# Table of Contents

- President’s Message .................................................................................................................. 2
- Raleigh Local Arrangements Committee Welcome .................................................................. 2
- Conference Essentials ................................................................................................................. 3
- SACRAO Opening Session and Keynote .................................................................................. 4
- Wednesday Breakfast and Plenary Session ............................................................................... 4
- Conference Program and Session Details ................................................................................ 5
- 2014 Corporate Partner Sponsors .............................................................................................. 26
- 2014 Corporate Partners ........................................................................................................... 27
- 2014 Corporate Partner Presentations ...................................................................................... 31
- Mobile in 2015 .......................................................................................................................... 32
- Member Services ....................................................................................................................... 33
- 2013-2014 Executive Committee ............................................................................................. 34
- 2013-2014 Program Committees ............................................................................................... 35
- 2013-2014 Standing Committees ............................................................................................... 36
- 2014-2015 Executive Committee ............................................................................................. 37
- Margaret Ruthven Perry Distinguished SACRAO Journalism Award ..................................... 38
- SACRAO Annual Meeting Outstanding Presenter Awards ..................................................... 39
- Distinguished Service Awards ................................................................................................... 39
- Certificates of Appreciation ....................................................................................................... 40
- Honorary Members ................................................................................................................... 41
- Service Awards History ............................................................................................................. 43
- Meeting History ......................................................................................................................... 43
- State and Regional Association Presidents ............................................................................... 43
- 2014 Local Arrangements Committee ....................................................................................... 45
- Map of Conference Area ........................................................................................................... Inside Back Cover
President’s Message: Welcome to Raleigh!

I cannot believe this year has gone by so quickly. SACRAO has had some wonderful leaps ahead during 2013. Just look at the new website. I so wish I could take all the credit but it was the results of the labors of Joe Papari, Paley Wu, Mary Kincannon, Sheryl Gray, Amy Barber, Michelle Johnson, Reno McCormick, and others on the committee. My job was to give them the push off of the cliff. They certainly flew with this task.

Not only is the appearance of the pages improved, but the behind-the-scenes databases are also in good shape.

I wish I could take credit for all of the SACRAO business but to quote Rock McCaskill, “I didn’t break anything.” The executive committee will tell you that I tend to move meetings along at the speed of light unless I am taking a brief nap in a sitting position. Everyone on committees this year has gone above and beyond in bringing a superb program together for this annual meeting. Others have stepped up to the plate to ensure that our activities are lauded on the national level. Not only was Jacqui Elliott a big part of the inaugural poster sessions at the San Antonio meeting, she also was instrumental in preparing our nomination for the AACRAO 2014 W. Ockerman State and Regional Professional Activity Award. We will receive this award at the April AACRAO meeting in Denver.

Congratulations to Jacqui, Barbara Rowe, and Rodney Parks who spearheaded this effort. This activity is a wonderful way of engaging future members of SACRAO in meeting activities. Feel free to jump in on this effort.

Speaking of new members, I want to remind you that all of us were fortunate enough to have one or more mentors as we grew in our professional enrollment management careers. Not a single SACRAO president or leader will tell you that they were not supported in this way. As we baby-boomers begin to retire or move to other higher education positions, remember that we are the SACRAO “brain trust”. Our knowledge and skills diminish if we neglect to pass them along—yes, pass them along with enthusiasm and encouragement.

Will things change? Oh, most surely. Rodney Parks is charged with a review of SACRAO’s current structure and how it best fits the needs of the membership as an ad hoc committee. Please step up to the plate to join Rodney and his group to ensure that SACRAO moves ahead employing the excellence of what has been successful and the best of what is here and on the horizon. Supporting the membership in its higher education mission and career evolution will strengthen SACRAO.

I cannot say enough about my SACRAO colleagues and life-long friends. It gets no better than this as we move along. Thanks to all who saw my spark and fostered it. Continue to see the spark in your colleagues and encourage them to reach goals they don’t even know they aspire to.

Thank you for this incredible opportunity.

To infinity and beyond...

Dorinda Q. Harmon
SACRAO President

Local Arrangements Committee Welcome

Welcome to Raleigh! The Local Arrangements Committee and CACRAO are glad you are finally here for the first SACRAO Annual Conference to be hosted in North Carolina!

Raleigh, the capital of North Carolina, is named for Sir Walter Raleigh who was alternately described as a poet, soldier, courtier and explorer. Look for the statue of Sir Walter in front of the Convention Center - with a few SACRAO additions!

Embrace the theme of the conference (and the spirit of our namesake) to Discover, Engage and Grow while in Raleigh! Take advantage of the free R-LINE service that circles the downtown area. Download the SACRAO 2014 Guidebook application to get more information about the conference and Raleigh’s many restaurants, bars, museums, and more - all within walking distance of the conference hotels! Check out the nearby Duke Energy Center for Performing Arts for Broadway shows and performances by the Carolina Ballet.

Don’t miss the Sunday Opening Session as Keynote Speaker, Jeanne Robertson, shares captivating and hilarious stories from everyday life. After the opening session, be sure to meet with our Corporate Partners and enjoy our southern-style reception complete with Shrimp and Grits and BBQ Stuffed Hushpuppies!

Then get ready for the Tuesday Big Event at the Museum of Natural Sciences Nature Research Center. In addition to enjoying dinner and browsing the museum exhibits, you’ll get to experience music and dancing with DJ Spin in an immersive, three-story, high-definition, multimedia space – with balcony overlooks on floors two and three of the museum!

So, on behalf of the Local Arrangements Committee and CACRAO, welcome to Raleigh and SACRAO 2014! Enjoy the 67th Annual Meeting of the Southern Association of Collegiate Registrars and Admissions Officers and the special events we have planned for your visit.

We are so happy you made the trip to Raleigh and hope you Discover, Engage and Grow while you are here!

Michelle Johnson, LAC Chair
Conference Essentials

Registration, ID Badges,
- Check-In and Pick up your Registration Packet
  - Feb. 15: 2:00-6:00pm
  - Feb. 16: 10:00am-7:00pm
  - Feb. 17-18: 7:30am-4:00pm
- Wear your name badge to meetings and events. Tickets are used for meeting/event entry and for door prize drawings. Have your tickets with you!

Corporate Partner Track
There are sessions, which our Corporate Partners have sponsored, that allow them to showcase their products. It is a great time to learn more about a technology, product or service. These are listed on page 31 of this program.

Poster Sessions
Posters will be displayed from 9:00 am until 3:00 pm for attendees to see prior to 3:30 pm when they will be moved outside of Ballroom A and presenters will be available to ask questions and hear more about the research.

Important Meetings

Opening Session
Sunday Feb 16, 5:00-6:30 pm

Town Hall Meeting
Monday Feb. 17, 5:15-6:00 pm
Learn about the issues to be discussed/voted on at the Business Meeting

Business Meeting
Tuesday Feb. 18, 11:00 am-12:00 pm
Installation of new officers

Closing Session
Wednesday, Feb. 19, 8:00-10:15 am
Invitation to SACRAO 2015

Events for First-Time Attendees
- Attend the First-Time Attendee Reception Feb. 16, 3:45-4:45pm
- Join other First-Time Attendees at our Dutch Treat Dinner Feb. 17, 6:00-9:00pm at Jimmy V’s in the Sheraton

The Big Event
Social Event at North Carolina Museum of Natural Science and Nature Research Center
Tuesday, Feb. 18 from 6:00-10:00pm

Conference “Guidebook” App
Download Guidebook (free) on your smartphone. You’ll have vital conference information plus good intel about nearby entertainment, dining, shopping, and tours in the palm of your hand! The app is available for download for iOS and Android devices.

Wi-Fi Access
Wireless internet is complimentary in the convention center, Sheraton and Marriott.

Convention Center Wi-Fi:
Access code: SACRAO
Password: sacrao14
Jeanne Robertson, CPS, CPAE

Speakers Hall of Fame inductee and expert in humor, Jeanne Robertson became the first female recipient of the Cavett Award, the highest honor in professional speaking. Jeanne’s message is that a sense of humor is an attitude that can be improved and developed into a successful approach for working with people. She outlines her strategy while captivating audiences with original, hilarious stories from everyday life. Described as the aunt you can’t wait to talk to at the family reunion, Jeanne has appeared on “60 Minutes” and was most recently honored by the National Speakers Association with its 2012 Master of Influence Award. When you hear her in person you’ll learn why audiences across the nation say, “The meeting ain’t over ‘til the tall lady speaks.”

SACRAO welcomes Justin Madore and Cody

This year SACRAO is pleased to invite the K9’s for Warriors group to be our guest speaker during the 2014 Annual Conference breakfast on Wednesday morning. It is not uncommon to see service dogs accompanying students on our campuses, but do we ever stop to wonder the purpose they serve?

For many student veterans, service dogs function the same way as Seeing Eye dogs, with the purpose of helping to relieve post-traumatic stress. The K9’s for Warriors program is dedicated to providing service dogs to warriors suffering from PTSD as a result of post 9/11 conflicts. SACRAO is proud to partner with K9’s for Warriors by welcoming Justin and Cody to talk about their wonderful adventure during breakfast. Please plan to show your support during breakfast on Wednesday, February 19th!

SACRAO welcomes Dr. Nkrumah Lewis Ph.D, Author of “Becoming A Butterfly: From Prison to Ph.D” as our Plenary Breakfast Speaker

Dr. Lewis is an author, entrepreneur, social activist, and advocate for stigmatized populations. He is simply driven to compel people to be successful. His pursuit of excellence is endless, and he often cites that his goal in life is to “leave a legacy that refutes the notion of impossibility.”

Dr. Lewis is a native of Durham, N.C. and a graduate of the University of North Carolina at Greensboro (’96), where he completed his bachelor of arts in sociology, North Carolina A&T State University (’99), where he received a master of science in adult education and lastly, Virginia Tech (’05) where he became only the second African American ever, and the first in twenty years, to attain a Ph.D. in sociology, concentrating in the areas of race and crime. He is a Dr. King “Building the Dream Award” recipient, serves on Institutional Research Boards at both UNC Greensboro and Wake Forest University, and is a mentor for the Real Men Teach Program and Program Evaluator for the University of North Carolina’s Minority Male Mentoring Program, in addition to receiving numerous other accolades, honors and appointments. He founded a 501(c)(3) organization, the Renaissance and Empowerment Project, Inc. in Greensboro where he rehabilitated not only physically dilapidated houses, but the lives of 103 men that had previously been incarcerated or had gang affiliation. In doing so, he was recognized by Movers and Shakers for his entrepreneurial endeavors. Most recently, he released his autobiographical sketch, entitled, Becoming A Butterfly: From Prison to Ph.D. and was appointed to the Board of Directors for the Simon Green Atkins Community Development Corporation.
Conference Program and Session Details

Saturday, February 15

Conference Registration
2:00 – 6:00 pm  300 Level Convention Center Lobby

Executive Committee Meeting
2:00 – 6:00 pm  304

Auditing Committee Meeting
2:00 – 6:00 pm  303

Hospitality - Open to All
(Badges required for entry)
8:00 – 10:00 pm  Magnolia – Sheraton 1st Floor

Sunday, February 16

Conference Registration
10:00 am – 7:00 pm  300 Level Convention Center Lobby

First Time Attendee Table
9:00 am - 3:45 pm

Executive Committee Transition Meeting
10:00 am – noon  304

Evaluations Committee
10:00 am – 5:00 pm  307

Program Committee Chairs and VPs
3:15 – 3:45 pm  304

First Time Attendee Orientation & Reception
3:45 – 4:45 pm  402

Conference Opening Session and Keynote Address
(Badges required for entry)
5:00 – 6:30 pm  Ballroom A Convention Center

Reception with Corporate Partners for all attendees
(Badges required for entry)
6:30 – 7:30 pm  300 Level Hallway

Hospitality - Open to All
(Badges required for entry)
8:00 – 10:00 pm  Magnolia – Sheraton 1st Floor

WORKSHOP 1:00-3:00 pm

S1.1
Improving Office Efficiency Using Banner Workflow

The Office of the University Registrar at the University of Alabama implemented the first Banner Workflow process in 2007 with the automation of grade changes. Since then several additional workflows have been deployed and today Banner Workflow is integral to the day-to-day operations of the office. This workshop will explore what it takes to plan, develop and implement a workflow using Banner Workflow. Personnel who have been integral to the development of workflow processes will discuss how to approach implementing a workflow with keys to success and the pitfalls to be avoided. This workshop will be geared to both the functional and the technical users that have a desire to take Banner Workflow “off the shelf” to begin replacing paper and manual processes.

Presenters:
Kenneth Foshee, Senior Associate University Registrar
University of Alabama

Denny Savage, Associate University Registrar
University of Alabama

Jennifer McMillan, Enterprise Architect for Student Information Systems
University of Alabama

Coordinator:
Mack Palmour, Vice President of Enrollment Management
University of South Carolina - Beaufort

S1.2
Integrating the Power of SharePoint

Are you using SharePoint for storage only? It can do so much more! This workshop will teach you how to improve: Business processes, Communications, Paperless workflow, Interoffice cross training, Create lists, Allow form creation and upload to an imaging system. We plan to share helpful tips for launching SharePoint in your office and training strategies for students, faculty, and staff after office business processes go live with SharePoint.

Presenters:
Bobbie Brown, Registrar
Texas Tech University

Melissa Holmes, Assistant Registrar
Elon University

Nicole Jones, Assistant Registrar
Elon University

Coordinator:
Allen B. Moody, Associate Dean of Academic Affairs
National Park Community College

S1.3
Can Your Institution Withstand an Information Breach – Seriously?

Identity Theft Prevention Officer (IDTPO) roles and responsibilities have become challenging in this rapidly changing and fast-paced information protection world. IDTPO’s must be current on a variety of topics to prove expertise and create a Defensible Position for the organizations in which they represent. Today’s IDTPO knowledge base must go beyond privacy, information technology (CISSP), and security training into the world of ID Theft Prevention. In order to protect your organization a tailored, risk assessment derived Identity Theft Prevention Program must be in place. Within the program reside policies, procedures, employee training that translates into a Confident Person, vendor management and more. This session will cover the details for a Defensible Position, not only for compliance and lawsuit protection, but to create assurance for the honoring of insurance claims related to breach/cyber insurance. IDTLP has been in business for over a decade, serviced over 100 colleges and universities across the United States, and even had a higher education client that withstood an information exposure incident saving uninsurable damages of $750,000. Also, our information Compliance and Awareness Process (iCAP), when implemented by one of our clients, won the 2012 NACUBO Innovation Award.

s1.2 302B
Integrating the Power of SharePoint

s1.3 305A
Can Your Institution Withstand an Information Breach – Seriously?
We have all been there. A difficult situation arises and you have to speak to someone about poor personal hygiene. Or, maybe you are faced with having to discuss the tight budget constraints and tell people raises are on hold and there is a hiring freeze. Performance Evaluation time can be stressful as well, especially if you haven’t addressed performance issues, attitudes, etc. throughout the year. This workshop will help those in managing and leadership positions craft appropriate messages to staff. Real-life examples will be used in small case-study settings for audience members to practice and gain expertise in ways to approach difficult conversations. Audience members should come prepared to engage in dialogue with one another to share examples of past experiences producing positive outcomes. The workshop will focus on tried and true techniques proven in best business practice.

Presenter: Jacquelyn Elliott, Enrollment Specialist
Marion Military Institute

Coordinator: Tammy Teixeira, Director of Enrollment Operations
Millsaps College
M1.2 Course Demand Analysis 301B

With the implementation of an enhanced degree audit system at the University of Alabama, it is now possible to provide detailed reports to assist departments in determining the demand/need for specific courses. This session will explore the available data to anticipate course demand through different data sources and methodologies.

Presenter: Kenneth Foshee, Associate University Registrar
University of Alabama

Coordinator: Lisa Kulezak, Associate Registrar, Curriculum Management
University of Arkansas, Fayetteville

M1.3 Veterans Outreach and Transition Assistance 302A

This presentation will cover student support services focused on the special needs and requirements of veterans, service members, dependents and survivors. Items to be discussed will include Recruiting, Campus and Community Events, and Transition Programs (Veteran Transition, Career Transition and Family Transition).

Presenters: Walter Stewart, Veteran Services & Recruitment Coordinator
University of Alabama at Birmingham
Tina Collins, University Registrar
University of Alabama at Birmingham

Coordinator: Heather Hogarth Smith, Registrar
University of the Virgin Islands

M1.4 Surviving Major Office Change 302B

Change seems to be the only true constant in our lives. This not only relates to how we recruit, yield, and enroll our applicants, but also in how we operate within our work environment. Often times, changes are minor in nature and simply impact our daily routines. But sometimes, substantial change is introduced which completely alters the way our entire department functions. This session will explore how to anticipate significant change and ways in which to contend with and manage it once it occurs. Techniques and best practices for surviving and thriving within major office change will be discussed. The takeaways from this session will be appropriate for both new and seasoned professionals at various stages in their careers in higher education.

Presenter: Amy Clines, Director of Undergraduate Recruitment
Columbus State University

Coordinator: Allan Lockett, Assistant Registrar
Roanoke College

M1.5 Allowing Students to Update Their Program of Study Online 302C

Students at the University of Alabama are now able to submit curriculum changes directly into the SIS (Banner). Learn about the rules that govern this application, the development process, the benefits of allowing students to access this functionality, and the importance of campus-wide collaboration prior to implementation.

Presenter: Daniel Strickland, Assistant University Registrar
University of Alabama

Coordinator: Amanda Fleming, Associate Registrar
East Carolina University

M1.6 African-American Male Initiative Model: University of Louisville 305B

The AAMI is a collaboration of Admissions and the Cultural Center at the University of Louisville to systematically improve retention and graduation rates. The program is facilitated by the Director of Cultural Center, Admissions staff as well as a Program Coordinator and a Task Force. The initiative is data-driven and initially directs services to incoming first-year African American male students. There is a tracking and evaluation process to benchmark success, and structured programming is provided focusing on Academics, Mentoring, Peer Connection and Student Involvement. Primary components of the AAMI include the Early Arrival Program, Graduate Preparation Sessions (GPS) and a Recognition Ceremony.

Presenter: Dr. Derrick Brooms, Asst. Professor, Sociology
University of Louisville

Coordinator: Peggy Love, Assistant Registrar
University of Tennessee-Knoxville

M1.7 Virtual Online Recruitment 306A

With Texas being the size that it is, it is impossible to have enough staff to recruit in all areas of the state and to be everywhere we need to be especially with the budget constraints that all areas of higher education have to work within. As a result, we began to review and utilize different formats to “virtually recruit”. We, of course, participated in online college fairs including College Week Live and the lesser known Green College Fairs. We also met with a few different online tour vendors and eventually developed an online 360 degree walking tour of our campus with YouVisit. With the college fair and campus tour components taken care of, we then started to look for ways to leverage technology that allows our admission counselors to virtually travel around the state and speak with students. We developed and are currently expanding counselor presentations through Adobe Connect. We have had a series of transfer presentations that have been very successful and we are currently in the midst of our freshmen presentations with a full schedule next year. As a result, we have been able to expand our presence around the state exponentially without incurring large travel costs or down time. We would like to share what we have learned along the way, our challenges, as
well as our successes.

Presenters:
**Dora G. Beavers**, Associate Director  
*University of Texas Arlington*

**Adam Pitts**, Senior Admission Counselor  
*University of Texas Arlington*

**Kevin Cheek**, Senior Admission Counselor  
*University of Texas Arlington*

Coordinator:  
**Kelly Westeen**, Associate Director of Admissions  
*University of Arkansas, Fayetteville*

### M1.8

**306B**  
**Personal Approaches to Deepening Our Sense of Well-Being and Happiness at Work**

What techniques can we do right now, each day, and over our lifetime to enjoy life (and work), build our strengths, develop peaceful states of mind, and ultimately be good to ourselves and others? Work can be busy but not stressful, it can be challenging but not messy, and our emotional balance can support our job, and not allow the work environment to ‘jerk our chain.’ Seriously. We’ll try some meditations, we’ll try some exercises, and attendees can take-away some practical methods for re-calibrating and re-centering!

Presenter:  
**Barbara L. Rowe**, Associate University Registrar  
*Washington and Lee University*

Coordinator:  
**Angela Luettel**, Senior Associate Director of Admissions  
*Old Dominion University*

### M1.9

**305A**  
**Delivering Results in Higher Education through Strategic Scheduling**

A panel of experts will discuss advancing student success while increasing campus efficiencies. Panelists will share their perspectives on how they are using data to save instructional dollars with surgical cuts to the academic schedule while increasing student registrations and tuition revenue, and ultimately, positively impacting student velocity to degree.

Presenters:  
**John Dickerson**, University Registrar  
*Mississippi State University*

**Patrick Miller**, Registrar/Director Enrollment Management  
*Texas Christian University*

**Lou Jimenez**, Registrar  
*Texas State University – San Marcos*

**David Pritchett**, Regional Sales Representative  
*Ad Astra*

Coordinator:  
**Ellen Robbins**, Senior Consultant  
*Ad Astra*

### M1.10

**303**  
**Now is the Right Time: A look at Enrollment Trends and Challenges in the Southeast US**

This presentation will take an in depth look at pressures facing higher education enrollment management over the next decade and how institutions can adapt to meet the needs of today’s students. Colleges are facing challenges like never before, including declining high school enrollment, increased pressure from for-profit institutions and online colleges decreased funding. During our presentation, we’ll review Hobsons’ recent Client Benchmarking study that covers statistical results that our clients have achieved using our services. And we will also explain how Hobsons can help you provide a valuable experience to students at every stage of the student lifecycle and increase your institution’s opportunity for growth, intelligence, quality, and efficiency.

Presenters:  
**Glenn Evans**,  
_Hobsons_

**Kim Smith**,  
_Hobsons_

#### 9:15 - 9:45 am

Break with Corporate Partners  
*300 Level Hallways Convention Center*

### PLENARY SESSIONS: 9:45 am-10:45 am

#### PL1.1

**302AB**  
**FERPA: It’s Not Just for Registrars!**

Ever wonder how FERPA affects other officials outside the Registrars office? (i.e., attorneys, athletics, risk assessment teams, law enforcement, financial aid, IT, admissions, medical personnel) In this plenary session, LeRoy Rooker, former Director of the Family Policy Compliance Office at the U.S. Department of Education and current AACRAO Senior Fellow, will discuss why FERPA awareness training is important for ALL areas of your institution. There will also be time for you to ask your favorite FERPA questions.

Presenter:  
**LeRoy Rooker**, Senior Fellow  
*AACRAO*

Coordinator:  
**Ann Dziadon**, Registrar  
*University of West Florida*

#### PL1.2

**306AB**  
**MOOC Mania: Where did they come from and where might they go?**

Years from now when we’re sitting around having a beer and reflecting back on online learning in 2012-13, we’ll undoubtedly say, “Remember all the hype about MOOCs?” The question is, will we be making analogies to Beanie Babies and Pet Rocks, or will we talk about how they profoundly changed how we do online education? The numbers are staggering – Coursera has enrolled more than 5.4M students in its brief history, growing faster than did
Facebook at a similar point in time. Well over $100M has been invested in MOOC efforts, much of it from the same top-tier Silicon Valley VCs that fueled the startup of the likes of Google and Amazon. This session will explore how MOOCs differ from earlier models of open education, and consider the question of where "MOOC Mania" might ultimately lead us.

Presenter:
Thomas Kenan Miller III, Ph.D., Senior Vice Provost for Academic Outreach and Entrepreneurship
North Carolina State University

Coordinator:
Amy Mahan, University Registrar
Arkansas State University - Beebe

SESSIONS M2: 11:00 am-12:00 pm

M2.1 301B Commencement Publications: The Web, The Rehearsal, The Program

How do you communicate your important graduation-related information to students--by email, a specific web page, printed/mailed letters, or printed publications? This session will identify how graduation communication is handled at one university. Attendance participation is encouraged as well.

Presenter:
Bobbye G. Fry, Registrar
University Of The Incarnate Word

Coordinator:
Tracy Finch, Registrar
Arkansas State University

M2.2 302A Forging Strong University and American Indian Relationships

This session will review partnerships that NCSU & UNC-Chapel Hill have developed on campus to support American Indian students as well as enhanced recruitment and outreach to tribal communities. Session participants will be able to replicate practices to create a collaborative between American Indian alumni, current students, faculty, staff and tribal leaders at their local universities and American Indian communities.

Presenters:
Rachel Ensing, Admissions Counselor
North Carolina State University
Dana Troutman, Assistant Director of Admissions
North Carolina State University
Amy Locklear Hertel, Director
American Indian Center, UNC-Chapel Hill
Randi Boyd, Community Engagement
American Indian Center, UNC-Chapel Hill

Coordinator:
Perrell Bess, Assistant Director of Access
Appalachian State University

M2.3 302B BANNER Proxy – Take the pain out of FERPA

Banner Proxy - a session on how students can use the Banner Proxy to give their parents access to their schedules, grades, etc...

Presenters:
Laura Ann Forest, University Registrar
Auburn University
Mary Brownlee Couch, Assistant Registrar
Auburn University

Coordinator:
David Fulmer, Registrar
Oral Roberts University

M2.4 305B North Carolina’s State Wide Transfer Initiatives: Reverse Transfer and Statewide Articulation

These UNC General Administration staff will present information on the process of developing Reverse Transfer and revamping its statewide articulation agreement. Come learn the questions to ask in developing your own statewide agreements with community colleges and other sectors. In this session we will discuss what has worked well, what difficulties we encountered and how they were solved. For example: what are the issues with FERPA for Reverse Transfer. How to get support from multiple stakeholders in developing an articulation agreement?

Presenters:
E. Michelle Blackwell, Director of Reverse Transfer
UNC - General Administration
Tenita Philyaw-Rogers, Director of Transfer Articulation
UNC - General Administration

Coordinator:
Deborah Hurley, Associate Registrar
University of North Carolina-Greensboro

M2.6 306A LGBT Issues in the Current Higher Education Landscape

LGBT students have made great strides towards equality and openness in the past decade. However, many still feel isolated and/or need support on their campuses; especially in the south.
This session will serve as a round-table on current issues facing LGBT students in Higher Education, with special emphasis on institutions and cases in the SACRAO region.

Presenter:
**Ryan Garrity**, Associate University Registrar  
*Tulane University*

Coordinator:
**Susan Webb Lovell**, Director of Admissions & Enrollment Mgt  
*Columbus State University*

**M2.7 306B**  
**Student Information At Your Fingertips**

The University of Alabama at Birmingham developed an electronic tool for administrators and staff to view pertinent information regarding a student’s record using data compiled from our Banner student information system in an easy to read and interpret format. By providing this tool to end users, INB Banner access to retrieve information and security concerns were alleviated. This tool displays student demographic data, registration activity, transfer information, holds, academic history and users with appropriate access to view and grant registration overrides.

Presenter:
**Cynthia Terry**, Director of Registration  
*University of Alabama at Birmingham*

Coordinator:
**Wayne Banks**, Registrar  
*Southern Arkansas University Tech*

**M2.8 306C**  
**How Do I Find That??: Improving Schedule of Classes Search Options**

Requests from students and campus constituents alike to easily identify a variety of specific classes—online or distance education, university core, or those offered on certain days/times of the week—often means taking a critical look at the class search options available in our own student information systems. From leveraging delivered functionality to implementing in-house modifications, hear how four institutions with different information systems have been able to accommodate these requests (and a few more) in order to simplify the registration process for students and staff alike. Audience participation is invited throughout this panel presentation.

Presenters:
**Mary W. Kincannon**, Associate Registrar  
*Texas Christian University*

**Holly Swart**, Associate Registrar  
*North Carolina State University*

**John Dickerson**, University Registrar  
*Mississippi State University*

Coordinator:
**Shayne Gervais**, Registrar  
*University of Montevallo*

**M2.9 305A**  
**Getting it all Done in One Place—Complete Academic Content Management**

The future of Academic Content Management is here. From Catalogs to Transfer Credit Evaluation; now you can manage every-thing in one place. See how you can use SmartCatalog IQ for Curriculum Management, Syllabi, Directories and Transfer Credit. SmartCatalog IQ makes it possible to integrate with multiple campus systems and ask your stakeholders to learn only one program.

Presenter:
**Anne Valentine**,  
*Smart Catalog*

**M2.10 303**  
**Touchless Transcript Processing with Unparalleled Customer Service**

Credentials Solutions has automated transcript processing since 2003. We’re the longest serving eTranscript company that offers extraction, sending and tracking of eTranscripts with unparalleled customer service for both your institution and students. Our integrated system optimizes transcript delivery based on the receiving schools’ preferences for EDI, XML or PDF formats, while also printing and mailing transcripts with eRoboMail. Two SACRAO schools will share their experiences and illustrate how Credentials provides the original Total Package Transcript Solution.

Presenters:
**Joshua Hoagland**, Sales Director  
*Credentials Solutions*

**Brian Wilson**, Sales Director  
*Credentials Solutions*

**Amanda C. Fleming**, Associate Registrar  
*East Carolina University*

**Lou Jimenez**, Registrar  
*Texas State University – San Marcos*

Lunch on Your Own  
12:00 noon - 1:30 pm

**SESSIONS M3: 1:30-2:30 pm**

**M3.1 301B**  
**But Wait... There’s More! Free Tools for Your Trade**

There are free technology tools available to you! Don’t have the time to research and find what’s best for your office? We have taken the time to find them! Come see what tools we found and how they may provide assistance in your area!

Presenter:
**Bobbie Brown**, Registrar  
*Texas Tech University*

Coordinator:
**Nancy Umphres**, Business Analyst, Student Records & Degree Audit  
*University of Arkansas, Fayetteville*

**M3.2 302A**  
**Centralized vs. Decentralized Class Scheduling**

This session will discuss the pros and cons of centralizing or decentralizing class scheduling. Presenters will discuss the challenges of gathering information, deadlines, turf wars and demand for space utilization reporting.

Presenters:
**Amber Adcock**, Asst. Registrar  
*Texas Christian University*
M3.3 302B
**Will This Course Transfer? Developing Your Transfer Credit Guide**

Do you publish your transfer articulation equivalencies on your web or are they hand-outs at a front counter? How do you communicate transfer equivalencies with potential students? This session will identify how UTSA determines transfer equivalence and how they developed their online transfer equivalency tables.

Presenter: 
Robin Carr, Associate Registrar  
*University of Arkansas, Fayetteville*

Coordinator: 
Janice Hurd, University Registrar  
*Harding University Main Campus*

M3.4 302C
**Two Birds with One Stone: Fixing Course Inventory and Catalog Management with Courseleaf**

The University of Alabama has implemented a new catalog management system, Courseleaf, that delivers a workflow process that updates the database automatically when changes are submitted and approved as well as a catalog management system that ensures the most up to date catalog possible with print ready features. Faculty submit changes to the catalog or to a specific course and the workflows send the proposed changes to specified approval points. Once the final approval has been given the system automatically updates the SIS course inventory or the catalog and updates the web catalog as well.

Presenter: 
Jacob Jones, Assistant Registrar  
*University of Alabama*

Coordinator: 
Casey Capps, Registrar  
*Martin Methodist College*

M3.5 305B
**Getting the Most of Your Recruitment through Travel**

Traveling for recruitment presents a great opportunity for the admissions professional to represent their institution to potential students. Planning, implementation, and follow-up are key aspects to having a fruitful and meaningful experience, both during college fairs and private visits. During this session, participants will discover ideas and strategies to aid in preparation before travel, setting the stage for each event, and continuing contact with students. New as well as experienced professionals are welcome to attend!

Presenter: 
Nicole Martin, Director of New Freshman  
*King University*

M3.6 302A
**Major Confusion – Can you Feel the Pressure?**

Long lines and confusing information were but two obstacles students faced, at UNCW, to change or update their program of study. Catalog years, colleges, degrees, majors, concentrations, minors...HELP! UNCW sought assistance from its Office of Information Technology Services to develop an online application that allows students to change anything about their curriculum, as often as they need (or want), at any time. This is a standalone application that imports from Banner and exports to Banner. Upon submission/approval, application automatically feeds the changes into Banner. This session will provide an overview of the application’s functionality, a demonstration of the application, and data on its use since going live.

Presenter: 
Jonathan Reece, University Registrar  
*University of North Carolina Wilmington*

Coordinator: 
Richard Jimmerson, Director of Records & Registration  
*University of Texas at Arlington*

M3.7 306B
**Budget Savvy & Creative International Student Recruitment**

International students are key to diversifying your student body even if the budget, technology and recruiters are not available. This session will examine creative and affordable ways to develop connections with international students through creating an international communication plan, submitting grant proposals, hosting webinars, virtual tours, social media, etc.

Presenter: 
Jesse Baker, Freshman Admissions Coordinator  
*University of North Carolina Wilmington*

Coordinator: 
Rachel Ensing, Admissions Counselor  
*North Carolina State University*

M3.8 306C
**Utilizing Data to Craft a Robust Campus Visit Experience**

In this session we will examine several data driven strategies employed by Oklahoma State University to more finely craft the campus visit experience. Strategies include reducing the number of tour offerings per day, eliminating 30 weekend visits a year, re-crafting the student experience through personal anecdote and storytelling, and communicating value to our campus guests.

Presenters: 
Benjamin Hagan, Assistant Director of Recruitment  
*Oklahoma State University-Stillwater*

David Mariott, Assistant Director for Data Management and Operations  
*Oklahoma State University*

Coordinator: 
Zaire McCoy, Assistant Dean of Admissions  
*King University*
Elon University

M3.9
Diplomas: Getting it right!
Attend this fun and informative presentation on the easiest way to order diplomas and the fastest way to get them into the hands of your students. Learn about simple online ordering, direct mailing to the students in 10 days or less and how we ‘get it right!’ Just send us the order and forget about it, happy graduates make everybody happy!
Presenter:
Elizabeth Kunde, Paradigm, Inc.

M3.10
Save time and money using Address Verification in your SIS or CRM with CLEAN_Address
Increase student enrollment and improve the quality of existing student data using CLEAN_Address. Our CLEAN_Address software verifies, standardizes and validates your student and alumni postal addresses with real-time and batch processing in your SIS or CRM. Attendees will learn the basic of address verification and the simple process to support real-time integration in your SIS as well as batch processing for existing records. Find out how to improve staff productivity and eliminate unnecessary costs associated with inaccurate address data. Session attendees will learn: The importance of address verification; How to recognize and avoid address entry mistakes; & How to save money implementing address accuracy best practices.
Presenters:
Barry Allweis, Runner Technologies, Inc.
Eric Paillet, Runner Technologies, Inc.

SESSIONS M4: 2:45-3:45 pm

M4.1
Maintaining and Publicizing Your Academic Policies
Academic policies provide the framework of your degrees and contribute toward the integrity of all degree programs. However, how can you ensure that all faculty and all students know these policies and how do you publicize your policies so that they are easily available? This session will present the development, review, and publication of the institutional academic policies.
Presenter:
Richard Jimmerson, Director of Records & Registration
University of Texas at Arlington
Coordinator:
Bobbye G. Fry, Registrar
University Of The Incarnate Word

M4.2
Planning and Implementing a “Paperless” Registrar’s Office
This session outlines the strategic planning, training steps, obstacles, software, and implementation processes of the Belmont University Registrar’s Office efforts to become as much of a “paperless office” as possible. The session will not only focus on practical steps to be paperless, but also impacts on Registrar staff workload and integration with other university departments. Belmont is a “Banner” institution so some of the software implementations will be Banner-related.
Presenters:
Steven H. Reed, University Registrar
Belmont University
Ginger Kuechle, Assistant Registrar
Belmont University
Coordinator:
Kathi Wilson, Registrar
Maryville College

M4.3
e-Advising: Panacea, Pragmatism, and Pitfalls
Learn from the experiences of one institution in the implementation of Colleague e-Advising as an online registration solution. Session will cover implementation process, goals, and practicalities, spotlighting strengths and weaknesses of the system, as well as a reflective look at what we wish we’d known before we started.
Presenter:
Kacey Higgins, Registrar
Hardin-Simmons University
Coordinator:
Kurt Morton, Assistant University Registrar
University of Alabama

M4.4
Age is Just a Number: Keys to Successfully Leading More Experienced Professionals
Not everyone is blind to age, but young professionals can help their colleagues and staff look past the perceptions of inexperience. Guidance and advice will be offered for successfully managing seasoned registrar and admissions professionals, as well as managing your own professional skills and aspirations. Topics will include successful decision making, selling new ideas to your office, winning over your doubters, and planning for your future.
Presenter:
Sofia C. Montes, Senior Associate Registrar
University of Texas Hlth Sc Ctr-San Antonio
Coordinator:
Yvonne S. Walker, Registrar
Ferrum College

M4.5
Time Management Strategies
Do you manage your time, or does time manage you? We all have the same number of hours in a day. How do some accomplish so many tasks, while others struggle to complete just a few? Join us for this interactive session to learn easy tips and strategies to incorporate into your daily routine. While time cannot be managed, our activities can!
Presenter:
Becky Tankersley, Assistant Director of Undergrad Adm
Georgia Institute of Technology
M4.6 306A
Social Media Secret Weapon: Students
This is a social media presentation for offices who currently utilize social media in their day to day communications plan. Current students can connect with parents and prospective students alike by providing an inside look into a College or University. Learn how to increase your social media presence by using student interns/workers to Facebook, tweet, write blogs and more!
Presenters:
Natalie McCook, Admissions Counselor
NC State University
Ryan Everett, Assistant Director of Admissions
NC State University
Coordinator:
Brandon Tigue, Assistant Director of Admissions
Western Carolina University

M4.7 306B
In Their Own Words: Transgenderism and the College Experience
This session explores the phenomenological case studies of two transgender students who began their transition during their college years at a large, Southeastern university. Anecdotal evidence suggests that more and more students are coming out as transgender on campuses across the country. With assistance from student personnel professionals, transgender students have the opportunity to contribute to institutional diversity and personal growth. As students transition, they face a number of challenges within campus environments, including a lack of access to healthcare, difficulties with campus facilities, and identity issues in the classroom. The authors rely on dual instrumental case study methodology, collecting the experiences of male-to-female and female-to-male transgender students in order to shed light on the challenges and needs of this vulnerable student population. The session will be presented from a “in their own words” perspective and end by providing recommendations to campus administrators to help address the needs of this growing student demographic.
Presenters:
Rodney Parks, University Registrar
Elon University
Ashley Edwards, Student Research Assistant
Elon University
Coordinator:
Mary Ellen Hanna, Assistant University Registrar
University of Alabama

M4.8 306C
Accommodating Special Registration Groups
“Special” groups very often expect “special” consideration during registration. Do you have a game plan for special group registration? Attend this session to gain insight in plans for accommodating special groups and determining which groups should get preferential placement during registration.
Presenter:
Lynda Langham, Registrar
University of North Carolina - Greensboro
Coordinator:
Deborah Hurley, Associate Registrar
University of North Carolina - Greensboro

M4.10 303
Improving SEM Results by Integrating Services and Data
Tribal is a UK-based SIS provider that is emerging as an international leader in delivering solutions for improving enrollment and financial outcomes. Our session will demonstrate how we deliver on the principles of Recruitment, Retention, Efficiency and Outcomes through integrated technology systems and robust analytics. With high profile global clients such as the University of Oxford, the University of Sydney and the University of British Columbia, Tribal is uniquely qualified to deliver industry-leading solutions. AACRAO Consulting and Tribal Group have formed a partnership to bring together AACRAO’s expertise in strategic planning, business practice improvement and technology implementation with Tribal’s strengths in Higher Education Student Information Systems, benchmarking and analytics. The goals of the partnership are to improve student services, increase the rate of return on technology investments and achieve stronger educational outcomes.
Presenters:
Christopher Hart
Tribal Group
Steve Hope
Tribal Group

M4.11 305A
SCRIP-SAFE Total Transcript Solution - User Perspective
Join a panel of your fellow SACRAOans as they candidly discuss their online transcript ordering and electronic delivery successes. Specific attention is placed on how manual processes were replaced, including the option of outsourcing printing and delivery of paper transcripts. This session will be moderated by Carol Nobles of SCRIP-SAFE and will provide time for questions and audience discussion.
Presenters:
Robin Carr, Associate Registrar
University of Arkansas, Fayetteville
Becky Hames, University Registrar
Bethel University
Janice Hurd, University Registrar
Harding University, Main Campus
Jon Reece, University Registrar
University of North Carolina - Wilmington
Coordinator:
Carol S. Nobles, Client Representative
SCRIP-SAFE International

3:45-4:15 pm
Break with Corporate Partners
300 Level Hallways
Convention Center
PS1
Sexual Violence Victimization on Campus Displacement

The current study examines the effects of sexual violence victimization on female student’s campus life. The goal of this research was to extract the opinions of these subjects on the success or failure of their institution on adequately responding to their victimization (if known). It addresses and analyzes the debilitation of students who have experienced sexual violence in maintaining their academic and social lives. The study pinpoints the host institution’s registrar professionals, admission staff and student life centers’ need to cater to these individuals in making the transition back to normalcy on campus as easy and accessible as possible. It is the jobs of these departments to provide a campus climate of peace, acceptance and safety to all students. Through the instillation of specific prevention and response programs for survivors of sexual violence, the aforementioned campus officials can make a University environment that eliminates student displacement and/or discomfort for survivors of victimization.

Presenter:
Leah Hayes,
Elon University

PS2
Vegetarian and Vegan Friendly Campus? Supporting Plant-based Students

As adherents of vegetarianism and veganism form a dedicated minority within the United States and exist in relatively greater populations within American colleges and universities, this qualitative study investigates the unique challenges faced by these communities in higher education. The study, which is exploratory in scope, draws upon two sets of interviews with six vegetarian and vegans who attend a southern, private university. Participants perceived significant barriers to exist as a result of both dining and housing policies, and they further believed university administration should offer programming and resources to better support students with plant-based diets. These results imply that administrators who wish to better attract and retain vegetarian and vegan students may need to reevaluate inflexible and unaccommodating policies involving many aspects of campus, not simply those related to dining.

Presenters:
Brett Evans,
Elon University
Rodney Parks,
Elon University

PS3
Serving Student Veterans

Veterans experience many difficulties while attending higher education institutions. It is important for administrators to be aware of these common difficulties and how to better serve the veterans that are attending their institutions. This is an excerpt from the new AACRAO publication titled: Helping Veterans Succeed: A Handbook for Higher Education Administrators. This publication seeks to increase administrators’ awareness and understanding of veterans and what they can do to help these veterans succeed. The specific aforementioned section encompasses two of the most common difficulties that veterans struggle with: Posttraumatic Stress Disorder (PTSD) and Traumatic Brain Injuries (TBIs). PTSD can develop in individuals who are exposed to trauma or experiences that deviate from those that are common to everyday life. TBIs are injuries that result from trauma to the head. TBIs result in a variety of symptoms depending on the severity of the trauma. PTSD and TBI have become more prevalent due to the current conflict in Iraq and Afghanistan and the soldiers returning from active duty combat in these areas. Military personnel returning to further their education encounter barriers during the process as well as a disruption in their ability to function due to disabilities (such as PTSD and TBIs). Administrators can increase their knowledge of veterans and possible disabilities they develop and also be generally understanding and flexible when helping these non-traditional, student veterans.

Presenter:
Kimberly McCay,
Western Kentucky University

SESSIONS M5: 4:15-5:15 pm

M5.1
From Classmate to Counselor: Negotiating the Transition from Undergrad to Professional Staff

Join us as we talk about the look, the lingo, and the label of your new professional position. We will highlight the DOs and DONTs as you prepare to leave the classroom world behind and embark on the road to success in your new role on campus!

Presenters:
Kimberly McCay, Admissions Recruiter
**M5.2 302A**
The Schedule of Classes: Still a Challenge
This is an open audience participation session on all things schedule of classes. Even though you may not produce a printed schedule of classes any more, you still have to decide what will be taught, collect the information and present it in a user friendly way to students, advisers and faculty. How do you decide which courses to offer and when? How do you decide if what you are offering fulfills the needs of the students in meeting their academic goals? How do you present the schedule information so students can easily see options and the breath of offerings form which they can choose? How do you present information so students can easily find what they need? How do you promote new or unique courses? Come and share what you do and learn what others are doing.

Presenters:
**John A. Hall**, Executive Dir Enrollment Services
*Southern Methodist University*

Coordinator:
**Wayne Banks**, Registrar
*Southern Arkansas University Tech*

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**M5.3 302B**
Registrar as Student Counselor
Registrar at small schools often find themselves filling a role as counselor to students in addition to the traditional duties of managing records and maintaining academic standards. Hear how one registrar serves students by providing long-term degree planning and giving guidance concerning student loan debt.

Presenters:
**Steve McLeod**, Associate Dean
*Harding School of Theology*

**Casey Capps**, Registrar
*Martin Methodist College*

Coordinator:
**Daniel Strickland**, Assistant University Registrar
*University of Alabama*

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**M5.4 302C**
Invisible Disabilities on Campus
Many students on college campuses have disabilities that are not easily noticed. This session will provide information regarding the difficulties and benefits in communicating and working with students, faculty and staff who have these invisible disabilities. The autism spectrum will be the primary focus, especially the experience of living and working with Asperger’s Syndrome.

Presenter:
**Benjamin Lowery**, Administrative Assistant II
*The University of Georgia*

Coordinator:
**Brandon Tigue**, Assistant Director of Admissions
*Western Carolina University*

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**M5.5 305B**
The Challenges of Supporting Adult Learners: The New Traditional Student
In this session, you will learn some tried and true approaches that one university has taken to address challenges that adult learners face and challenges supporting that population from application through enrollment.

Presenters:
**Linda Dammer**, Director of Student Affairs
*Embry-Riddle Aeronautical University - Worldwide*

**Edward Trombley**, Registrar
*Embry-Riddle Aeronautical University – Worldwide*

Coordinator:
**Patrick Frazier**, Assistant Director of Admissions
*Western Carolina University*

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**M5.6 306A**
Creating a Departmental Procedures Manual
Everyone in the office has a general idea of what everyone else does, but when a key employee is out for an extended period of time, it becomes apparent just how little each person knows about their coworkers job duties. A department specific Procedures Manual can make the difference between struggling to complete a task and having a step by step document to guide you. This presentation will cover the steps Elizabethtown Community and Technical College’s Records Office took to create a Departmental Procedures manual. Steps such as inventory of functions, pulling existing resources into one manual, and implementing the use of the manual on a daily basis.

Presenter:
**Hope Irwin**, Student Affairs Assistant II
*Elizabethtown Community and Technical College*

Coordinator:
**Brian Antie**, Assistant Registrar
*Louisiana State University*

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**M5.7 306B**
Social Media in Higher Education
Does your school have a Social Media policy? Have you considered implementing one? Come hear Harding University’s Chief Information Officer discuss his research into the development and implementation of a Social Media policy at a higher education institution.

Presenters:
**Keith Cronk**, CIO
*Harding University*

Coordinator:
**John T. Fletcher**, Associate Provost - Enrollment Services
*East Carolina University*

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**M5.8 306C**
How a Stable Boy Can Get Ahead in Higher Ed – Wear Brown Shoes
It’s no secret that institutions of higher education focus on facilitating and pampering members of the faculty. Procedures, policies, and even entire jobs are designed around the ignoble premise of “making life easier” for faculty members. In fact, attributes that
are commonly considered strengths for a person to possess – such as being innovative, dynamic, and forward thinking – are often viewed as a liability in higher education. In such an environment, is it truly possible for “staff” to advance themselves? We’ll take a pragmatic look at the environment of higher education and discuss the common misunderstandings and misconceptions that can trip up a young employee. Then we will consider several options available for new employee to advance and distinguish themselves.

Presenter:

Joe Carlson, Information Tech  
Auburn University

Coordinator:

Laura Ann Forest, University Registrar  
Auburn University

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Mike Ayers, Director of Operations  
College Scheduler

Scott Harvey, Registrar  
Tri-County Technical College

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M5.9 305A

A Total Transcript Solution for You – With a special note for Ellucian schools

Come learn how your colleagues use the National Student Clearinghouse to provide a transcript solution designed and built for your students and campus. Each solution is configured to meet the needs of each individual college. Most of the 600 plus colleges that use the National Student Clearinghouse for a transcript solution have implemented the service without any input from their IT department. Plus, if you are an Ellucian client, come and discover our new partnership with Ellucian, which can provide a touch free solution for all of your transcript needs, including electronic delivery anywhere in the world. And the best part of all of this is that all of these options are provided free of charge to the institution.

Presenters:

Joanne Ceres, Dir of Enrollment Mgmt & Registrar  
Pitt Community College

Sara L. Marchello, University Registrar  
College of William and Mary

Dixie Mitchell, Associate Registrar  
Auburn University

Debbie Shiflett, Degree Conferral Coordinator  
University of Virginia

Barbara Thrasher, Registrar  
Randolph College

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M5.10 303

Using College Scheduler to Ease Registration and Hit your Enrollment and Graduation Goals

Web based schedule planner for use by students when planning their schedule for an upcoming semester. College Scheduler automates the manual pen & paper process and presents the student with every possible schedule option that is open and able to be registered for RIGHT NOW – Mike Ayers with College Scheduler LLC & Scott Harvey, Registrar at Tri-County Technical College will speak about how College Scheduler will help students achieve this goal. Looking at reports of the student planning process will offer effective steps & strategies to improve your current enrollment management and registration practices. Assuring your students have an efficient registration process to maximize the potential of each semester can directly attribute to increasing on-time graduation and student service. Integrates with Banner, PeopleSoft, Colleague, and more.

Presenters:
Tuesday, February 18

2014 & 2015 LAC Members Breakfast
7:00 – 8:00 am  Marriott Restaurant

JOURNAL Editorial Board Breakfast
7:00 – 8:00 am  Marriott Restaurant

Conference Registration
7:30 am – 4:00 pm  Main Lobby Convention Center

Evaluations Committee
8:00 am – 5:00 pm  307

Corporate Partner Exhibit Area Open
9:00 am – 3:00 pm  Hallways Convention Center

SACRAO Annual Business Meeting for all attendees
11:00 am – noon  Ballroom A 400 Level

SACRAO Past President’s Luncheon
Offsite
2014 – 2015 Program Committees Working Lunch
Noon – 1:30 pm  402

Lunch on your own
Noon – 1:30 pm

President’s Reception for 2013-2014 Program Committees, Standing Committees and LAC
5:30 – 6:30 pm  Marriott’s Governor’s Suite

Big Event
NC Museum of Natural Science/Nature Research Center
6:00 – 10:00 pm  Buses depart at 5:45 pm

Hospitality  Open to All
(Badges are required for entry)
10:00 – 11:00 pm  Magnolia – Sheraton 1st Floor

SESSIONS T 0.1: 7:00-7:45 am

T0.1  7:00 – 7:45 am  304
ZUMBAstic!!

Enjoy a workout session all about health and fun! Learn the importance of understanding YOUR level of fitness. Fitness can be fun and enjoyable to the point you are not paying attention to the time. Bring your ENERGY, water bottle, towel, tennis shoes, and be ready to make some noise! Legh-GO0000!

Presenter:
Brandon Tigue, Assistant Director of Admissions
Western Carolina University

SESSIONS T1: 8:15-9:15 am

T1.1  301A
Create Yourself: Grow Professionally as a Team, Meet and Achieve Goals, and Exceed Stakeholder Expectations

In this presentation The University of Alabama the Office of Human Resources Learning & Development and University Registrar will highlight the building blocks and details of their ongoing, in-house, professional development program. From annual retreats, to talks with Coaches and VPs, to conference attend-

T1.2  302A
Partner Don’t Poach: Two-Year & Four-Year

This presentation addresses the shared responsibility that four-year universities and two-year colleges have to partner with each other to provide quality education to students. We will review common goals and how they are relevant to students at the two-year and four-year level. We will dissect the Partnership Model and share how to foster positive relationships with community colleges. We will review the UAB Joint Admission Partnership with local community colleges.

Presenter:
Wendy Scripps, Transfer Counselor
Univ. of Alabama-Birmingham

Coordinator:
John T. Fletcher, Associate Provost - Enrollment Services
East Carolina University

T1.3  302A
Using Screen Capture Software to Create Customized Instructional Videos

Are you looking for a way to leverage time for training faculty and staff and the numerous system updates required to keep things running smoothly? Consider creating customized instructional videos that can be posted to your school’s website. The University of Alabama has used Camtasia to create instructional videos for advisors, faculty, staff, and students on everything from using Internet Native Banner to updating emergency contacts. Please join us as we demonstrate how colleges and universities can create customized instructional videos to train their stakeholders.

Presenters:
Susan Huffman, Student Systems Specialist
The University of Alabama

Coordinator:
Lester Lugo, University Registrar
North Carolina A&T State University

T1.4  302B
What is Kuali Student, and what is a Community Source System

Interested in learning about a new way to build a student system? Come and learn exactly what that odd term is that you have heard, Kuali. This presentation will explain what Kuali and Kuali Student is, as well as talk about how a Community Source system is really created.

Presenter:
Rick Skeel,
T1.5 302C
Academic Policy: The Role of the Registrar

Academic policy plays a primary role in the life of a registrar. It is very important for the registrar to be actively engaged in the development, maintenance, and enforcement of academic policies for the campus. Come to this session and gain insights into how this works most effectively.

Presenters:
Reta Pikowsky, Registrar
Georgia Institute of Technology
Jeremy Gray, Assistant Registrar
Georgia Institute of Technology

Coordinator:
Steve McLeod, Assoc Dean/Registrar/Dir of Inst Res
Harding University Main Campus

T1.6 305B
Diversity and Minority Defined: What are your “honest” and perceived thoughts?

Why are people afraid to tackle these two words and issues that surround diversity and minorities? The roundtable will welcome everyone to discuss and provide advice and support for professional development and a broad range of diversity and inclusion initiatives. Also, the roundtable will discuss ways we all can improve our institutions and mindsets about minorities and diversity.

Facilitator:
Leana Wilson, Director of Admission & Registrar
Mississippi Gulf Coast Comm College

T1.7 306A
Taming the Information Beast: Simple Techniques to Improve Your Website using the ADDIE Model

This presentation will show how the University Registrar’s Office at the University of North Carolina at Chapel Hill has streamlined its communication model using a variety of simple and effective online tools. The centerpiece of this information strategy is the Office’s WordPress platform, which is a simple content management system that allowed the Registrar’s Office to transform a previously unwieldy website into a well-organized, easily maintainable information platform. To further enhance the Office’s ability to communicate with faculty, staff, students, and alumni, a broader communication plan was developed and implemented using Facebook, YouTube, and Twitter. This presentation will focus on the process of analyzing, designing, developing, implementing, and evaluating (ADDIE) your current website as it will on the tools that can be utilized in the redesign.

Presenters:
Christopher Derickson, Asst. Provost & Registrar
University of North Carolina-Chapel Hill
Charles Smith, Functional and Technical Coordinator
University of North Carolina-Chapel Hill

Coordinator:
Karen S. Whittier, Assistant University Registrar

T1.8 306B
Transgender Issues in Enrollment Services

More and more students are identifying as transgender or transitioning to a new gender before they come to our campus or while they are attending. How can enrollment services professionals be assured that they are not only following appropriate procedures for data integrity but also being as welcoming as possible to this community. We will look at best practices from across the country for record changes, recruitment and customer service. This will include case studies on working with some of the more difficult questions that have arisen from transgender students.

Presenter:
Jack Miner, Senior Associate Registrar
The Ohio State University

Coordinator:
Angela R. Anderson, University Registrar
East Carolina University

T1.9 306C
Making Effective Phone Calls

Developing call scripts and identifying the elements of an effective phone call takes time and training. This session is designed for the new professional wanting to learn more about the preparation prior to making an effective call and handling conversations that venture outside the script. The culminating aspect will focus on finding ways to communicate a call to action during the conversation. Session attendees will learn how various call types can be developed to move the student through the admission funnel. For recruiters or new managers with less than five years of experience, come prepared to learn how to capitalize on each call made by you and your call teams.

Presenters:
Aaron Porter, Director of Admissions
Bryan College
Michael Sapienza, Vice President for Enrollment Management
Bryan College

Coordinator:
Linda C. Williams, Registrar
Jefferson College of Health Sciences

T1.10 305A
Parchment Exchange -- eTranscripts and More!

Parchment® – the “Leader in eTranscript Exchange” is a global education credentials pioneer. We will showcase the Parchment Exchange service, supporting the lifecycle of a transcript. With Parchment’s Send and Receive services, we provide both Registrars and Admissions Offices with proven and security-driven features and an unparalleled established worldwide network for greater benefits, efficiencies and services with easy integration and automation with PeopleSoft and Ellucian.

Presenters:
Dennis Dulniak,
Parchment, Inc.
Melissa O’Connor
Parchment, Inc.
Leeping your Catalog and Curriculum into the Electronic World!

In this session the Associate Registrar of Curriculum Management from University of Arkansas will explain how her institution went from a paper based system, to a fully integrated University catalog and curriculum process using CourseLeaf.

Presenters:

Shari Friedman, Account Executive  
Leepfrog Technologies

Lisa Kuleczak, Associate Registrar  
University of Arkansas, Fayetteville

9:15 - 9:45 am  
Break with Corporate Partners  
Hallways Convention Center

SESSIONS T2: 9:45-10:45 am

T2.1  
Generating Big Customer Success by Using Small Technological Process Improvements

You don’t always have to hit a technological homerun to significantly improve customer service. At the University of Alabama, the Office of the University Registrar has made significant improvements in the delivery of service as well as in the level of staff workload by automating seemingly mundane tasks and moving them to an online self-service model where students and the university community can do them at their leisure. Examples are: Letters of Transiency, Curriculum Change, Increases in Max Hours, the removal of registration restrictions, graduation applications and many more. Learn the steps that we took to identify, plan and develop these online processes using fairly easy to use computer applications.

Presenters:

Denny Savage, Senior Associate University Registrar for Student Services  
University of Alabama

Mary Ellen Hanna, Senior Associate University Registrar for Academic Services  
University of Alabama

Coordinator:

Kristi Jackson, Associate Registrar  
Murray State University

T2.2  
Riding a Crazy Horse to a Burning Stable: Adapting to the Challenges of the Next Generation Registrar

As we look around the country we have seen many lifetime registrars retire without warning, leaving the staff to wonder what challenges may be in store. And let’s face it, many of these newcomers are ready to make their “mark.” Within our organizations, we are frequently reminded that change is inevitable and we should all just get onboard, but for many senior level staff this is easier said than done. Accepting and dealing with change, recognizing how differences in office operation will manifest themselves, understanding business practices without stepping on toes, and setting sail with a new sense of purpose are a few of the many issues challenges new leadership will bring. For new leaders to be successful we must critically reflect on office processes and politics as an individual and as a team. Join us as we share our story of survival and perseverance, and the rebuilding of a team ready to take on the world (or at least the faculty).

Presenters:

Rodney Parks, University Registrar  
Elon University

Susan Morgan Patton, Senior Associate Registrar  
Elon University

Coordinator:

Clayton F. Benton, Associate Registrar  
Louisiana State University

T2.3  
Birds of a Feather - Information Technology

This session is an opportunity for members in the Information Technology area, who support Registrar’s and Admissions Offices, to discuss challenges, to share thoughts/insight, and to share experiences with different systems and processes. With expanding needs for technology-driven solutions, there should be plenty of topics to discuss.

Facilitator:

Nancy Umphres, Business Analyst, Student Records & Degree Audit  
University of Arkansas, Fayetteville

T2.4  
The Nuts and Bolts of Gender Change Laws, by State

As a result of more widespread knowledge about gender conditions and improved access to knowledgeable counselors and physicians, we are now seeing growing numbers of younger people transitioning. Transgender have to jump through legal hoops to get their documentation changed to reflect their chosen name and gender. Knowing your state’s policies on legally changing gender can be beneficial as your institution develops its own guidelines and forms. I will present a state by state guide to the laws involving gender change and an explanation of the processes they require.

Presenter:

Kristin Drapela, Administrative Assistant  
The University of Georgia

Coordinator:

Amy Clines, Director, Undergraduate Admissions  
Columbus State University

T2.5  
School Counselor Panel

A panel of local school counselors and college counselor will be brought in for a discussion of best practices for admissions recruiters when working with high school counselors. Admissions officers will be able to develop a better understanding of what kind of information counselors are looking for, what time of year they recommend visits, do’s and don’ts of a private visit, and
many other useful topics. Come with some questions and topics to discuss.

Coordinator:

Elizabeth Hunter, Assistant Director of Admissions
North Carolina State University

T2.6 306A
Generational Perspectives of Two Higher Ed Professionals: An Unusual Father-Daughter Conversation
An informal conversation between a Gen-Y, new professional (three years) and a Baby-Boomer, experienced professional (38 years), who also happen to be daughter and father. They will pose questions to each other in an effort to transparently present different perspectives on careers in higher education: making connections, implementing ideas vs. resisting change, creating and contributing to productive work environments. The audience will be encouraged to contribute.

Presenters:
Sarah Kibler, Assistant University Registrar
Duke University
Scott Dittman, University Registrar
Washington and Lee University

Coordinator:
Barbara L. Rowe, Associate University Registrar
Washington and Lee University

T2.7 306B
ClassOwl: A data-driven solution to credit hour accreditation
Class utilizes a one-stop time-tracking platform to raise student achievement, improve course instruction, and adhere to new accreditation standards. ClassOwl was developed at Stanford to help students, teachers, and administrators understand and monitor the time required for each class. ClassOwl’s personalized digital syllabus enables every student to manage all course-related deadlines in a single interactive planner that helps them optimize their time. Teachers can use qualitative and quantitative feedback on each assignment to improve understanding of student engagement, enabling them to adjust curriculum and differentiate instructional delivery. Instructors and administrators finally have an intuitive tool designed to ensure credits are appropriately assigned to classes, creating no extra effort to achieve accreditation credit hour compliance.

Presenters:
Julienne Lam, COO
ClassOwl
Josh Carpenter, Director of Strategic Partnerships
ClassOwl

Coordinator:
Thomas Black, Associate Vice Provost for Student Affairs and University Registrar
Honorary SACRAO Member, Stanford University

T2.8 306C
Fire! Fire! Stamping Out the Flames of Room Capacity Violations
Recent growth of the student population and loss of classrooms due to construction/renovation projects led to a re-evaluation of all classrooms on the campus. The Office of the Registrar, campus Fire Marshall and Facilities Management worked together to establish safe maximum capacities. Enforcing those capacities in the student information system required diplomacy and technology. The U of A registrar’s office and IT team partnered to implement a campus-wide solution resulting in compliance with fire codes and maximum utilization of space.

Presenter:
Jean Mitchell, Room Scheduling Coordinator
University of Arkansas, Fayetteville

Coordinator:
Robin Carr, Associate Registrar
University of Arkansas, Fayetteville

T2.9 303
Using College Scheduler to Ease Registration and Hit your Enrollment and Graduation Goals
Web based schedule planner for use by students when planning their schedule for an upcoming semester. College Scheduler automates the manual pen & paper process and presents the student with every possible schedule option that is open and able to be registered for RIGHT NOW – Mike Ayers with College Scheduler LLC & Daniel Strickland at The University of Alabama will speak on how College Scheduler will help students achieve this goal. Looking at reports of the student planning process will offer effective steps & strategies to improve your current enrollment management and registration practices. Assuring your students have an efficient registration process to maximize the potential of each semester can directly attribute to increasing on-time graduation and student service. Integrates with Banner, PeopleSoft, Colleague, and more!

Presenters:
Mike Ayers, Director of Operations
College Scheduler
Daniel Strickland, Assistant University Registrar
University of Alabama

T2.10 305A
There Must be a Better Way to Manage the Catalog!
Join a panel of your peers to learn how they manage, develop, and present curriculum and catalog information. Your colleagues will discuss their experiences and answer questions about how they increased efficiency and made their lives easier utilizing Acalog.

Presenters:
Monique Anderson, Associate Dean/Registrar
University of Tennessee-Knoxville
Brian Antie, Assistant Registrar
Louisiana State University
Sara L. Marchello, University Registrar
College of William and Mary
Sheryl Burnette, University Registrar
East Tennessee State University
Bryan Faust, University Registrar
LSU Health Sciences Center – New Orleans

Facilitator:
Gina Monaghan, Account Executive,
Digital Architecture, Inc.
### SESSIONS T3: 1:30-2:30 pm

#### T3.2  
The Future of Electronic Document Exchange
With a growing number of schools accepting electronic transcripts in several formats and the signing of the Groningen Declaration, AACRAO has the opportunity to help shape the future of the global exchange of digital student records.

**Presenter:**  
Robin R Carr, Associate Registrar  
*University of Arkansas Fayetteville*

**Coordinator:**  
Thomas Donohue, Associate Registrar  
*East Tennessee State University*

#### T3.3  
NCAA Division I Academic Standards and Legislative Update
Review Division I initial, continuing, and transfer eligibility requirements with staff from the NCAA national office in Indianapolis with a focus on current academic standards. Participants will have the opportunity to ask about specific situations they have encountered. Additionally, the NCAA will provide an update on current academic hot topics including new legislation and interpretations, as well as applicable proposals in the current NCAA legislative cycle.

**Presenters:**  
Jennifer Smith, Associate Director  
*NCAA*  
Kurt Hunsaker, Assistant Director  
*NCAA*

**Coordinator:**  
Cynthia Terry, Director of Registration and Records  
*University of Alabama at Birmingham*

#### T3.4  
Predictive Modeling to Plan Enrollment, Financial & Facility Resource Needs
What data can help enrollment professionals create a predictive model to project enrollment and revenue? How does historical data inform and impact institutional decision making? This will be a very practical look at developing a basic model for projecting enrollment (with new and continuing students), and give ideas on how to expand a model to be as sophisticated as you can statistically dream.

**Presenter:**  
Rodney Miller, Dean of Records  
*Covenant College*

**Coordinator:**  
Ronnie Chalmers, Assistant Director of Admissions  
*North Carolina State University*

#### T3.5  
Electronic Enrollment & Registration Confirmation Developed for a Small Liberal Arts University
This session will present an electronic confirmation process developed and implemented at a tuition-driven small liberal arts university to assist in the elimination of “in person” final registration. This process includes residence life, dining services, financial assistance and student accounts. Information will be shared on how the process was developed by a campus team and how the process continues to evolve. The student system used is a College/ Ellucian product, however, concepts shared can be utilized for other institutions wishing to develop a similar process.

**Presenter:**  
Sheryl Gray, Dean of Enrollment Services and Registrar  
*Carson-Newman University*

**Coordinator:**  
Kacey Higgins, Registrar  
*Hardin-Simmons University*

#### T3.6  
Generational Differences – Is this the Great Divide or Isn’t It?
Our day is 24/7, communications go viral in 1 second with a simple Twitter message, and what used to be a 9 to 5 workday is now filled with 5’s (children of co-workers) to 90’s (re-enlisted retirees). At first glance teams of co-workers in this ever changing world may think the generational gap is causing a breakdown in communication, forward thinking, productivity, team cohesioness...and the list goes on. A closer review of the challenges and opportunities that surface from having “healthy” generational mixes will prove generations to be a Great Divide where great is a good thing. Through interactive exercises and activities, self-assessments, and discussions, this session will review the topic of generations in the world of work addressing the following: -How generationally friendly are you/your organization -Mixing and managing the generations for movement -Looking at differences as a way to Add not Divide -Building tools and resources for generationally challenged groups.

**Presenter:**  
Teresa Faulkner, Manager, HR Development  
*University of Alabama*

**Coordinator:**  
Shelly Lute, Associate Registrar — Degree Certification  
*University of Central Oklahoma*

#### T3.7  
Open House: From Boring to Fun!
A detailed look at how Western Carolina University has transformed their Open House events over the past three years. Taking an event that covered programs but didn’t make a lasting impression to one that leaves guests talking days later. This session covers the schedule, planning, evaluations, and much more that’s
involved in transforming your program.

Presenters:
Patrick Frazier, Assistant Director of Admissions
Western Carolina University
Brandon Tigue, Assistant Director of Admissions
Assistant Director of Admissions

Coordinator:
Susie Coleman Archer, Director of Enrollment Management,
Strategic Process Enhancements
Vanderbilt University

T3.8  306C
Do You Perceive Your Perception Perceptively?
Every day we make decisions based on our perception of reality or what we "see". But how accurate is that perception? This presentation will define perception, discuss barriers to perception, and effective ways to overcome these barriers to improve interactions. Explore looking at issues and situations from multiple perspectives in this interactive presentation.

Presenters:
Ginnifer Cie' Gee, Assoc Dir of Records and Registration
University of Texas at San Antonio

Coordinator:
Judith McKeon, Director of Admissions
Jefferson College of Health Sciences

T3.10  303
Will My Courses Transfer? Help students answer this popular question and many others with CollegeSource
Approximately one of every three students will transfer throughout their collegiate career. Are you making it easy for prospective students both in-state and out-of-state to see how their courses would transfer to your school? Are you interested in a simple way to promote transfer and recruit more students? Join us as College Source unveils our newest service, Transferology, launching March 31st, 2014.

Presenters:
John Panzica,
College Source

T3.11  305A
Six Trends That Have Formed an Unlikely Alliance between Higher Education & Customer Service
Given an economy that continues to struggle, higher education institutions both large and small are experimenting with ways to attract and retain their own customer base which includes students, prospective students, alumni, parents, faculty and staff. Emerging and converging trends in technology are additionally forcing the hand of traditional institutions to innovate their service, support and communication processes on an almost immediate basis, a parallel shared by big brands that are reeling to adapt to the always-connected world and real-time expectations of the multichannel, multi-screen, social, mobile consumer.

Presenters:
Ganesh Shenbagaraman,
Parature

2:30 - 3:00 pm
Break with Corporate Partners
300 Level Hallways

SESSIONS T4: 3:00-4:00 pm

T4.1  301A
Affirmative Action Today
Recent legislation has made the use of race or ethnicity almost taboo in the admission process for colleges and universities. With so many changes what is acceptable, and what is now off limits. Join a leading national scholar on this trend.

Presenter:
Dr. Harold Waters, Academic Advisor and Instructor for Comprehensive Studies Program
University of Michigan

Coordinator:
T. J. Smith, Director of Recruitment
Shelton State Community College

T4.2  301B
Performance Management and Competency Modeling in the Registrar's Office
The Registrar's Office at Georgia Tech implemented in 2008 a comprehensive strategy for managing performance of its staff members. A major component of that strategy is a competency modeling and assessment process that ensures focus on improving specific sets of skills. This session will explain how all of this works.

Presenters:
Reta Pikowsky, Registrar
Georgia Institute of Technology
Jeremy Gray, Assistant Registrar
Georgia Institute of Technology

Coordinator:
Amber Adcock, Asst. Registrar
University of Alabama in Huntsville

T4.3  302A
Using Excel Pivot Tables to Quickly & Easily Analyze Student Data
Imagine an Excel worksheet of student enrollment figures with hundreds or thousands of rows of data. The worksheet lays out all the data about your students’ academic history, bio/demo, courses and grades. It’s a lot of data to deal with — listed in row after row and divided into multiple columns. How can you get information out of the worksheet? How can you make sense out of all of this data? You can get all the answers you need by using Excel PivotTables — it's like turning a mob of students into a marching band. A PivotTable quickly and easily turns all that data into small, concise reports that tell you exactly what you need to know.

Presenters:
Scott Harvey, Registrar
Tri-County Technical College
### T4.4 302B
**NCAA Divisions II and III Academic Standards and Legislative Update**

Review New Division II initial, continuing, and transfer eligibility concepts with staff from the NCAA national office in Indianapolis. Participants will have the opportunity to ask about specific questions about current and proposed legislation. Additionally, the NCAA will provide an update on current Division III legislation, academic hot topics, as well as interpretations.

**Presenters:**
- Jennifer Smith, Associate Director, NCAA
- Kurt Hunsaker, Assistant Director, NCAA

**Coordinator:**
- Angela R. Anderson, University Registrar, East Carolina University

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### T4.5 302C
**The Military Admission Process: Transition from Military to Student Life**

With the unique needs of military affiliated students, we must also create a comprehensive Military Admission Policy as their presence on any college campus is invaluable. This presentation will provide suggestions for a standalone Military Admission policy at your institution including highlighting ways to better understand and utilize ACE recommended credit on military transcripts, present innovative ideas of establishing as well as strengthening the relationship between community college and 4 year institutions.

**Presenters:**
- Amanda Parkstone, Transfer Admission Counselor, University of North Carolina Wilmington
- Bob Philpott, Veterans Affairs Coordinator, Cape Fear Community College

**Coordinator:**
- Elizabeth Hunter, Assistant Director of Admissions, North Carolina State University

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### T4.6 305B
**So You Can Report on That, Right?**

We know what you’re thinking. From the moment you first heard about Ellucian Degree Works, you wondered about reporting. You wanted a way to predict course demand, provide a snapshot of advisee’s degree progress, or expedite degree checkout. Even your Degree Works support staff now wants a way to monitor their own data, and sometimes the canned reports packaged with Degree Works don’t quite meet your needs. Wait no more, we’ve got you covered. Using the Curriculum Planning Assistant and custom data from your student information system, it is possible to develop reports to be used by decision-makers at your institution. See how the University of Alabama is developing a library of reports driven by data within Degree Works. From graduation reports that aid in final degree checkout to simple scripts that help keep Degree Works data clean, presenters will show examples of the reports we have developed, explain how those reports are currently being utilized, and even send you home with some code you can take back to your institution. Also discussed, what custom data was brought over from Banner and plans to use Argos to distribute reports.

**Presenters:**
- Kurt Morton, DegreeWorks Technical Specialist, The University of Alabama
- Zachary Hayes, Associate Registrar, Georgia Institute of Technology

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### T4.7 306A
**Wait They Look Like Me! Utilizing Diverse Students to Recruit other Diverse students**

Access and diversity among higher education institutions plays a significant role in the direction of enrollment management. Colleges and universities have an obligation to meet the demands of a diverse student body. In order to recruit, admit, and retain underrepresented populations, higher education institutions must implement special programs. This presentation will focus on how to successfully utilize current students of color to recruit other students of color. Topics covered are: the selection process, training, meeting content and structure and diversity programs and participation. With over seven years of experience and valuable lessons learned, presenters will provide attendees with the tools and ideas necessary to begin or strengthen their current diversity recruitment programs. We hope that you will join us in this interactive session.

**Presenters:**
- LaTasha Jones, First-Year Admissions Coordinator, University of North Carolina Wilmington

**Coordinator:**
- Kristin Drapela, Administrative Assistant II, University of Georgia

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### T4.8 306B
**Can I work now?: Undocumented Students and the challenges they face obtaining a job post-graduation**

There is currently no federal or state law prohibiting the admission of undocumented immigrants to United States Colleges, public or private. Many undocumented students face obstacles when seeking admissions and funding to post-secondary institutions, but earning a degree is obtainable. Once a degree is earned by an undocumented student; the challenges do not end. This session will discuss challenges undocumented students may face after obtaining a degree and possible solutions to assisting with steering them in the direction of job placement.

**Presenters:**
- Domingo Carrasquel, Recruiter/International Advisor, Baton Rouge Community College
- Jan Jordan, Admission Representative, Johnson & Wales University
### T4.9 303
**Turn Transcripts into an Enrollment Asset with Automated Capture and Evaluation**

On average, transfer students bring with them three to five transcripts each. And given the choice, they’re more likely to attend schools that can quickly evaluate transfer credit and accurately perform degree audits. After all, TCE (Transfer Credit/Course Evaluation) decisions can drastically affect a student’s course planning and registration, and progress toward degree completion. In order to meet matriculation, retention and graduation goals, schools have to find better ways to handle the high volume of credits that transfer students bring to campus. In this session, learn how ECM (Enterprise Content Management) technologies, when applied to transcript capture and TCE, help streamline transfer credit processing. This takes transcript processing from a chore to an institutional advantage.

- Reduce manual data entry by more than 90%
- Grow your course articulation database
- Provide students with timely decisions in days instead of weeks or months.

**Presenters:**
- **Chris Daugherty**, Account Manager, Higher Education Solutions
  *Hyland Software*
- **Mary Ellen Hanna**, Assistant University Registrar
  *University of Alabama*

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### T5.2 302B
**Degree Works**

This session provides an opportunity to meet with other DegreeWorks users to discuss latest issues, share business practices and solutions.

**Facilitator:**
- **Zachary Hayes**, Associate Registrar
  *Georgia Institute of Technology*

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### T5.3 302C
**Banner/Ellucian**

This session provides an opportunity to meet with other Banner/Ellucian users to discuss latest issues, share business practices and solutions.

**Facilitator:**
- **Scott Harvey**, Registrar
  *Tri-County Technical College*

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### T5.4 306A
**Datatel/Ellucian**

This session provides an opportunity to meet with other Datatel/Ellucian users to discuss latest issues, share business practices and solutions.

**Facilitator:**
- **Kacey Higgins**, Registrar
  *Hardin-Simmons University*

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### T5.5 306B
**Oracle/PeopleSoft**

This session provides an opportunity to meet with other Oracle/PeopleSoft users to discuss latest issues, share business practices and solutions.

**Facilitator:**
- **Nancy Umphres**, Business Analyst, Student Records & Degree Audit
  *University of Arkansas, Fayetteville*

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### T5.6 306C
**Alliant Data Systems**

This session provides an opportunity to meet with other Alliant Data Systems users to discuss latest issues, share business practices and solutions.

**Facilitator:**
- **Lori Chisem**, Registrar
  *Lawson State Community College*

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**SESSIONS T5: 4:15-5:15 pm**

**USER GROUPS**

### T5.1 302A
**Jenzebar**

This session provides an opportunity to meet with other Jenzebar users to discuss latest issues, share business practices and solutions.

**Facilitator:**
- **Timothy P. Culhan**, Registrar
  *Centre College*

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**Big Event at the North Carolina Museum of Natural Science and Nature Research Center.**

**Buses begin loading at 5:45 pm and will cycle every 10 minutes.**

**Buffet dinner is served 6:00 - 7:30 pm.**
Wednesday, February 19

SACRAO Breakfast for all attendees
General Plenary Session &
Invitation to Mobile, AL
Ballroom A
8:00 – 10:15 am

Speakers: Justin Madore and Cody
Dr. Khumrah Lewis

FORUMS 10:30-11:30 am

W2.1 301AB
Admissions Forum
Open forum for attendees whose work is centered in the Admissions Office.
Facilitator:
Kelly S. Westeen, Associate Director of Admissions
University of Arkansas

W2.2 302AB
Registrar Forum
Open Forum for attendees whose work is centered in the Registrar’s Office.
Facilitator:
Brian Antie, Assistant Registrar
Louisiana State University

LAC Conference Audit Committee
8:00 am – 5:00 pm 303

Executive Committee Meeting and Lunch
Noon – 6:00 pm 304
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SACRAO expresses its sincere appreciation to the following companies for supporting SACRAO 2014 as Platinum Level Corporate Partner Sponsors.

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Gold Level Corporate Partner Sponsors
SACRAO expresses its sincere appreciation to the following Gold Level Corporate Partner Sponsors of SACRAO 2014.

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Corporate Partner Sessions

**ACT**
ACT's College Choice Report 2013-14: Preferences and Prospects  
M5.11 2/17/2014 4:15 PM - 5:15 PM 305A

**Digital Architecture**
There Must be a Better Way to Manage the Catalog!  
T2.10 2/18/2014 9:45 AM - 10:45 AM 305A

**Parachute**
Parchment Exchange -- eTranscripts and More!  
T1.10 2/18/2014 8:15 AM - 9:15 AM 305A

**Ad Astra**
Delivering Results in Higher Education through Strategic Scheduling  
M1.9 2/17/2014 8:15 AM - 9:15 AM 305A

**Hobsons**
Now is the Right Time: A look at Enrollment Trends and Challenges in the Southeast US  
M1.10 2/17/2014 8:15 AM - 9:15 AM 303

**Runner Technologies**
Save time and money using Address Verification in your SIS or CRM with CLEAN_Address  
M3.10 2/17/2014 1:30 PM - 2:30 PM 305A

**Carnegie Communications**
Search Differently  
T4.10 2/18/2014 3:00 PM - 4:00 PM 305A

**Hyland**
Turn Transcripts into an Enrollment Asset with Automated Capture and Evaluation  
T4.9 2/18/2014 3:00 PM - 4:00 PM 303

**SCRIP-SAFE**
SCRIP-SAFE Total Transcript Solution - User Perspectives  
M4.11 2/17/2014 2:45 PM - 3:45 PM 305A

**College Scheduler**
Using College Scheduler to Ease Registration and Hit your Enrollment and Graduation Goals  
M5.10 2/17/2014 4:15 PM - 5:15 PM 303

**Leapfrog**
Leeping your Catalog and Curriculum into the Electronic World!  
T1.11 2/18/2014 8:15 AM - 9:15 AM 303

**National Student Clearinghouse**
A Total Transcript Solution for You – With a special note for Ellucian schools  
M5.9 2/17/2014 4:15 PM - 5:15 PM 305A

**Tribal Group**
Improving SEM Results by Integrating Services and Data  
M4.10 2/17/2014 2:45 PM - 3:45 PM 303

**College Scheduler**
Using College Scheduler to Ease Registration and Hit your Enrollment and Graduation Goals  
T2.9 2/18/2014 9:45 AM - 10:45 AM 303

**Parature**
Six Trends That Have Formed an Unlikely Alliance between Higher Education & Customer Service  
T3.11 2/18/2014 1:30 PM - 2:30 PM 305A

**College Source**
Will My Courses Transfer? Help students answer this popular question and many others with CollegeSource  
T3.10 2/18/2014 1:30 PM - 2:30 PM 303

**Parature**
Six Trends That Have Formed an Unlikely Alliance between Higher Education & Customer Service  
T3.11 2/18/2014 1:30 PM - 2:30 PM 305A

**Credentials**
Touchless Transcript Processing with Unparalleled Customer Service  
M2.10 2/17/2014 11:00 AM - 12:00 PM 303

**Tribal Group**
Improving SEM Results by Integrating Services and Data  
M4.10 2/17/2014 2:45 PM - 3:45 PM 303

**Parature**
Six Trends That Have Formed an Unlikely Alliance between Higher Education & Customer Service  
T3.11 2/18/2014 1:30 PM - 2:30 PM 305A
Greetings from the great state of Alabama! We are excited to be hosting the 68th annual meeting for the Southern Association of Collegiate Registrars and Admissions Officers! We look forward to welcoming you on February 1-4, 2015 to Mobile to experience the Revelry, History and Jubilee of SACRAO.

- Landon Waid, LAC Chair

Mobile, AL Welcomes SACRAO!

Mobile is situated on Alabama’s Gulf Coast and brings a wide range of activities, attractions, and history. In 2015, Mobile will host the 68th annual meeting of the Southern of Association of Collegiate Registrars and Admissions Officers. During this time, we will celebrate our theme of: Revelry, History, and Jubilee.

Mobile is the birthplace place of Mardi Gras. Revelry is used to describe the excitement and celebration associated with the carnival season. Join us in Revelry as we look back on our great accomplishments and prepare as professionals for our upcoming year.

Along with Revelry, Mobile is rich in History. From the early French and Spanish settlers to the impact of Alabama’s only saltwater port, the influences of Mobile are vast. Similarly, knowledge of the History of SACRAO and of our institutions helps guide us to become better professionals and plan for the future. Come join us in celebrating our History!

Jubilee is unique to Mobile Bay. It is a natural local phenomenon in which many marine species such as crab, shrimp, and flounder swarm to the shallow waters of the bay. This celebrated event is known to large crowds eager to fill their nets with delicious seafood. We are looking forward to celebrating our own SACRAO Jubilee. We can’t wait to welcome a diverse group of professionals and share our ideas and celebrate our accomplishments.

The annual meeting will be held in downtown Mobile at the Renaissance Mobile Riverview Plaza Hotel. The meeting will take place in the adjacent Mobile Convention Complex. Both facilities are located in close proximity to the downtown entertainment district, restaurants, shops, and historic places of interest.

Come experience the Revelry, History and Jubilee of SACRAO in Mobile, February 1-4, 2015! It will be an exciting event full of informative educational sessions, networking opportunities, new services and products from higher education, and celebration. Can’t wait to see y’all in Mobile!

2015 Annual Meeting LAC
Member Services

The SACRAO Executive Committee, Program Committees, Standing Committees, and other groups are dedicated to the promotion of professional development of members in admissions, enrollment management, registration, records, information technology, and related areas.

SACRAO Website

[www.sacrao.org]

You will find information about the history of the association, membership, and the Executive Committee. The site also includes links to meeting information, an “I’m Available” form for volunteering your service, program and other information about the annual meeting, and online capability for members to update their SACRAO Directory information.

Member Participation

SACRAO is a completely volunteer organization. We are always in need of volunteers for standing and program committees, session presenters and coordinators, and meeting organizers. Anyone interested in participating in any of SACRAO’s various volunteer opportunities should contact the SACRAO President-Elect, Joe Papari, Southern Methodist University.

Job Board

One of the services SACRAO provides to its members and the profession is the ability to link qualified professionals with exciting position vacancies in higher education admissions, records/registration, enrollment management, academic affairs, and student services through the Job Board. Click on the Job Board logo from the SACRAO home page.

SACRAO Directory

The Directory is maintained on-line and provides lists of institutional, individual, honorary, associate and corporate members. It also includes the most recent edition of the Constitution and By-laws, lists of individuals recognized for service to the organization, history of past meetings and a guide to future meetings. For more information, contact Rodney Miller, Covenant College, SACRAO Vice President for States/Regionals and Membership.

Meetings

Four days are set aside each February, usually a Sunday through a Wednesday, for the annual conference. Members participate in professional development sessions, strengthen interpersonal ties and professional friendships, and enhance communication channels among peers. The conference includes about 100 carefully planned sessions and business meetings. The 68th annual meeting will be held February 1-4, 2015, in Mobile, AL. For more information, contact the Local Arrangements Chair, Landon Waid, University of Alabama, or any member of the Executive Committee.
2013-2014 SACRAO Executive Committee

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# Ex-officio, non-voting
2013-2014 Program Committees

Admissions, School Relations, Financial Aid, International, and Graduate
Louis Hunt, VP
North Carolina State University
Ronnie Chalmers, Chair
North Carolina State University
Bradley Barnes
University of Alabama
Perrell Bess
Appalachian State University
Paul Casebolt
Florida College
Linda Dammer
Embry-Riddle Aeronautical University-Worldwide
Patrick Frazier
Western Carolina University
Elizabeth Hunter
North Carolina State University
Mary Jones
University of Arkansas at Pine Bluff
Rodney Miller
Covenant College
Audrey Shinner
University of Georgia
Becky Tankersley
Georgia Institute of Technology

Information Technology
Joe Papari, VP
Southern Methodist University
Nancy Umphres, Chair
University of Arkansas
Bob Askins
University of South Carolina-Columbia
Bobbie Brown
Texas Tech University
Anna Burchett
Auburn University
Robin Carr
University of Arkansas, Fayetteville
Scott Harvey
Tri-County Technical College
Kacey Higgins
Hardin-Simmons University
Nikki Hon
University of Georgia
Dixie Mitchell
Auburn University
Kurt Morton
University of Alabama
Natalie Oliver
Harding University Main Campus
Rich Rutty
University of Texas-Austin
Kim Taylor
University of Texas-Austin
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Miles College

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Tennyson Smith, Chair
Shelton State Community College
Kristin Drapela
University of Georgia
Ryan Garrity
Tulane University
Milena Jarvis
University of Florida
Cassandra Lachica-Chavez
University of Texas at El Paso
Zaire McCoy
Elon University
Nyetta Meaux
Our Lady of the Lake College
D'Undray Peterson
Shelton State Community College
Jeong Powell
North Carolina State University
Brenda Sawyer
UNC-Charlotte
Rochelle W. Shields
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Suzanne Simpson
Delta State University
Brandon Tigue
Western Carolina University

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Patti Beste
Louisiana State University
Ronnie Chalmers
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Amy Clines
Columbus State University
Laura Ann Forest
Auburn University
Michael George
University of Alabama
Schernavia Hall
University of Alabama
Marla Herron
Northern Kentucky University
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Texas A&M University
Brenda Schumann
University of Texas at Austin
Sharon Stoddard
Winston-Salem State University

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Southern Arkansas University Tech
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Heather Hogarth-Smith
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Linda Holland
UA Comm College-Morrilton
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Harding University

Richard Jimmerson
The University of Texas at Arlington
Andi Liner
Tyler Junior College
Steve McLeod
Harding University
Kelli Peterson
Cameron University
Cynthia Terry
University of Alabama at Birmingham

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Vickie Brown
Mississippi State University
Casey Capps
Martin Methodist College
Jacob Jones
University of Alabama
Susan Kennon
Lynchburg College
Melody Kesler
University of Georgia
Christopher Leo
Community College of Air Force
Michael Masterson
Air University
Jean Mitchell
University of Arkansas-Fayetteville
Karen Whittier
Vanderbilt University
2013-2014 Standing Committees

**Audit**
DeAnna Adams, Chair  
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Brandon Tigue  
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Hope Walton  
University of Richmond

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Wayne Banks  
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Libby Peters  
Hazard Community and Technical College  
Jonathan Reece  
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College of Charleston

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Mary Kincannon  
Texas Christian University  
Mike Turner  
College of William and Mary

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Belmont University  
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University of South Carolina-Columbia  
Bobbie Brown  
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John Fletcher  
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Venesa Heidick  
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Judith McKeon  
Jefferson College of Health Sciences

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Holly Swart, Chair  
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Southern Arkansas University Tech  
Casey Capps  
Martin Methodist College

**Nominations and Elections**
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University of Texas Austin, Chair-Elect  
Jacquelyn Elliott  
Marion Military Institute  
Tracy Finch  
Arkansas State University  
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John Mason  
Jairo McMican  
Durham Technical Community College

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Susie Archer  
Vanderbilt University  
Janet Davis  
University of New Orleans  
Zoe DuRant  
Cameron University  
John Fletcher  
East Carolina University

**Recognition and Awards**
Ryan Garrity, Chair  
Tulane University  
Angela Anderson  
East Carolina University  
Janet Davis  
University of New Orleans  
Michelle Forbes  
LSU Law Center  
Rita Garner  
SACRAO Honorary Member  
John Hall  
Southern Methodist University  
Brad Moody  
National Park Community College

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Tim Culhan  
Centre College  
Rock McCaskill  
Southern Wesleyan University
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*Pending election at the Annual Meeting
# Ex-officio, non-voting
## The Margaret Ruthven Perry Distinguished SACRAO Journalism Award

This award is presented annually to the author whose article in *The SACRAO Journal* promotes and advances knowledge, techniques, and standards of competence in the profession. The award was initially established by Margaret Ruthven Perry, who served as the first editor of *The SACRAO Journal*. It was named in her honor following the completion of her service as editor. Listed below are the recipients of the award. The 2014 Margaret Ruthven Perry award winner will be announced at the Opening Session.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recipient</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1989</td>
<td>Diane Freytag</td>
<td>The Evolution and Maintenance of an Enrollment Management Program</td>
</tr>
<tr>
<td>1990</td>
<td>T. Luther Gunter</td>
<td>Image Technology in the Information Age: Is Microfilm Really Dead?</td>
</tr>
<tr>
<td>1992</td>
<td>Bruce W. Cunningham</td>
<td>Students Versus Registrars: Opponents of Partners in the Educational Process</td>
</tr>
<tr>
<td>1994</td>
<td>David H. Stones</td>
<td>On the Strategic Nature of SPEEDE/ExPRESS: Scalability, and Applicability of EDI in the Workplace</td>
</tr>
<tr>
<td>1996</td>
<td>James Lynch</td>
<td>African-American Undergraduate Recruitment Strategies</td>
</tr>
<tr>
<td>1997</td>
<td>Michael E. Malone</td>
<td>SACRAO’s “50th”: A Tint of Gold</td>
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<tr>
<td>1998</td>
<td>Cynthia J. Farrier</td>
<td>Electronic Grades: From Professor to Student Information System</td>
</tr>
<tr>
<td>1999</td>
<td>Edward L. McGlone</td>
<td>Primer on Outcomes Assessment for Academic Administrators</td>
</tr>
<tr>
<td>2000</td>
<td>Rick Skeel</td>
<td>How to Find funding for EDI: Oklahoma’s State-wide Grant Approach</td>
</tr>
<tr>
<td>2001</td>
<td>Angela J. Evans</td>
<td>Home School Education: Its Impact on a State University</td>
</tr>
<tr>
<td>2003</td>
<td>Bradley W. Johnson and Sheldon L. Stick</td>
<td>Application of Strategic Planning to Enrollment in a Community College</td>
</tr>
<tr>
<td>2004</td>
<td>Louis D. Hunt</td>
<td>What’s Your Social? Replacing the Social Security Number</td>
</tr>
<tr>
<td>2005</td>
<td>John Fletcher</td>
<td>Get Ahead and Stay Ahead: Summers at Auburn, Creating a Program to Maximize Your Summer Enrollment</td>
</tr>
<tr>
<td>2006</td>
<td>Magdalena H. Williams</td>
<td>Achievement and Retention Patterns in a Predominantly Hispanic Serving Institution of Higher Education</td>
</tr>
<tr>
<td>2007</td>
<td>Matthew P. McCrickard</td>
<td>Adapting Solution Focused Advising: Effective Communication Strategies for Registrars</td>
</tr>
<tr>
<td>2008</td>
<td>Ronald G. White</td>
<td>Experience Marketing: Putting Students on the Frontline...Again</td>
</tr>
<tr>
<td>2009</td>
<td>Lisa B. Harris</td>
<td>The Enrollment Manager as a Change Agent</td>
</tr>
<tr>
<td>2010</td>
<td>Holly Swart</td>
<td>Strategic Training and Communication: The Keys to Our Successful System Implementation</td>
</tr>
<tr>
<td>2011</td>
<td>Matthew McCrickard</td>
<td>Accent the Positive: Identifying Opportunities in Enrollment Services Through Appreciative Inquiry</td>
</tr>
<tr>
<td>2012</td>
<td>Reta Pikowsky</td>
<td>Assessment in the Registrar’s Office</td>
</tr>
<tr>
<td>2013</td>
<td>Rodney Parks</td>
<td>Voices from the Past: Boomers Transition Back to College</td>
</tr>
</tbody>
</table>
SACRAO Annual Meeting Outstanding Presenter Award Recipients

This award is presented after the annual meeting to the SACRAO member who is judged to have presented the best session at the annual meeting. Consideration is given to delivery, preparation, relevancy, and session attendee evaluation.

2009
Sojourner Marabel Grimmett
Savannah College of Art and Design
Calling All Stay-AT-Work Moms! Finding the Balance between Work and Motherhood

2010
Lian Lynch and Holly Swart
North Carolina State University
Coordinated Testing and Training for a New System Implementation

2011
Scott Dittman
Washington and Lee University
The IT Razor: What’s New on the Bleeding Edge

2012
Teri Little Berry and Devona Sewell
College of Central Florida
"New Management, “Old” Staff and “Because We’ve Always Done It That Way"
and
Susan Stephenson
Marion Military Institute
How to Conduct a Meaningful Performance Evaluation

2013
Tana Miller
West Texas A & M University
Color Lingo
and
Brandon Tigue
Western Carolina University
Diversity Defined Part 2

Distinguished Service Awards

This highly selective and rarely given award may be conferred either to current members of the association whose contributions have been so extraordinary as to warrant special recognition while still active, or to individuals retiring from or leaving the profession whose contributions warrant special recognition. Recognition is based on a variety of factors including: the nominee’s participation in and leadership of SACRAO activities as evidenced by holding office, fulfilling committee responsibilities, and attending and regularly participating in annual meeting programs. Service in the admissions and records profession for a substantial portion of one’s career, other professional activities, and publications are also considered.

Paul H. Anderson 2001
Albert Clary 1998
Tim Culhan 2012
Bruce Cunningham 2008
Scott Dittman 2014
T. Luther “Luke” Gunter 1987
Lisa B. Harris 2005
Leon Hess (posthumously) 1986
Sara Marchello 2012
Carol E. Medders 1996
Chuck Morgan 2007
Carol S. Nobles 2008
Elbert W. Ockerman (posthumously) 1998
Columbus Posey 1998
Joseph A. Roof 2006
Jerry D. Smith 2005
John T. “Tom” Stewart 1989
Ray A. Stines 1997
Dave Stones 1998
S. Mark Strickland 1991
Claire C. Swann 1995
Paul F. Taylor 2006
Certificate of Appreciation

This recognition is for members and nonmembers who made a major direct or indirect contribution to SACRAO. The 2014 Certificate of Appreciation recipients will be recognized at the opening Session.

Jill Allgier 1996
Brian Antie 2013
Tim Amyx 2010
Robert Askins 2003
Steve Bazan 2004
Tom Black 1999
Barbara Blaney 2004
Harold Boling 1985
Leanne C. Brewer 1990
John Bruce 1995
Maria Capella 1997
Deborah Carver 1996
Barbara Childers 1995
Michael Colegrove 1986
Tim Culhan 2008
Bruce Cunningham 1994
Terry Davis 1991
Michael “Doc” Doherty 1995
Robert Doolos 2009
William B. Edmonds 1985, 1988
Pat Ellison 1998
Barbara Evans 1994
Otho Allen Ezell 1992
Cynthia Farrier 2001
Nancy Ferraro 1988
John Fletcher 2002
Linda Glover 1987
John A. Hall 1990
Dorinda Harmon 2003, 2005, 2010
Ron D. Hay 1989, 1994
Patti Holloway 2003
Ronald Neyman 2001
Carol C. Holmgren 1989
Michelle Johnson 2014
Chuck Kettlewell 1990
Bobbie Latham 2010
William Leslie 1992
Lester Lugo 1997
Scott MacLachlan 1993
Susan MacLachlan (posthumously) 1999
Sara L. Marchello 2008
Reno McCormick 2014
Marla Jo McIver 1992
Carol E. Medders 1990
Robert N. Melott 1988
Robin Montgomery 1998, 1994
Allen Moody 2001
Charles Morgan 2006
Bill Morris 1998
Glenn Munson 2000
Carol Nobles 2004, 2010
Joe and Joanne Orndorff 2004
Joe Papari 2014
Carolyn Parham 1994
Helen Perkins 2002
R. Jayne Perkins 1995
Margaret Perry 1988
Kristy Presswood 2000
Tammy Rhodes 2007
Joseph A. Roof 1989, 2000
Frank Sallee 2001
Annette Satterfield 1992
Rick Skeel 2001
Jerry D. Smith 1993, 1997
WS “Bud” Smith 1999
V. Shelby Stanfield 1998, 2000, 2013
Chris Stevens 2004
Alesia Stewart 2002
John T. “Tom” Stewart 1987, 1996
Ray A. Stines 1996, 1997
Dave Stones 1985, 1998
Lee Suddath 1987
Katherine H. Sweeney 2011
Jack D. Thornton 1993
Joan Van Tol 1996
Michele Wagner 1987
Michael M. Watts 1988
Martha Welch 1999
Wes Williams 1987
William F. Younkin 1987, 1988
Honorary Members

Honorary membership is awarded to individuals retiring from or leaving the profession who have made significant contributions to the admissions and records profession and who took a leadership role in SACRAO. The 2013 Honorary Members will be announced at the Opening Session.

<table>
<thead>
<tr>
<th>Honorary Members</th>
<th>Year</th>
<th>Institution/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathy Adams-Vandevender</td>
<td>1996</td>
<td>University of Southern Mississippi</td>
</tr>
<tr>
<td>William F. Adams</td>
<td></td>
<td>University of Alabama</td>
</tr>
<tr>
<td>Jill H. Allgier</td>
<td>2006</td>
<td>Eastern Kentucky University</td>
</tr>
<tr>
<td>Paul Anderson</td>
<td>2001</td>
<td>Furman University (SC)</td>
</tr>
<tr>
<td>Robert A. “Bob” Anderson</td>
<td>1997</td>
<td>Brevard Community College (FL)</td>
</tr>
<tr>
<td>Roy Armstrong*</td>
<td></td>
<td>University of North Carolina</td>
</tr>
<tr>
<td>Ernest Beals</td>
<td>1995</td>
<td>Georgia State University</td>
</tr>
<tr>
<td>Doyle Bickers</td>
<td>1991</td>
<td>West Georgia College</td>
</tr>
<tr>
<td>Grady Bogue</td>
<td>1978</td>
<td>Tennessee Commission on Higher Education</td>
</tr>
<tr>
<td>Medford P. Bowman*</td>
<td></td>
<td>Austin Peay State College (TN)</td>
</tr>
<tr>
<td>Floyd D. Boze</td>
<td></td>
<td>Texas Tech University</td>
</tr>
<tr>
<td>Bryan Bradford</td>
<td>2009</td>
<td>University of Alabama</td>
</tr>
<tr>
<td>Herman L. Bradshaw</td>
<td>1994</td>
<td>Southern College of Technology GA</td>
</tr>
<tr>
<td>Dorothy Bryant</td>
<td>1990</td>
<td>College of William and Mary (VA)</td>
</tr>
<tr>
<td>James L. Buford*</td>
<td></td>
<td>Vanderbilt University (TN)</td>
</tr>
<tr>
<td>James H. Bundy</td>
<td>1996</td>
<td>North Carolina State University</td>
</tr>
<tr>
<td>William L. Carmichael*</td>
<td></td>
<td>Georgia Institute of Technology</td>
</tr>
<tr>
<td>Deborah Carver</td>
<td>1999</td>
<td>Daytona Beach Community College (FL)</td>
</tr>
<tr>
<td>Lloyd Chapin*</td>
<td></td>
<td>Georgia Institute of Technology</td>
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Greta Mack 1989
Arkansas State University

Michael E. Malone 1997
Western Carolina University (NC)

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Morehouse College (GA)

Kermit Mathison* 1979
University of Montevallo (AL)

Larry Matthews 1989
University of Arkansas

J. Leonard McDaniel 1997
Arkansas State University

Mac G. McRaney 1985
Delta State University (MS)

Carol E. Medders 1998
University of Alabama-Birmingham

Robert N. Melott 1994
Tulsa Junior College (OK)

G. E. Metz 2011
Clemson University (SC)

Troy M. Mohon* 1979
Mississippi College

J. Gilbert Moore 2000
East Carolina University (NC)

Charles (Chuck) Morgan 2013
Berea College (KY)

Glenn W. Munson 2011
Rhodes College (TN)

Carol Nobles 2010
Medical College of Georgia

Elbert Ockerman* 1985
University of Kentucky

Carolyn Parham 2003
University of South Alabama

Harriet M. Parker 1987
Western Carolina University (NC)

Rick Parrent 2010
Old Dominion University (VA)

Casius H. Pealer 1988
Central Florida Community College

Helen L. Perkins* 2000
University of Montevallo (AL)

Margaret Ruthven Perry* 2002
Wake Forest University (NC)

M. O. Phelps* 1984
University of Georgia

Louise Phillips 2008
Southwest Texas State University

Lylene Pilkenton 2013
South Texas College of Law

Kathy Plante 2013

Sue Pine 2003
University of Arkansas at Little Rock

A.P. “Pat” Posey 1989
Mississippi State University

Columbus Posey 1985
Jefferson State Junior College (AL)

Truman Pouncey* 2000
University of Tennessee

Teresa Pradat 1980
University of Alabama

Clarice Slusher Pritchard 1983
Virginia Polytechnic Institute

Vicki L. Randall 2000
University of Oklahoma Health Science Center

C. Lewis Rasor* 1976
Furman University (SC)

Cheryl Rich 2014
Texas A&M University

Eleanor Rockett-Brown 1983
Louisiana Technical University

Joseph Roof 2008
Daytona Beach Community College (FL)

Glen A. Rose 1982
Broward Community College (FL)

Brona Roy* 1983
Brevard College (NC)

Gene Saucier 1986
University of Southern Mississippi

J. William Savely 1985
College of William and Mary (VA)

Bates L. Scoggins* 1986
Wofford College (SC)

Wendy Smallwood* 1987
University of Florida

Jerry D. Smith 2005
Northern Kentucky University

John M. Houckens* 2010
University of Louisville (KY)

Steven D. House 1988
Western Kentucky University

John A. Hunter* 2003
Louisiana State University

S. W. Hutton* 1976
Texas Christian University

C. J. Hyde, Jr.* 1976
Southeastern Louisiana University

Christie Kangas 2010
Texas State University – San Marcos

Roy Smith 1985
University of Alabama

William G. Smyth, Jr. 1979
University of Tennessee

Frank Spain 1992
University of South Florida

Kate Stanley* 2010
University of Tennessee Medical Units

Marceline M. Staples* 1984
Old Dominion University (VA)

Gail Stephens 2008
University of South Carolina

John T. “Tom” Stewart 2004
Miami Dade College (FL)

Ray Stines 2010
University of Louisville

S. Guerry Stokes* 2000
Agnes Scott College (GA)

Gladys I. Stone 1995
Union University (TN)

S. Mark Strickland 2005
University of New Orleans (LA)

Raymond E. Strong 1985
University of North Carolina-Chapel Hill

Jean Stuart 2005
University of Texas at Dallas

Claire C. Swann 1995
University of Georgia

Mildred Tally 1985
University of Oklahoma Health Science Center

Paul F. Taylor 2006
Lexington Community College (KY)

J. Ralph Thaxton* 1981
University of Georgia

Fabia E. Thomas* 2013
Louisiana State University-Shreveport

Richard F. Thomason* 1980
University of Tennessee

Jack D. Thornton 1994
Tarrant County Junior College (TX)

Reginal D. Tidwell* 1979
University of Alabama

Richard Timney 2013
Midlands Technical College (SC)

Richard F. Tuthill 1988
Duke University (NC)

James R. Vaillancourt 1988
Old Dominion University (VA)

William H. Vaughan* 2013
George Peabody College (TN)

Ramon Vitulli 1980
University of Houston (TX)

Charles H. Walker* 2009
Florida State University

David R. Wallace 2013
University of Memphis
Other Service Awards History

Recognition Awards

Grady Bogue 1981
Winston Carroll 1981
Bobby Cochran 1982
Cliff Gillespie 1981
Leon Hess 1984
Elbert W. Ockerman 1984
Margaret Perry 1981
M. O. Phelps 1984
Bill Price 1981
Jack D. Thornton 1982
Jim Vaillancourt 1981

Annual Meeting History

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State & Regional Association Presidents

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<td>Sherri Crean, Director of Articulation Programs</td>
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<td>Sheryl Burnette, Registrar</td>
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<td>Warner University</td>
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<td>East Tennessee State University</td>
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<td>Georgia</td>
<td>October 2014</td>
<td>Texas</td>
<td>November 2014</td>
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<tr>
<td>Cynthia Peterson, Assistant Vice President for Student Services and Dean of Admissions</td>
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<td>Becki Griffith, President</td>
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<td>Piedmont College</td>
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<td>Lee College</td>
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<td>Kentucky</td>
<td>October 2014</td>
<td>Virginia</td>
<td>December 2014</td>
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<tr>
<td>Jen Timmermann, Transfer Senior Enrollment Counselor</td>
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<td>Whitney Link Gershowitz, Senior Assistant Dean of Admission</td>
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<td>Morehead State University</td>
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<td>College of William and Mary</td>
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2014 Local Arrangements Committee

Chair
Michelle Johnson
North Carolina State University

Hospitality Chair
Misty Lenhart
Duke University

Finance Chair
Brad Barron
Furman University

Hotel Liaison and Special Events Chairs
Stacy Fair and Joyce Mai
North Carolina State University

Registration Committee Chair
Bill Burig
Duke University

Physical Arrangements Chair
Amanda Steele-Middleton
Meredith College

Publicity Chair
Holly Swart
North Carolina State University

Transportation & Tours Chair
Charles Clift
North Carolina State University

Corporate Partner Liaison Chairs
Bruce Cunningham
Duke University
Sarah Kibler
Duke University

Thank you to all Local Arrangements Committee members for all of your hard work!
Thanks!

Thank you for joining us in North Carolina for the 67th Annual Meeting of SACRAO! We hope that your experience was productive and enjoyable! Please be sure to complete the Conference Evaluation so that we can continue to improve our future meetings!

Travel Safe, and we hope to see you back next year in Mobile.