All conference sessions, except as noted, will take place via Zoom.
https://osuokc.zoom.us/j/96523949552?pwd=MXNHVU52YIVsVEITdWhFOTkweHRWdz09
Full Zoom info on last page.

THURSDAY, October 7
https://osuokc.zoom.us/j/96523949552?pwd=MXNHVU52YIVsVEITdWhFOTkweHRWdz09

9:00 - 9:10 AM   **Zoom Check In**

9:10 - 9:30 AM   **WELCOME**
– Janet Kelley, Registrar at Northeastern State University OACRAO President

9:30 - 9:40 AM   **SACRAO Update**
- Dr. Blake Bedsole, SACRAO Vice President for Recruiting, Admissions and Enrollment Management

9:40 - 9:50 AM   **AACRAO Update**
– Tiffany Robinson, AACRAO President

10:00 - 10:50 AM   **FERPA Basics**
– Tiffany Robinson, AACRAO President

This is an overview of FERPA Basics for those new to FERPA and those of us who live and breathe it every day.

11:00 - 11:50 AM   Multiple Sessions – Break Out Rooms

Best Practices in Admissions Engagement
Larry Grey, Mutara, Inc.
Mechelle Aitson-Roessler, Rose State College
Dustin Orrell, Rose State College

User experience and engagement is critical to reaching your enrollment goals. When done properly, you have highly engaged applicants, better information for your admissions team to make decisions, and less effort due to data accuracy problems.
In this demo-intensive session, Larry Grey, CEO of Mutara, Inc., Mechelle Aiston-Roessler of Rose State College, and Dustin Orrell of Rose State College will show techniques for improving the user experience of the application for admissions.
In this session, we will cover:
- Optimizing the user registration process to minimize duplicates and get candidates in the process quickly
- The impact of a poor UX implementation to enrollment
- Techniques for making the application more inclusive and reducing barriers
- Best practices in mobile engagement
- Techniques for ensuring your application is Accessible and WCAG 2.1 compliant
- Considerations for international, degree options, type of candidate, and education model (such as Competency-based Education and Online only)

Streamlined Diplomas with Parchment
Christian Andrea, Parchment

This will be an overview and in depth look into Parchments diploma services, everything from the administrative side to what students will see. Covering electronic diplomas, as well as what it would look like for your office to send diplomas through Parchment.

12:00 - 12:50 PM   Lunch Break

1:00 - 1:50 PM   Self-Care When Working in High Stress Areas
Dr. Joanni Sailor, Director Cameron Psychology Clinic, Cameron University

A stressful work environment requires numerous skills. One skill that can be added or strengthened is self-care. High-stakes working conditions such as in a University setting require registrars and admissions office personnel to take care of others; often at the expense of the employee. Creating a healthy stress management skill-set can assist in reducing the effects of stress in the workplace. This presentation will discuss how to implement good self-care both at work and home.

2:00 - 2:50 PM   **Desk Yoga-Mini Movement Break**
Dr. Teri Cochran, Director of Financial Aid (and certified yoga instructor), Northeastern State University

Mini Movement Break- We all tend to spend hours sitting at our desk trying to get through the workday. You will be guided through a short series of yoga poses that can be done sitting at your desk. These poses can help relieve tightness and tension in the neck, shoulders, back, and in hips to help make your workday less stressful on your body and your mind.

3:00 – 3:50 PM   **Regional/National Accreditation Changes Round Table**
Taylor Baird, Associate Registrar – Articulation of Credit & Degree Certification, University of Central Oklahoma

Changes at the federal level from Regional and National accreditation to institutional and programmatic accreditation have left many schools still figuring out how to approach these changes. Join us to discuss how your school has had to pivot and share how you have approached these changes.

6:00 – 8:00 PM   **Optional Meet and Greet, Sponsored by Mutara**
In Person Event
[Register for our 2021 OACRAO Meet and Greet at Social Capital](#)
517 S Hudson Ave. Oklahoma City, OK 73109
(405) 270-7805

FRIDAY, October 8
https://osuokc.zoom.us/j/96523949552?pwd=MXNHVU52YlVsVElTdWhFOTkweHRWdz09

8:50 – 9:00 AM   **Zoom Check In**

9:00 - 9:50 AM   **The Impact of ICAP on Higher Education**
Colbi Beam, Coordinator for Academic Affairs and K-12 & Postsecondary Student Success Initiatives, OSRHE
Theresa Shaklee, OKcollegestart Coordinator, OSRHE

High school students across Oklahoma are exploring careers and postsecondary education options through Individual Career Academic Plans (ICAP). Join us to learn how your institution can leverage the career exploration work completed in high school to inform college choice, major selection and academic advising. OKcollegestart is one of the online platforms students use to complete their ICAPs, providing free college and career planning tools for students, parents, adult learners and educators. While college and university staff access the XAP Control Center to download incoming electronic transcripts, OKcollegestart is the student-facing piece of the platform where students of all ages explore schools, complete career and interest assessments, search for scholarships and much more.

10:00 - 10:50 AM   **OK Boomer! – How Generational Leadership Influences Client Services**
Betsey Weaver, Assistant Registrar – Oklahoma State University
Stephanie Baird, Registrar – Oklahoma Christian University

Whether you identify as a Boomer, Gen X, or Millennial, your place in time impacts the way you deal with customers. And our customers run the gambit from Gen X to Millennial to Gen Z, and even the emerging Alpha generation. Their expectations for customer service may not align with our performance service levels and this can cause gaps in service. How can we all get on the same page and meet the needs of all customers efficiently and effectively? Come join us for this presentation on pivoting your mindset when dealing with members of different generations and how to win their trust while exceeding their expectations.

11:00 - 11:50 AM   **Project Management for Registrars & Admissions Officers**
Rita Peaster, University Registrar – Oklahoma State University

If you have ever been responsible for implementing a new service, system, process or policy, this session is for you! We will provide information on project management for Registrar and Admissions office professionals, and cover key project management principles, processes and tools, as well as why project management skills are needed in our profession. Additional resources will be provided for those who wish to dig deeper.

12:00 - 1:00 PM   **Break for Lunch**

1:00 - 1:50 PM   **OSRHE Policy Updates**
Kyle Foster, Ph.D., Assistant Vice Chancellor for Academic Affairs, Oklahoma State Regents for Higher Education

This session will provide updates to State Regents' policies and procedures over the last year, as well as planned upcoming changes. The session will also offer an opportunity for questions.

2:00 - 2:50 PM   **Multiple Sessions – Break Out Rooms**

Measure Student Outcomes. Grow Student Success
Andi Liner, National Student Clearinghouse

Transform the way your institution measures and reports student progress so that every student can thrive. The Postsecondary Data Partnership (PDP) empowers institutions with more comprehensive data, easier analysis, and better visual representations to help you understand, improve, and communicate student momentum, outcomes, and equity

Tackling Tough Data Tasks in Higher Education
Logan Hill, Business Imaging Systems

Business Automation in Higher Education

Iron Mountain Data & Information Management Solutions - Helping Higher Education move forward confidently
Jackie Weedon, Sr. Business Development Executive – SLED
Paul Fisher, ECMP, AIIM MIT

Iron Mountain will be presenting an overview of their solutions specifically for the higher education market.

3:00 - 3:15 PM   **Business Meeting**

3:15 - 3:30 PM   **Conference Wrap Up and Adjournment**

3:30 PM   **Executive Committee Meeting**

Kyle Brown is inviting you to a scheduled Zoom meeting.

Topic: OACRAO Annual Conference
Time: Oct 7, 2021 08:50 AM Central Time (US and Canada)
      Every day, until Oct 8, 2021, 2 occurrence(s)
      Oct 7, 2021 08:50 AM
      Oct 8, 2021 08:50 AM
Please download and import the following iCalendar (.ics) files to your calendar system.
Daily:
https://osuokc.zoom.us/meeting/tJIodeqhqjIvH9bn5xrWuJ0kM6BSoPtzxQSc/ics?icsToken=98tyKu
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