

NEACRAO

New England Association of Collegiate
Registrars & Admissions Officers

2023 Annual Conference

November 8 - 10, 2023

Sheraton Portsmouth Harborside
Portsmouth, NH



Featuring...

Pre-Conference Change Management Workshop facilitated by Dr. Laura De Veau, Principal & Founder of Fortify Associates, LLC

Keynote by Dr. Terrell Strayhorn, accomplished writer and President/CEO of Do Good Work Consulting Group

NEACRAO After Dark featuring WRİK Entertainment - dancing, photo booth, trivia and more!

Welcome note to the membership

Welcome, friends and colleagues to the 76th Annual Conference in beautiful Portsmouth, New Hampshire!

As we roll into our 76th year after an amazing celebration of our 75th last year, we want to keep the energy high and continue to celebrate all your hard work in higher education. For the first time, we are providing a pre-conference workshop on change management, included with registration. We have amazing presenters this year in the areas of admissions/enrollment management, registrar/records and professional development. I encourage all of you to visit our valued exhibitors who have some amazing products and services to offer you and your school.

Higher education is a wonderful community to work in, and NEACRAO's conference is built on furthering education in our field. In order for us to collaborate and make sure that the organization's success and mission are maintained, I invite you to become involved. Please join us on January 5th at UMass Amherst for our January planning meeting, we would love to hear your ideas.

On behalf of the entire NEACRAO Council, I hope that you have a fun and productive conference and go home with more tools to continue doing remarkable work.

Sincerely,

Trisha Amaral

NEACRAO President 2022-2024

A large, elegant cursive script of the word "Welcome" in a dark grey color, centered on the page.

NEACRAO Welcome Reception

You are invited to the NEACRAO Welcome Reception

Wednesday, November 8

4:30pm–6:30pm

Ballroom Lobby

All conference participants are invited to the reception. Come as you are (casual) and enjoy hors d'oeuvres and a cash bar.

Annual Conference Schedule

Conference check-in will take place on Wednesday, November 8 from 2:00pm until 5:00pm and on Thursday, November 9 from 7:30am until 12:00pm in the Ballroom Lobby

Wednesday, November 8			
2:30pm	4:00pm	Professional Development Workshop with Laura De Veau <i>Will include raffle for ten \$50 gift cards! More information available on page 4</i>	Harbor's Edge
4:30pm	6:30pm	NEACRAO Welcome Reception <i>All RCD participants and NEACRAO conference attendees are welcome to attend! Debrief from the day or gear up for the conference</i>	Ballroom Lobby
Thursday, November 9			
8:00am	9:00am	Breakfast	Grand Ballroom
9:00am	9:50am	Session 1 <i>Description and locations on page 8</i>	-
10:00am	10:50am	Session 2 <i>Description and locations on page 9</i>	-
11:00am	11:50am	Session 3 <i>Description and locations on pages 9-10</i>	-
12:00pm	12:45pm	Lunch	Grand Ballroom
12:45pm	2:00pm	Keynote Speaker - Terrell Strayhorn <i>More information available on page 5</i>	Grand Ballroom
2:00pm	2:50pm	Session 4 <i>Description and locations on pages 10-11</i>	-
3:00pm	3:50pm	Session 5 <i>Description and locations on page 11</i>	-
8:00pm	11:00pm	NEACRAO After Dark <i>More information available on page 6</i>	Grand Ballroom
Friday, November 10			
8:00am	9:30am	Breakfast & Business Meeting <i>Join us for the annual business meeting of NEACRAO, including departure of officers and election of new officers (see nomination list on page 18) and awards for exemplary service</i>	Grand Ballroom
9:30am	10:00am	Hotel Check-out	-
10:00am	10:50am	Session 6 <i>Description and locations on pages 12</i>	-
11:00am	11:50am	Session 7 <i>Description and locations on page 12</i>	-

Pre-Conference **Workshop Facilitator**

Wednesday, November 8

2:30pm–4:00pm

Harbor's Edge

Laura De Veau, Ed.D. has worked in the field of higher education administration since 1989. Her expertise is in the areas of

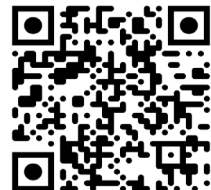


residence life, strategic planning, staff recruitment, leadership and student engagement, however, she considers herself a generalist and an individual who respects the importance of capable and visionary administration. De Veau served as the Vice President for Student Affairs at Mount Ida College from 2013 until its closure in May of 2018.

Change Management Workshop Information

Lean into a Key-Shop! Dr. Laura De Veau will be leading this 90 minute session: part inspirational keynote, part take-away friendly workshop. Higher Education has an opportunity to learn about our capacity for change, innovation and heightened student service. We've been through a crisis of epic proportions, but we've also shown just how flexible we can be. This session will provide participants with a look at their individual potential for reaching aspirational goals and how to leverage their skills to broadly benefit their institution.

NEACARO members have mad skills. Now it's time to fine tune them for the future.



*Scan this QR code to
visit Laura's LinkedIn
profile*

Annual Conference **Keynote Speaker**

Thursday, November 9

12:45pm–2:00pm

Grand Ballroom

Dr. Terrell Strayhorn is a leading authority in the fields of education, psychology, and leadership, internationally-known for his ground-breaking research and scholarship on sense of belonging. He has authored over 12 books and more than 200 academic publications in highly-regarded peer-reviewed journals and volumes, plus dozens of widely-circulated op-Eds, letters, and blogs. He is a contributing writer for Entrepreneur, AllBusiness, Thrive Global, and leads the “Belonging Matters” blog for Psychology Today.



Strayhorn currently serves as Professor of Education and Psychology at Virginia Union University, where he also works as Director in the Center for the Study of Historically Black Colleges and Universities (HBCUs), Associate Provost for Faculty Development, and Principal Investigator of The Belonging Lab. He teaches courses, designs curricula, and/or supervises doctoral committees at several universities across the globe. A leading DEI expert with subject matter expertise in Lean Six Sigma (black belt) and strategic planning, Strayhorn earned a bachelors degree from the University of Virginia (UVA), masters in education from UVA, masters in psychology from Indiana Tech, and doctorate (PhD) from Virginia Tech.

Driven by a genuine passion for helping others, Dr. Strayhorn has dedicated his career to working with individuals from diverse, vulnerable, and system-impacted backgrounds. He is a member of Alpha Phi Alpha Fraternity, Incorporated and serves on several non-profit boards including Rainbow Labs, Career Analysis Organization of America, Oregon Outreach Inc., and Psychologists of Color, Inc., to name a few.



Scan this QR code to visit Terrell's website

NEACRAO After Dark Presents...



Entertainment

Please join us for an evening of entertainment featuring
Trivia, DJ and Photobooth!

Note: There will be a cash bar, and conference registrants will
receive a drink ticket.

Thursday, November 9 • 8:00pm - 11:00pm • Grand Ballroom



NEACRAO 2024 Planning Meeting

Open to all members

January 5, 2024

(Snow date: January 12, 2024)

10:00am-3:00pm

UMass Amherst

Amherst, MA

What does NEACRAO stand for?

NEACRAO is the New England regional association of AACRAO, the American Association of Collegiate Registrars and Admissions Officers, whose purpose is “to promote the advancement of higher education in its fullest and broadest implications.” We are an all-volunteer organization dedicated to supporting more than 800 members representing almost 150 institutions from Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

How can I get involved?

Facilitate a session: introduce a session at the Annual Conference and coordinate evaluations. Easy to do and a quick way to get involved!

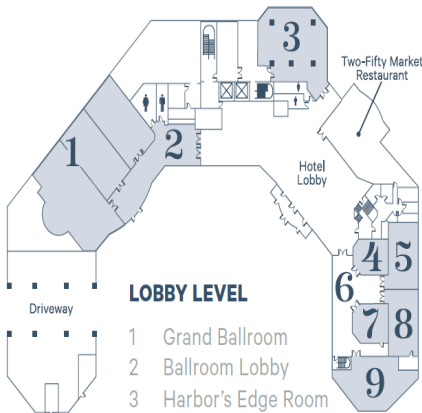
Join a committee: most committees work with the vice presidents to create Annual Conference and RCD sessions and activities for the organization.

Serve as a co-chair: co-chairs coordinate and run the various portions of RCD and the Annual Conference.

Join the Board: the Executive Board governs the Association and is responsible for its overall activities and functions. Attendance at day or day-and-a-half meetings in January, March, and June are expected.

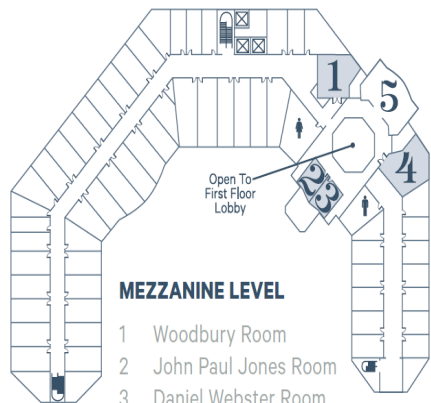
Check out all the committees, co-chairs, and Executive Board positions on page 18!

Sheraton Portsmouth Harborside Floorplan



LOBBY LEVEL

- 1 Grand Ballroom
- 2 Ballroom Lobby
- 3 Harbor's Edge Room
- 4 Thaxter Room
- 5 Gardner Room
- 6 Conference Lobby
- 7 Wentworth Room
- 8 Lear Room
- 9 Amphitheater



MEZZANINE LEVEL

- 1 Woodbury Room
- 2 John Paul Jones Room
- 3 Daniel Webster Room
- 4 Warner Room
- 5 Riverwatch Room

Conference Session Descriptions

Session One

Thursday, November 9

9:00am–9:50am

1A: FAFSA Simplification

Lear Room

As you've probably already heard, how families will complete the FAFSA, what questions are asked, the calculations behind the scenes and the data institutions will receive are all changing with the release of the 2024/2025 Free Application for Federal Student Aid (FAFSA). Find out why the SAI is replacing the EFC, how a student's need-based federal and institutional aid eligibility could be impacted and what some of your colleagues in the aid office may be worried about. Things are not as "simple" as some would like you to believe.

Presenter:

Greg Davis, *Executive Director, Student Financial Services, Saint Michael's College*

1B: Consulting – You Have the Experience and Knowledge; You Can Do It!

Riverwatch Room

As we progress through our careers, we develop a knowledge base that is invaluable in the ever-changing world of higher education. If you have just casually looked at job listings, you see that there are many opportunities in our fields. However, it has become quite challenging for colleges and universities to have successful searches for Registrar and Admissions professionals. When searches have failed, this does not mean the need for a person in that role disappears. Quite often, these situations present the opportunity to engage with a consultant as a temporary solution for the needed staffing.

Presenter:

Kathy Posey, *Consulting Director, FocusEDU*

1C: Registrar as Influencer: Strategies for Influencing Policy Change

Gardner Room

Registrars play a crucial role in administering and enforcing institutional policies but are not always included in the policy decision-making process. This session will explore several strategies to navigate the complexity of higher education institutions to advocate for strategic change. Participants will learn about several models of strategy and will learn how to apply these strategies at their institution and within the Office of the Registrar.

Presenters:

Renée Kamauf, *Deputy University Registrar, Yale University*

Kory Riddle, *Associate University Registrar, Yale University*

1D: Registration Equity: Improving the Student Registration Experience and Outcomes

Amphitheater

Navigating the registration process can be a challenge for both students and registrars. From holds and schedule conflicts, to missing courses or full sections, the barriers to a positive experience can be endless. This session will explore the challenges of registration and propose concrete strategies for an easier and more equitable experience for students and administrators. Discover how innovative software solutions can help you improve the process and help more students graduate on time.

Presenter:

Craig Canfield, *Diversity, Equity, & Inclusion Director, CourseLeaf*

Conference Session Descriptions

Session Two

Thursday, November 9,
10:00am–10:50am

2A: Athlete Academic Success and the Registrar's Role **Riverwatch Room**

UMass Amherst (Div I) Registrar staff will discuss how best to support student athletes and facilitate their path toward graduation. This session will provide an overview of the certification process at UMass Amherst and identification of issues pertaining to student success and continuing athletic eligibility, and how Registrar staff can make an impact behind the scenes.

Presenters:

Cheyenne Gracia, *NCAA Certification Specialist, UMass Amherst*

Thomas Fritsch, *Assistant Registrar for Operations and Athletics, UMass Amherst*

2B: Registrar & Financial Aid - A Symbiotic Relationship **Gardner Room**

Why should Registrars and Financial Aid Directors be best friends? Starting with the academic calendar and ending with everything else, it's important to befriend your financial aid director. Many registrar functions are dependent on federal financial aid regulations. In this session, the Registrar and the Director of Financial Aid from Champlain College will discuss: academic calendars, enrollment verification, federal enrollment reporting, the financial aid audit, and more!

Presenters:

Tara Arneson, *Registrar, Champlain College*
Greg Davis, *Executive Director, Student Financial Services, Saint Michael's College*

2C: Transferology® and TES®: Simplify Transfer **Amphitheater**

Transferology and TES from CollegeSource work together to help you create a more transfer-friendly environment. Transferology is a student-facing, nation-wide network available 24x7x365 online, providing students with fast answers regarding how their credits may transfer. TES draws on the CollegeSource database of more than 150 Million course descriptions, from over 180,000 catalogs. Your staff can research incoming credit, as well as conduct evaluations.

With Transferology and TES you can reach more students, save staff time, and provide quick answers to attract more transfer.

Presenter:

John Panzica, *Senior Transfer Solutions Specialist, CollegeSource*

Session Three

Thursday, November 9,
11:00am–11:50am

3A: Closing the Gap: Increasing Applications to STEM Programs Amongst Underrepresented Populations **Lear Room**

Many students do not have proper exposure to STEM in grade school, and this results in a disproportionate amount of students applying to these disciplines. How can admissions counselors, educators, and administrators partner together to not only expose underrepresented students to STEM disciplines but also, increase retention rates once students reach university-level coursework. The main goal of this session is to create an open dialogue among

Conference Session Descriptions

admissions officers on strategies to increase STEM applicants among underrepresented student populations.

Presenter:

Edward Freeman, B.S., *Graduate Student, Brown University*

3B: How Secure is Your Data?

Riverwatch Room

In today's digital age, the significance of protecting your data cannot be emphasized enough. With the escalating frequency of cyber threats, educational institutions face growing vulnerabilities, especially concerning sensitive data like student records. Responsibility for data security extends beyond IT departments; it's a collective obligation, particularly for Registrars who often serve as data custodians. During this session, we will provide you with strategies to proactively tackle emerging threats and ensure compliance with data security audits. Our focus will be on exploring the fundamental principles of data security, empowering you to safeguard your institution's invaluable information.

Presenter:

Allan Ramella, *Information Security Office, Roger Williams University*

3C: Micro-Credentials and Digital Badges: Association and Campus Perspectives

Gardner Room

Micro-credentials and digital badges are proving to be more than a new higher ed trend. As states strive to meet workforce needs and learners seek to better demonstrate and validate their knowledge and skills to employers and others, micro-credentials are increasingly being recognized as a credible means to validate specific competencies beyond those reflected in traditional degrees. This session

will highlight AACRAO's role in fostering and supporting its members and the higher education community around alternative credentials. In addition, learn about one campus' journey with micro-credential, including the steps and considerations taken to implement a campuswide micro-credentials initiative.

Presenter:

Kristi Wold-McCormick, Ph.D., *Assistant Vice Provost and University Registrar, University of Colorado Boulder | President-Elect, AACRAO Board of Directors*

3D: Empower Students & Administrators With Unified Academic Operations

Amphitheater

This presentation discusses the research behind how to provide students with accessible curriculum information, accurate degree paths, and the courses they need. We'll also go over how to effectively manage academic processes and leverage data to make student-centric decisions. Specifically, we'll cover best practices and the results from our research surveys conducted in partnership with AACRAO.

Presenter:

Annie Schuerman, *Director of Partnerships, Coursedog*

Session Four

Thursday, November 9,
2:00pm–2:50pm

4A: Admissions & Athletics
Learn Room

An overview of working with athletic coaches on campus and their recruits. Information regarding the impact athletics have on colleges and how coaches play a role. Reasoning behind coaches recruiting philosophy's, trends coaches see in

Conference Session Descriptions

recruiting competition and why some coaches can be high maintenance to work with.

Presenters:

Greg Breen, *Assistant Director of Admissions, Curry College*

Michael James, *Senior Manager for Regional Recruitment, University of Wisconsin*

4B: Registrar Career Trajectory
Riverwatch Room

Hear from two registrars about their professional journey and discuss ways aspiring registrars can develop their skills.

Presenters:

Sarah Miles, *University Registrar, Worcester Polytechnic Institute*

Patrick Sullivan, *University Registrar, UMass Amherst*

4C: “Coffee Talk” with the National Student Clearinghouse
Amphitheater

Come meet your new Regional Relationship Manager, Amanda Yeager, and join her for an informal conversation about what’s new and upcoming at the Clearinghouse. Bring along questions and share your ideas on how the Clearinghouse can continue to support you and your institution.

Presenter:

Amanda Yeager, *Regional Relationship Manager, National Student Clearinghouse*

Session Five

Thursday, November 9,
3:00pm–3:50pm

5A: How to Create a More Inclusive Student Experience From Admissions to Graduation
Lear Room

As the student populations in New England evolves and changes, so to must admissions and enrollment management practices

and policies. Learn how one school has leveraged the talents and skills of their staff and students to create multilingual documents, information sessions and more to become a more inclusive place to attend college.

Presenter:

Franci DaLuz, *Associate Director, Undergraduate Admissions, Salem State University*

5B: Collaborative Working Environment
Riverwatch Room

During the pandemic, many staff members in higher education felt they drew the short straw – long hours, no recognition, and in many cases no raises. In the aftermath, Worcester Polytechnic Institute approved the creation of a Staff Council for non-union staff, designed to integrate staff voices into the decision-making process and provide direct connection to leadership. In this session, you’ll hear about the journey WPI undertook, as well as discuss staff council membership as a professional learning and networking opportunity.

Presenter:

Sarah Miles, *University Registrar, Worcester Polytechnic Institute*

5C: AACRAO Updates
Gardner Room

Come find out what is happening with AACRAO and how it can benefit your institution and the profession.

Presenter:

Kristi Wold-McCormick, Ph.D., *Assistant Vice Provost and University Registrar, University of Colorado Boulder | President-Elect, AACRAO Board of Directors*



Conference Session Descriptions

Session Six

Friday, November 10,
10:00am–10:50am

6A: Ready or Bot, Here They Come

Lear Room

Participants will have the opportunity to explore the advantages and disadvantages of continually developing technologies. We will discuss the capabilities of ChatGPT, future of AI, and concerns of authenticity in an already seemingly inequitable admissions process.

Presenters:

Carlos Vega, *Senior Assistant Director of Admissions, Athletic Liaison, Massachusetts Institute of Technology*

Katie Phung, *Associate Director of Undergraduate Admissions, Boston College*

6B: Digitizing University Forms

Gardner Room

In 2023, I was part of the project management team that was tasked with digitizing the university's forms. We developed many working groups within departments to overhaul the university's form policy. The session will be focused on the scale of the challenge, implementation, and collaboration between various campus offices. Little focus will be given to the program we adopted to make this happen, but it was Adobe Acrobat Sign. I would also like to touch on some of the automation that is now possible since we moved to a digital form solution.

Presenter:

Justin Ossa, *Senior Information Technologist, University of Rhode Island*

6C: Equitable Hiring Practices

Riverwatch Room

Admissions and Registrar Offices often experience moderate turnover and have a need to hire. The members of these offices are also often asked to be a member of a search committee for another office/

department. In this session, you will learn how Roger Williams University revamped their hiring practices and policies and how 3 members of the Registrar's Office played an integral role in this process and continue to ensure search committees are reviewing, interviewing and hiring candidates in inclusive and equitable ways.

Presenter:

Dan O'Driscoll, *Assistant Vice President & University Registrar, Roger Williams University*

Session Seven

Friday, November 10,
11:00am–11:50am

7A: Admissions Roundtable

Gardner Room

Join your colleagues to network and explore admissions from a holistic enrollment management perspective. Identify opportunities for collaboration across departments and divisions, share current challenges and brainstorm potential solutions. As recruitment and retention has become part of everyone's job, please join us even if you are not currently in an Admissions role. We look forward to a lively discussion!

Facilitator:

Tara Arneson, *Registrar, Champlain College*

7B: Registrar Roundtable

Lear Room

This is an open forum for discussion of issues or current topics concerning the policies and practices in a registrar or records office. Topics will depend upon the interests of attendees, but may include compliance with regulations, best practices, helpful hints or tips, distribution of responsibilities, etc. Bring your questions or concerns and share your experience, or simply absorb the conversation.

Facilitator:

Trisha Amaral, *Associate Registrar for Systems and Operations, UMass Amherst*

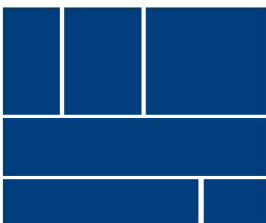
Annual Conference **Feedback Survey**

We would like to hear from all of our conference registrants about the timing and contents of the annual NEACRAO conference.

Please scan the QR code below to take the survey.

All survey participants will be entered to win one of four \$25 Amazon giftcards.

Four winners will be announced during breakfast on Friday, November 10th (winners must be present to win).



NEACRAO

New England Association of Collegiate
Registrars & Admissions Officers

Conference Exhibitors

Exhibitors will open on **Thursday, November 9** from 8:00am to 5:00pm and on **Friday, November 10** from 9:00am to 11:00am in the Conference Lobby.

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The National Student Clearinghouse® helps education go further with innovative solutions that meet reporting, research, verification, transcript, and data exchange demands across the K-20 to workforce continuum.

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2023-2024 Executive Board

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Past President

Jen Ruggiero, *Southern CT State University*

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Dan O’Driscoll, *Roger Williams University*

VP for Registrar & Records

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Tara Arneson, *Champlain College*

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Eric Johnson, *Mount Wachusett Community College*

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Registration

Janet Danylieko, *UMass Amherst*

Linda Gauvin, *Roger Williams University*

Program

Thomas Fritsch, *UMass Amherst*

Interested in participating in a NEACRAO committee?

There is a committee interest form in your folder. Simply find any of the members on this page to hand it to!

Questions or concerns? Contact us!

Contact information for all board and committee members can be found on our website.

Nominations & Appointments

The following individuals have been nominated for open positions on the NEACRAO Board:

President-Elect	Tara Arneson	<i>Champlain College</i>
Vice President of Admissions and Enrollment Management	Molly Miner	<i>Saint Joseph’s University</i>
Vice President of Conference and Meeting Management	Dan O’Driscoll	<i>Roger Williams University</i>
Vice President of Professional Development	Joe Wolk	<i>Bridgewater State University</i>
Vice President of Registrar and Records	Andrew DePaolo	<i>Bay Path University</i>

Open positions for 2024:

- Communications Manager
- Director of Membership
- Vice President for College Admissions and High School Relations
- Reverse College Day Chair

Nominations will also be accepted on the floor of the Business Meeting.

Save the Date!

2024 Annual Conference

November 6-8, 2024



*Water's Edge Resort
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See You There!



Thanks for coming!



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