UMACRAO

EMPOWERING MINDS, ELEVATING LIVES:

Fostering Support and Happiness in Higher Education

2024 ANNUAL CONFERENCE | OCTOBER 23–25 | BLOOMINGTON, MN

UMACRAO

UPPER MIDWEST ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

2024 UMACRAO Annual Conference

Schedule Updated 10/10/24

Each session is marked with an engagement level provided by the presenter(s) to help attendees gauge the amount of participation they might expect.

Zero: Lecture-style presentation with optional audience questions

Low: Mostly presentation with a few brief activities, like introductions or low-stakes small group discussion

Medium: Closer to half of the session will include interactive elements

High: More than three-quarters of the time will be spent in breakout groups, audience discussion, or interactive activities

Wednesday, October 23		
Check-in available 3:00–7:00 PM		*Registration Desk*
4:30–5:00 PM	**First Time Attendee Session**	*Eagles Nest*
5:00–5:30 PM	**Welcome & Committee Fair**	*Minnesota Valley Ballroom*
5:30–7:15 PM	**Opening Session** AACRAO Updates • Closing Session Preview • Philanthropy Recipient • Vendor Introductions	*Minnesota Valley Ballroom*
7:15–8:00 PM	**Networking Social** Vendor Area Open (3pm – 8pm) Cash Bar (5pm – 7:30pm)	*Minnesota Valley Ballroom Foyer*

| *Check-in available 7:00-10:30 AM* | | *Registration Desk* | | |

***UMACRAO Unplugged** available during concurrent session times in the Red Fox Den Room*

7:00–8:15 AM	**Breakfast – Sponsored by Parchment** Announcements, 8:00 AM			*Minnesota Valley Ballroom*

	Session 1A	**Session 1B**	**Session 1C**	**Session 1D**
8:20–9:20 AM	Firing the Synapses of Connection: Highlighting the Intertwining Journey of a College Student, Parent, and Professional *Eagle's Nest*	Graduating Is Happiness *Hawk's Ridge*	Here's the Plan: Establishing a New Communication Strategy *Mallard Point*	Process Improvement: Student Withdrawals *Owl Overlook*

	Session 2A		**Session 2B**	
9:30–10:30 AM	Discover Paradigm's Power of Effective Credentialing *Minnesota Valley Ballroom I*		Maximize Learner Experience With One Credential Solution Partner *Minnesota Valley Ballroom II*	

10:30–11:00 AM	**Break**			

11:00 AM–Noon	**Plenary Session** *Lean Thinking: How to Get on the Same Page*			*Minnesota Valley Ballroom*

	Tom Sonnek, Senior Director of Continuous Quality Improvement and Academic Operations, Capella University	
Noon–1:30 PM	**Lunch & Business Meeting** Relevant documents can be accessed in the Guidebook app.	*Minnesota Valley Ballroom*

	Roundtable 3A	**Roundtable 3B**	**Roundtable 3C**	**Roundtable 3D**
1:40–2:40 PM	Private Institutions (all sizes) *Eagle's Nest*	Community & Technical Institutions *Hawk's Ridge*	Large Public Institutions (at least 15,000 students) *Mallard Point*	Small & Medium Public Institutions (fewer than 15,000 students) *Owl Overlook*
	Session 4A	**Session 4B**	**Session 4C**	**Session 4D**
2:50–3:50 PM	Redesigning & Streamlining Our Curriculum Approval Process and Timeline *Eagle's Nest*	Iowa State University's Office of Admission Workday Student Implementation: Lessons Learned *Hawk's Ridge*	Navigating Higher Education's Intersection with Neurodivergence: Advice for Higher Education Professionals from a College Student *Mallard Point*	Failure, the other F word: Creating a Positive Mindset to Conquer the Fear of Failure *Owl Overlook*
	Session 5A	**Session 5B**	**Session 5C**	**Session 5D**
4:00–5:00 PM	Doing More with Less: Academic Scheduling, From Idea to Implementation	Service Excellence in Action: Strategic Approaches to Documentation	WWPD: What Would Policy Do?	To Your Credit: Microcredentials and Non-Credit Programs

	Eagle's Nest	*Hawk's Ridge*	*Mallard Point*	*Owl Overlook*
5:00–5:30 PM	**Pre-Banquet Social** Cash bar available until 8:30 PM			*Minnesota Valley Ballroom & Foyer*
5:30–7:30 PM	**Banquet** Dinner • Awards • Philanthropy Raffle			*Minnesota Valley Ballroom*
7:30 PM	**Philanthropy Silent Auction Ends** The silent auction will open at the start of the conference. Get your winning bid in place by 7:30 PM on Thursday! Silent auction winners will need to coordinate cash, check, or credit card payment with the Philanthropy Committee in order to secure their item.			*Minnesota Valley Ballroom*
7:30–9:00 PM	**Evening Social Event – Improv Company** ***Sponsored by Paradigm*** Some of the Twin Cities' funniest improvisers are set to bring you an evening of laughter, fun, and a feel-good time! If you've ever watched "Whose Line Is It Anyway," then you have some idea of what's in store for this year's UMACRAO Thursday evening entertainment. With more than 100 years of combined improv experience, this comedy group still loves to play make-believe for a living. (Some of them have even worked in a registrar's office!) This improv company is not "accredited," yet they are "a credit" to society—but only on Thursday evenings. Lucky us! So, get ready to laugh, chortle, hoot, chuckle and shout out ideas that could be fodder for their performance (and heck maybe their lives too!) It's tuition-free and no need to register, just pull up a chair and enjoy the show.			*Minnesota Valley Ballroom*

Friday, October 25

UMACRAO Unplugged *available during concurrent session times in the Red Fox Den Room*

7:00–8:15 AM	**Breakfast** Announcements, 8:00 AM				*Minnesota Valley Ballroom*
	Session 6A	**Session 6B**	**Session 6C**	**Session 6D**	**Session 6E**
8:20–9:20 AM	Coordinating Commencement: Details, Directions & Diagrams *Cardinal Perch*	Registration Roundtable: Adding, Dropping, and Withdrawing - Oh My! *Eagle's Nest*	Military Certification *Hawk's Ridge*	Curriculum Governance and Curriculum Change *Mallard Point*	Decoding Policy: Strategies for Connecting with Students and Families *Owl Overlook*
	Session 7A	**Session 7B**	**Session 7C**	**Session 7D**	
9:30–10:30 AM	Down the Rabbit Hole: A Curious and Curiouser ADHD Roundtable *Eagle Nest*	Trust Thyself: Every Heart Vibrates to That Iron String *Hawk's Ridge*	UMACRAO Strategic Plan *Mallard Point*	Are You Ready for Your Next Career Move? *Owl Overlook*	
10:30–10:45 AM	**Break**				
10:45–11:15 AM	**What Can UMACRAO Do For You?**				*Minnesota Valley Ballroom*

11:15 –1:00 PM	**Lunch & Closing Session** *FERPA Panel (*Panel member, title, institution) Stacey Tidball, Associate Vice Provost of Academic Support Recourses, University of Minnesota, Sara Sullivan, Senior Associate Registrar, Strategic Initiatives, University of Iowa, Ari Kaufman, Associate Registrar, *Berklee College of Music\Boston Conservatory at Berklee*	*Minnesota Valley Ballroom*

2024 UMACRAO Annual Conference

Tentative Presentation Overview – Updated 10/11/24

UMACRAO Unplugged • Available during all concurrent session times

UMACRAO Unplugged is intended to provide an alternative to the interactive sessions as needed. Participants can find printed articles related to the conference theme; passive programming such as art supplies and blank thank you cards; and self-serve relaxation exercises.

Red Fox Den

We ask that this space remain tech-free. Both the Room and the Room provide ample room to use laptops or phones as needed.

Session 1 • Thursday, 8:20 AM

1A **Firing the Synapses of Connection**   Mallard Point

Elissa Thoman, University of Iowa
Sara Sullivan, University of Iowa
Will Sullivan, Student

Join a transformative exploration of neurodivergence where we'll delve into personal narratives—from undiagnosis to self-awareness—unmasking the unique experiences of neurodiverse individuals. We celebrate hyper-focus, advocate for justice, and embrace authenticity. Discover how we navigate a world designed for neurotypical people and manage overwhelming feelings. Through relatable stories, we'll demonstrate that neurodivergence exists on a spectrum, enriching our understanding of diverse minds.

1B **Graduating Is Happiness**   Hawk's Ridge

Curt Graff, University of Iowa
Irene Mandu, University of Iowa

Degree Services reviews degree candidates after applying to graduate (Finals) and after the final grade run (Clearance). Working with our degree audit encoders, we developed a way to add messages when students have unmet degree requirements (e.g., missing hours or courses, low GPA) so they have a chance to resolve the deficiency; for example, a student may be able to add an off-cycle course, remember to file a Second-Grade-Only option, or remember to contact us for a note to be added to their application that they are transferring their final course. During Clearance, we partnered with ITS to develop a way to email students whose applications are Pending or Cancelled. Like our Finals outreach, these messages encourage students to contact Degree Services, their advisors, or their college offices to find a resolution and graduate before the applications must be cancelled. These actions have reduced the number of students who do not graduate and who do not know that they didn't graduate.

1C   **Here's the Plan: Establishing a New Communication Strategy**   Mallard Point

Chelsea Burk-Betts, University of Iowa
Kristan Hellige, University of Iowa

In 2022, Kristan and Chelsea inherited the University of Iowa's General Catalog from a team who had been producing it for nearly three decades. They soon set about assessing the existing communication about the catalog, its editing, and its publication, and learned a lot along the way. This session overviews how to perform a comprehensive communications assessment, including engaging with campus partners, plotting your team's communication goals, implementing your communication plan, and finessing the plan through further assessment. While the examples shared are catalog-specific, the strategies discussed may be applied to any communication plan.

1D   **Process Improvement: Student Withdrawals**   Owl Overlook

Liesl Fowler, Augustana College

We have all read in the literature, as well as experienced firsthand, the lasting impacts the pandemic has had on learning, growth, and long-held perspectives on the value of education. Many students no longer see enrollment in our institutions as an enduring commitment to a degree at a single campus, nor are they wedded to the idea that a degree path must take place over a set amount of time. Over nine months, Augustana College examined the off-ramps of the student experience by launching a process improvement initiative to study, evaluate, and streamline institutional procedures to create efficiencies and build a shared responsibility ethos surrounding

student withdrawals. Embracing the [Kaizen process improvement model](#), adopted most notably by Toyota, an approach also known as [Lean Process Management](#), this model was used to improve and streamline the student withdrawal process. Come learn how Augustana approached this issue and share how withdrawals work on your campus in this open dialog about process improvement.

Session 2 • Thursday, 9:30 AM

2A   **Discover Paradigm's Power of Effective Credentialing**

Shawn Owen, Paradigm Inc.

Learn about the developments that will redefine our industry! Our soon-to-be released, BRAND-NEW Encompass platform links digital and paper, enhancing your online experience with diplomas, certificates, digital credentials, MicroCredentials, Comprehensive Learner Records, and soon: TRANSCRIPTS! Paradigm is ready to elevate you into the future of credentialing.

Minnesota Valley Ballroom I

2B   **Maximize Learner Experience With One Credential Solution Partner**

Heather Evans, Parchment
Julie Wakefield, Parchment

What efficiencies could you create in your Admissions and Registrar's Offices if you could manage all credentials on a single platform, including sending, receiving, and processing transcripts; recruiting; and issuing diplomas, certificates, CLRs, and badges? A comprehensive credential system is becoming essential to creating a streamlined, consistent learner experience across digital and print requests, all while freeing up time for more strategic projects. Hear how institutions are saving time and money moving to a comprehensive platform, and learn how they are better serving their students with a modern credential experience.

Minnesota Valley Ballroom II

Plenary Session • Thursday, 11:00 AM

Lean Thinking: How to Get on the Same Page

Tom Sonnek, Senior Director of Continuous Quality Improvement and Academic Operations, Capella University

Minnesota Valley Ballroom

Tom Sonnek is a continuous improvement expert who has been applying the principles of Lean Management to higher education systems for the past 10 years. With a bachelor's degree in theater from Mankato State University and an MFA in Acting from Indiana University, Tom applies a mix of storytelling and theatricality to Lean thinking. He has helped non-profits, retail, government, and for-profit organizations improve their processes, empower employees, and produce greater value for their customers and students. Tom currently serves as Senior Director of Continuous Quality Improvement and Academic Operations at Capella University. This session will provide you with the tools and thinking to help you get on the same page with your team, make your work visible, and improve continuously.

Session 3: Institutional Roundtables • Thursday, 1:40 PM

A UMACRAO tradition: A completely open-ended session in which anyone can pose a question to the group. Attend the session that fits your institution's description, or any session that strikes your interest.

3A	**Private Institutions (of All Sizes) Led by Liesl Fowler, Augustana College & Ari Kaufman, Berklee College of Music	Boston Conservatory at Berklee**	Eagle's Nest
3B	**Community & Technical Institutions – Led by Beth Mikulas, Kirkwood Community College**	Hawk's Ridge
3C	**Large Public Institutions (at least 15,000 students) – Led by Kelly Brooks, Capella University**	Mallard Point
3D	**Small & Medium Public Institutions (fewer than 15,000 students) Led by Kacey Donamaria, Minot State University**	Owl Overlook

4A   **Redesigning & Streamlining Our Curriculum Approval Process and Timeline**   Eagle's Nest

Rachelle Kidwell, University of Northern Iowa
Megan Perry, University of Northern Iowa

The curriculum approval process was previously a point of contention among faculty members, who believed the process to be too long and excessively cumbersome with a common focus on the negative impacts to curricular innovation and nimbleness. A task force was created to craft a solution that 1) reduced the time needed to move from conception to approval of a curriculum change, and 2) ease administrative burden of curriculum approval on departments, faculty, and curriculum reviewers. This session will focus on how we moved from conception to implementation to overhaul our curriculum approval process and timeline.

4B   **Iowa State University's Office of Admission Workday Student Implementation:**   Hawk's Ridge
       Lessons Learned

Cassie Keefer, Iowa State University

As one of the first large institutions to implement Workday Student for admissions, Iowa State University's Office of Admissions had to find creative solutions in order to utilize portions of Workday Student for admissions processing. This session will cover key decisions, lessons learned, change management and takeaways on how to lead a team through a large system implementation.

4C   **Navigating Higher Education's Intersection with Neurodivergence: Advice for**   Mallard Point
       Higher Education Professionals from a College Student

Elissa Thoman, University of Iowa
Sara Sullivan, University of Iowa
Will Sullivan, Student

Join William Sullivan, a second year Kirkwood Community College Student, in a discussion about his experience navigating higher education and the impacts of neurodivergence on the journey. Will offers his opinions on how we as higher education professionals can examine and evolve our systems to be more inclusive and support student success. This interview style presentation will leave room for audience interaction and open Q & A with William and his co-presenters, Elissa Thoman and Sara Sullivan, both from the University of Iowa.

4D   **Failure, the Other F word: Creating a Positive Mindset to Conquer the Fear of Failure**   Owl Overlook

Amber Cellotti, University of Minnesota Twin Cities

Have you ever been scared to try something for fear that you may not succeed? The fear of failure can hold us back from some of the greatest opportunities. In this session, we'll discuss what drives our fears, how failure is critical to our growth, managing expectations, building resilience, and using a positive mindset to face the fear of failure. This session is an opportunity for open discussion and learning from one another.

Session 5 • Thursday, 4:00 PM

5A   **Doing More with Less - Academic Scheduling, from Idea to Implementation**   Eagle's Nest

Caroline Kinney, Des Moines University
Bryan Hays, Des Moines University

Our brand-new campus is beautiful, but we only have 5 learning studios (lecture spaces) for 8 programs, some of which have multiple cohorts on campus at the same time. How have we been able to build schedules that serve the needs of our degree programs, faculty, and students - and avoid offering classes in a tent in the parking lot?

This presentation will share some of the creative scheduling ideas we've developed over the past 4 years and how we were able to impact change at DMU. We'll include strategies for presenting your ideas to administration, navigating campus politics, and using data to support your proposal.

5B   **Service Excellence in Action: Strategic Approaches to Documentation**   Hawk's Ridge

Brittany Benda, University of Iowa
Chelsea Burk-Betts, University of Iowa
Hannah Rounds, University of Iowa

Typical conversations about documentation may imply succession planning scenarios to capture important institutional knowledge before colleagues retire. When it comes to change management, however, staff may also consider future implications, such as: How do I rework outdated information to fit a new team? How can I model a

continuity mindset in the face of long- or short-term absences? How can I quantify the tasks that I complete to advocate for increased resources?

Presenters from Iowa's Curriculum Management Team will showcase how they address these questions by incorporating documentation into their everyday roles. Although each presenter will speak to their area - degree audit, course library, program of study, sample plans, and general catalog – they employ widely accessible methods for audience usage and adaptation. Attendees will leave with an action plan to assess their own documentation processes, needs, and goals to manage and sustain a service excellence-focused office.

5C   **WWPD: What Would Policy Do?**   Mallard Point

Jim Benjamin, Capella University
Linda Ronalds, Capella University

Does your office make decisions on student requests for policy exceptions? If so, what kinds of requests do you see most often? Who decides on these requests? Come and learn how our office views and manages policy exception requests and share your school's experience and best practices. We will also discuss a few exception scenarios.

5D   **To Your Credit: Microcredentials and Non-Credit Programs**   Owl Overlook

Nathan EJ Carlson, University of Minnesota

Though the degree-centric model of higher education remains a cornerstone of the education landscape, many learners are finding their needs unmet. Working professionals in need of new qualifications, caregivers with unpredictable schedules, even traditional college students looking for new ways to showcase their skills: many people are finding the benefits of non-credit programs in a changing employment landscape.

The presenter will demonstrate how the University of Minnesota is working to meet the career needs of students seeking professional and other non-credit-bearing opportunities. Discussion will center on new expectations from employers, the wide array of education opportunities on offer, and the emerging world of microcredentials used to document learners' progress.

Session 6 • Friday, 8:20 AM

6A   **Coordinating Commencement: Details, Directions & Diagrams**   Cardinal Perch

Jackie Schluchter, North Dakota State University

Come together to exchange ideas and address questions regarding commencement ceremonies.

6B	**Registration Roundtable: Adding, Dropping, and Withdrawing - Oh My!**	Eagle's Nest

Jessica Alberhasky, University of Iowa
Brooke Merkel, University of Iowa

Join a discussion around all thing registration. This is your opportunity to ask questions, get answers, and understand other institutions' registration best practices. Presenter will lead discussions on priority/early and general registration as well as registration tools, policies, communication, student training, and more.

6C	**Military Certification**	Hawk's Ridge

Jodi Pierce, North Dakota State University

Todd Yackley, North Dakota State University

Roundtable discussion on military certification and tracking our military connected students. Discussion on how they are tracked, monitored and maintained. What system do you use that works? What best practice do you use to make your job easier?

6D	**Curriculum Governance and Curriculum Change**	Mallard Point

Joni Krueger, Augustana University

Join this roundtable to explore the varied approaches to curriculum governance across higher education institutions. We'll discuss how different schools structure decision-making processes, with a focus on curriculum changes, particularly in general education programs. Attendees will share their experiences and insights into governance models, strategies for managing curricular reform, and the critical importance of ensuring that the Registrar has a voice at the table. This session aims to foster collaborative dialogue on how to create effective governance systems that balance innovation, compliance, and institutional needs.

6E	**Decoding Policy: Strategies for Connecting with Students and Families**	Owl Overlook

Branden Rudie, University of Minnesota

Do you find yourself needing to explain complex policies to students and families? Do you need strategies on how to defuse tense conversations that involve institutional practices? Are you looking for ways to overcome a family's perception that your practices and policies don't relate to them? Join us for a roundtable conversation where we discover ways to overcome these and other obstacles productively. Discuss

and imagine new tactics for taking policy out of its ivory tower with the intention of making it relatable and approachable for families and students.

Session 7 • Friday, 9:30 AM

7A **Down the Rabbit Hole: A Curious and Curiouser ADHD Roundtable**   Eagle's Nest

Caroline Jens, University of Iowa

Elissa Thoman, University of Iowa

Do the world's rules seem like nonsense to your brain? Is someone running around yelling, "You're late!"? Does it feel like a bed of flowers is critiquing your petals?

If so, join our supportive space for shared experiences and growth. We'll discuss our curious minds and our curiouser challenges, navigating ADHD's topsy-turvy landscape where ticking clocks move us along as we chase white rabbits. Whether you're an ADHD adventurer or a Wonderland observer, all are welcome to join!

7B **Trust Thyself: Every Heart Vibrates to That Iron String**   Hawk's Ridge

Ari Kaufman, Berklee College of Music | Boston Conservatory at Berklee

This famous quote from Ralph Waldo Emerson is a call for all of us to listen to our innermost hearts and embrace our own unique qualities when forging a path through life. In the realm of career and professional development, this philosophy applies just as much as in any aspect of life's journey, yet, for whatever reasons, it may be very hard to figure it out. In this session, the presenter will share the learning experiences and tools gained along the way which have provided some much-needed clarity.

7C **UMACRAO Strategic Plan**   Mallard Point

Jessica Alberhasky, University of Iowa
Amber Cellotti, University of Minnesota Twin Cities
Hannah Rounds, University of Iowa
Jackie Schluchter, North Dakota State University

Please join members of the UMACRAO Executive Board and UMACRAO community as we discuss work to date on UMACRAO's strategic plan. This work began at last year's conference with feedback gathered from the membership on our values. We'll discuss what prompted this work and its importance to the organization and our progress to date. There will be opportunity for the membership to engage in discussion and we'll wrap with our next steps and future initiatives.

7D   **Are You Ready for Your Next Career Move?**   Owl Overlook

Kelly Brooks, Capella University
Colleen Harms, University of Minnesota
Shawna Saad, Iowa State University

How do you prepare for applying for a job? How do you prepare to discuss a salary raise request with your supervisor? These are common questions that come to mind for many as they navigate their professional career. Hear from three professionals who have navigated career changes, as well as internal promotions. Learn techniques and tips for successfully preparing for your next career move such as tracking your accomplishments, what you should be tracking, applying dos and don'ts, preparing for an interview, and how to move forward when you do not receive that offer. Additionally, learn how to identify when it's the right time to seek a promotion and the factors that should be considered.

Closing Session • Friday, 12:00 PM

FERPA Panel: Ask the FERPA Professor   *Minnesota*

Ari Kaufman, Berklee College of Music | Boston Conservatory at Berklee   *Valley*

                                                            Ballroom
Sara Sullivan, University of Iowa

Stacey Tidball, University of Minnesota

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