-5:00	UU 415	Parchment	Parchment Does That Too? Streamlining Admin Workflows from Admissions to Credentials
Session 3	4:00-5:00	UU 417	Ellucian	Ellucian Student and the AI Journey
Session 3	4:00-5:00	UU 416	CourseLeaf	Emerging Trends Reshaping Academic Operations: Challenges, Solutions & Campus Insights
Evening Event	6:00-8:00	Oil City Axe Company	Oil City Axe Company Sponsored by Workday	Oil City Axe Throwing* Sponsored by Workday

*Evening Event Sponsored by Workday: Oil City Axe Company: 801 N. Center, Casper, WY 82601

Updated 7/5/25

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Session	Time	Location	Presenter	Title
Registration	7:30-8:45	UU 323	Registration	Conference Registration
Keynote	9:00-10:15	UU 322	Dr. Wendolyn Davis	
Break	10:15-10:45	UU 3rd Floor Lobby/Lounge	Coffee/Vendor Break	Grab a coffee and visit vendors
Session 4	11:00-12:00	UU 420	Renee Seidel Julia Miller	Colorado's SB24-164 Transparency in Transfer Credit: Tracking for Compliance Reporting
Session 4	11:00-12:00	UU 415	Paradigm	The Credentialing Ecosystem: Paradigm's Vision for a Fully Integrated Future
Session 4	11:00-12:00	UU 421	Theresa Groff	Navigating the Short-Staffed Registrar's Office: A Maslow-Inspired Approach to Survival
Session 4	11:00-12:00	UU 416	Stellic	How a Modern Degree Audit Can Be Your Most Strategic Lever
Session 4	11:00-12:00	UU 417	EnlitEDU	Unlock the Future of Transcript Processing with LioraAI!
Lunch	12:15-1:30	1st Floor Cafeteria	Lunch	Grab some lunch and visit with friends
Business Meeting	1:45-3:15	UU 322	RMACRAO Board	Nuts & Bolts of RMACRAO
Break	3:15-3:45	UU 3rd Floor Lobby/Lounge	Snack/Vendor Break	Grab a snack and visit vendors
Session 5	4:00-5:00	UU 415	Sabrina Peterson	Transcript Troubleshooting: Navigating Official Orders through Parchment
Session 5	4:00-5:00	UU 416	Katharine Baggett	Communication in the Workplace: Types and Personalities
Session 5	4:00-5:00	UU 421	Theresa Groff	So You Want to be a Registrar: Navigating the Role of a New Registrar
Session 5	4:00-5:00	UU 420	Miori Gidley Amber Ovaska	Hot Topics in Higher Ed
Evening Event	6:00-8:00	The Lyric	The Lyric	The Lyric

*Evening Event: The Lyric: 230 W Yellowstone Hwy, Casper, WY 82601

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Casper College; UU (Union/University) Building (Campus Map)
Friday, July 18, 2025

Session	Time	Location	Presenter	Title
Registration	7:30-8:45	UU 323	Registration	Conference Registration
Session 6	9:00-10:00	UU 421	Miori Gidley Theresa Groff	Hot Topics In Colorado Higher Education
Session 6	9:00-10:00	UU 415	Amber Ovaska	Hot Topics In New Mexico Higher Education
Session 6	9:00-10:00	UU 417	Linda Nichols Stacy Maestas	Hot Topics In Wyoming Higher Education
Session 7	10:15-11:15	UU 420	Amber Ovaska Theresa Groff	Hot Topics with 2-Year Institutions
Session 7	10:15-11:15	UU 415	Bobby Ratterree Lane Buchanan	Hot Topics with 4-Year Institutions
Closing	11:30-12:30	UU 322	RMACRAO Board	Closing Remarks

Tell us what you think! Complete the RMACRAO Annual Meeting and Conference Survey to provide feedback for individual sessions and vote on Best of the Best.

https://forms.gle/LutgakzEBHt2Zqcz6

Updated 7/5/25

RMACRAO 2025 49th Annual Conference Session Descriptions
Casper College; UU (Union/University) Building (Campus Map)
Wednesday, July 16, 2025

Presenter	Title	Session Description
Chelse DePaolo-Lara		Chelse DePaolo-Lara is the Associate Vice-President of Enrollment Management at Casper College
Jerry Becker	Certifying VA Education Benefits With MilVet Navigator	Discover how CSU and CSU Pueblo partnered with MilVet Navigator to transform VA education benefits certification. We'll share the challenges we faced, how we collaborated with the development team, how the system works, and the powerful results from our first semester. Learn how this innovative approach is streamlining processes and improving outcomes for student veterans. Join us for an inside look at how Colorado State University and CSU Pueblo teamed up with MilVet Navigator to create a groundbreaking system that's transforming VA education benefits certification. This session will take you through the real-world challenges we encountered, our collaborative journey with the development team, and a behind-the-scenes look at how the system works. Weâ€™ll also share compelling results from our first semester of implementation â€” including improved efficiency, accuracy, and student satisfaction. Whether you're looking to streamline your own processes or simply curious about innovative solutions in higher education, this is a session you won't want to miss.
Workday	What's New in Workday Student: Enhancing the Registrar's Toolkit	Discover how recent updates to Workday Student can help you tackle your most pressing challenges. We will explore new functionalities in areas such as academic records management, registration processes, degree auditing, and reporting. Learn how these enhancements can lead to increased efficiency, a more intuitive user experience for both staff and students, and deeper insights into your institutional data.

Presenter	Title	Session Description
Jamie Yarbrough	Banner Student Information System Roundtable	Join fellow users of the Banner Student Information System for a collaborative roundtable discussion focused on the challenges and opportunities we face today. Whether you have tips and tricks to share, questions about Banner SaaS or Experience, or you're navigating how to implement new campus initiatives, this is the space to connect and learn from one another. Bring your questions, your insights, and your curiosity, as this session is all about peer-to-peer support and shared problem-solving.
Coursedog	Harnessing Analytics to Drive Student-Centric Operations	Traditionally, academic processes such as scheduling, curriculum management, the catalog, and assessment lived in isolation, making it difficult to access valuable data. Today, new solutions bring these disparate processes and associated data together. Discover how unified data in academic operations can unlock fresh insights and analytics that drive student retention and strengthen the financial stability of your institution. • Discover how analytics can forecast student demand and determine the ideal number of course sections. • Explore strategies for integrating academic operations to gain access to new data. • Understand the impact of streamlined academic operations on student success and satisfaction.
RMACRAO Board	Your Future with RMACRAO/How to Get Involved	Join us for an interactive discussion on the future or RMACRAO and learn how to get involved in the organization. Learn about open board positions and talk to current RMACRAO board members about how to get involved.
Jamie Yarbrough Todd Behrmann	Practical Documentation: Ensuring Resiliency	For the past 2 years, the Office of the Registrar has partnered with the Office of Financial Aid to manage and maintain documentation using Atlassian Confluence platform. In this session, we'll walk through our journey from designing templates to importing existing Word and PDF files, and discuss the benefits and challenges we encountered. This is not a sales pitch. We are sharing how Confluence can serve as an alternative to traditional documentation methods like network drives or SharePoint.

Presenter	Title	Session Description
Amber Ovaska Noemí Hernandez	Fraud Busters: Who You Gonna Call to Stop the Scammers?	In the last few years, CNM has seen an influx of bad actors applying for both school and financial aid. This presentation will go over a brief history of our schools experience with fraud detection, along with going over patterns we have seen over the last few years. We will also use this time to collaborate and share best practices regarding fraud detection in the hopes of helping us all stop bad actors at our schools.
Parchment	Parchment Does That Too? Streamlining Admin Workflows from Admissions to Credentials	Tired of juggling disconnected tools and outdated processes? In this session, explore how forward-thinking institutions across {enter state name} are using Parchment beyond transcripts. From streamlining staff workflows to supporting learner mobility, see how one comprehensive platform and trusted partner can help you connect your Admissions, Registrar, and professional learning initiatives in more efficient, learner-centered ways, including: • Automating transcript processing for admissions • Empowering faster transfer admissions using machine learning through Data Automation • Expanding learner success with alternative credentials and Comprehensive Learner Records (CLRs) • Supporting learners with workforce-aligned skills communications through certificates, and digital transcripts and diplomas
CourseLeaf	Emerging Trends Reshaping Academic Operations: Challenges, Solutions & Campus Insights	As higher education continues to adapt to shifting student expectations, regulatory demands, and workforce needs, academic operations leaders are being called to rethink long-standing processes. In this interactive session, we'll explore the most impactful trends institutions are navigating today - from curriculum agility and analytics to compliance with evolving mandates. Our experts will share the most common challenges and solution requests they're hearing from campuses nationwide. You'll gain practical insights into how technology is supporting these trends and have the opportunity to share your own experiences and strategies with peers facing similar challenges.

Presenter	Title	Session Description
Ellucian	Ellucian Student and the AI Journey	• We will explore Ellucian's latest and greatest student capabilties, ranging beyond Banner and Colleague, across the entire Ellucian ecosystem. Looking at past, present, and future, we will see what Ellucian is doing to power the student journey, and how that supports you in your role. Come join us!

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Thursday, July 17, 2025

Presenter	Title	Session Description
Dr. Wendolyn Davis		Dr. Wendolyn Davis is the Chattanooga State's Executive Director of Pathway Alignment
Renee Seidel Julia Miller	Colorado's SB24-164 Transparency in Transfer Credit: Tracking for Compliance Reporting	Discussion related to how Colorado colleges are tracking information regarding to transfer credit to begin reporting to CDHE in Fall 2025. Any Colorado colleges - transfer credit related compliance under SB24-164 and reporting data to CDHE.
Stellic	How a Modern Degree Audit Can Be Your Most Strategic Lever	We know how you feel. There are many things to address on campus, whether it's data trapped behind siloes, uncertainties about campus-wide systems, friction in the transfer process, or driving better student outcomes and engagement. Where do you begin, and how? This session will cover how a modern degree audit is at the core of addressing all of these problems at the same time. Learn how institutions like Cornell University and the University of Nebraska System are turning Stellic's degree management platform into the most strategic lever on campus — transforming access to student records, improving the degree planning experience, introducing extreme efficiency, and more.

Presenter	Title	Session Description
Theresa Groff	Navigating the Short-Staffed Registrar's Office: A Maslow-Inspired Approach to Survival	We'll explore how Maslow's Hierarchy of Needs can serve as a framework for surviving and thriving in a registrar's office that's short-staffed. By understanding how the basic needs of your team and how they align with the levels of the pyramid—starting with physiological and safety needs, and moving to belonging, esteem, and self-actualization. We'll identify practical strategies for managing workload, maintaining productivity, fostering a supportive work culture, and ensuring quality service during stressful times. Discover how to stay afloat—and even thrive—when resources are stretched thin.
EnlitEDU	Unlock the Future of Transcript Processing with LioraAI!	Join EnlitEDU for an in-depth session on how LioraAI is transforming the way higher education institutions manage transcript evaluation and credit transfers. Manual workflows and delayed evaluations are a thing of the past. LioraAI delivers real-time, AI-driven transcript processing that is fast, accurate, and tailored to your institution's needs. Key Capabilities of LioraAI: • Instantly analyzes transcripts and generates course equivalencies • Standardizes GPAs across schools, districts, and systems • Seamlessly integrates with your current SIS and CRM infrastructure • Provides a dedicated student-facing portal for transparency and appeals • Enables side-by-side course comparisons with real-time faculty feedback

Presenter	Title	Session Description
Paradigm	The Credentialing Ecosystem: Paradigm's Vision for a Fully Integrated Future	Join Paradigm as we explore what's next in academic credentialing—and how our integrated solutions are designed to reduce registrar workload, fight fraud, and help students succeed. With over 34 years of experience and 1,000+ trusted institutional partners, Paradigm is uniquely positioned to deliver a modern credentialing experience that combines tradition with innovation. We'll introduce the credentialing ecosystem: physical diplomas and covers, tamper-proof digital documents (CeDiploma®, CeCertificate®), SuretyLock verification, automated delivery (DirectShip™), and in-development innovations like ScholarRecord (CLR), MicroCredentials, ApostilleConnect, and next-gen transcripts. Whether you're facing staffing shortages, increasing fraud risk, or managing multiple vendors—Paradigm offers a centralized, secure, and student-centered approach to credentialing. Explore Paradigm's end-to-end credentialing solutions—from beautiful diplomas and tamper-proof digital certificates to future-ready tools like ScholarRecord, ApostilleConnect, and digital transcripts. Learn how we streamline registrar workloads, fight fraud, and empower student mobility across formats. Enter for a chance to win in our live raffle!
RMACRAO Board	Nuts & Bolts of RMACRAO	Join us for the Nuts & Bolts of RMACRAO, also known as the business meeting. This meeting is integral to ensuring that the association remains responsive to the needs of its members.

Presenter	Title	Session Description
Sabrina Peterson	Transcript Troubleshooting: Navigating Official Orders through Parchment	This breakout session provides an in-depth look at managing official transcript orders placed through Parchment, with a specific focus on addressing common pain points experienced by school administrators within the CCCS (Colorado Community College System). Designed for Registrar Office staff, enrollment services teams, and system administrators, this session will blend technical walkthroughs with strategic recommendations to improve efficiency, reduce errors, and enhance the student experience. Give the opportunity to discuss with other campus Transcript Administrators to determine any concerns, errors, or issues with their Parchment order system. Brainstorm if any of the concerns are across the board and independent to one school. This session will be a round table allowing input from all schools enabling a working session to determine how we can help each other with known and unknown challenges.
Miori Gidley Amber Ovaska	Hot Topics in Higher Ed	Join this roundtable discussion to chat about hot topics that are affecting our members, the students they serve, and higher education as a whole. This could include state and federal changes or things that are still bubbling up. Bring your topics and we'll have a great discussion!

Presenter	Title	Session Description
Katharine Baggett	Communication in the Workplace: Types and Personalities	We know how important communication is in our offices...and it is changing all the time. We will take a brief look at the changes in our communication both in person and virtual. We will also review some personality traits that thrive in each environment and how we can work with them in each environment. We will take an abbreviated version of the DISC/Color Palate/Attitude Test (they are all the same) and show how we can use this knowledge to communicate better with one another and capitalize on each of our strengths. This will explore the main types of communication we use the workplace. It will also include a fun personality test (we will take and discuss in the session) that we can take back to the office and give to our staff to show how we each communicate and can use those skills to create our best working environment.
Theresa Groff	So You Want to be a Registrar: Navigating the Role of a New Registrar	We'll take an inside look at the unique challenges and opportunities faced by a new registrar in a college setting. From understanding the intricacies of student records and compliance to building relationships with faculty and administration, attendees will gain insights into the day-to-day realities of the role. We'll explore strategies for overcoming common hurdles, adapting to the college and leadership culture, and looking toward the future for long-term success—all while balancing the demands of an ever-evolving academic environment. Perfect for those new to the role or considering a career in academic administration.

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Friday, July 18, 2025

Presenter	Title	Session Description
Miori Gidley Theresa Groff	Hot Topics In Colorado Higher Education	Join us for an interactive roundtable discussion about issues facing higher education in Colorado. This facilitated conversation will provide a platform for attendees to share perspectives, ask questions, and collaborate on solutions to key challenges and hot topics facing higher education in Colorado. Whether you're looking to share insights or simply listen and learn, this session is designed to foster meaningful exchange and actionable takeaways.
Amber Ovaska	Hot Topics In New Mexico Higher Education	Join us for an interactive roundtable discussion about issues facing higher education in New Mexico. This facilitated conversation will provide a platform for attendees to share perspectives, ask questions, and collaborate on solutions to key challenges and hot topics facing higher education in New Mexico. Whether you're looking to share insights or simply listen and learn, this session is designed to foster meaningful exchange and actionable takeaways.

Presenter	Title	Session Description
Linda Nichols Stacy Maestas	Hot Topics In Wyoming Higher Education	Join us for an interactive roundtable discussion about issues facing higher education in Wyoming. This facilitated conversation will provide a platform for attendees to share perspectives, ask questions, and collaborate on solutions to key challenges and hot topics facing higher education in Wyoming. Whether you're looking to share insights or simply listen and learn, this session is designed to foster meaningful exchange and actionable takeaways.
Amber Ovaska Theresa Groff	Hot Topics with 2-Year Institutions	This roundtable discussion invites attendees to engage in an open and collaborative conversation about the most pressing issues facing 2-year institutions today. Participants will have the opportunity to share experiences, highlight successful strategies, and explore solutions to shared challenges such as increasing student engagement and retention, addressing equity gaps, strengthening transfer and career pathways, and adapting to changing workforce demands.
Bobby Ratterree Lane Buchanan	Hot Topics with 4-Year Institutions	This roundtable discussion invites attendees to engage in an open and collaborative conversation about the most pressing issues facing 4-year institutions today. Participants will have the opportunity to share experiences, highlight successful strategies, and explore solutions to shared challenges such as increasing student engagement and retention, addressing equity gaps, strengthening transfer and career pathways, and adapting to changing workforce demands.