

Illinois Association of Collegiate Registrars and Admissions Officers

102nd Annual IACRAO Conference DISRUPTION TO OPPORTUNITY: Thriving in Constant Change

> Chicago-Alsip October 23 – 25, 2024



Tuesday, October 22, 2024

- 5 to 6 p.m. IACRAO Executive Board Meeting (Ash)
- 6 to 8 p.m. Conference Committee Set-up (Ash)

Wednesday, October 23, 2024

- 8 a.m. to 5 p.m. Registration and Door Prizes
- 9 a.m. to 11 a.m. ICCAROO Meeting (Oak)
- 9 a.m. to 11 a.m. OAROSUI Meeting (Pine)
- 11:30 a.m. to 12:45 p.m. First-time Attendee Luncheon (Elm)
- 1:00 p.m. to 2:15 p.m. Welcome and Opening Speaker (Evergreen)
- 2:30 p.m. to 3:30 p.m. Breakout Sessions Block 1
- 3:30 p.m. to 3:45 p.m. Afternoon Break
- 3:50 p.m. to 4:50 p.m. Breakout Sessions Block 2
- 5:30 p.m. to 7 p.m. Dinner (Forest)
- 7 p.m. to 9 p.m. Trivia (Forest)

Thursday, October 24, 2024

- 8 a.m. to 5 p.m. Registration, Door Prizes, and Exhibition Hall Open
- 8 a.m. to 9 a.m. Breakfast (Pre-Function/Exhibit Hall)
- 9 a.m. to 10 a.m. Breakout Session Block 3
- 10 a.m. to 10:15 a.m. Morning Break
- 10:20 a.m. to 11:20 a.m. Breakout Session Block 4
- 11:25 a.m. to 12:25 p.m. Breakout Session Block 5
- 12:30 p.m. to 2:45 p.m. Lunch, Business Meeting, and District Meetings (Forest)
- 2:50 p.m. to 3:50 p.m. Breakout Sessions Block 6
- 3:50 p.m. to 4:50 p.m. Dedicated Exhibitor Time
- 4:55 p.m. to 5:30 p.m. Past-Presidents and Retiree Reception (by invitation only Forest)
- 5:30 p.m. to 7 p.m. Dinner [Sponsored by COLLEGESOURCE] (Forest)
- 7 p.m. to 10 p.m. Dance and Costume Contest (Evergreen)

Friday, October 25, 2024

- 9 a.m. to 10 a.m. Birds of a Feather and Morning Beverages
- 10:15 a.m. to 11:15 a.m. Brunch, Closing Session, and Raffle Drawing (Forest)

Greetings from the IACRAO President and President-Elect



With great enthusiasm, I welcome each of you to the 102nd IACRAO Annual Conference! This gathering represents an incredible opportunity for growth, learning, and connection. We have a great session lineup with speakers who will share insights into our field's current trends and challenges. I encourage you to participate actively – ask questions, share your experiences, and make connections that will extend beyond these few days.

- Dr. Tiffani Robertson, President



Welcome to the 102nd IACRAO Annual Conference! The theme of our conference, Disruption to Opportunity: Thriving in Constant Change, will be evident during our time together. We are looking forward to a great couple of days!

We always eat well, but we also hope you have fun together, enjoy time away from the office, and learn a few things you can take back. Take the opportunity to meet someone new and connect with colleagues from across the state. Over the next couple of days, you'll hear from colleagues who have turned challenges into opportunities. Don't think of this as disrupting your routine but as an opportunity to grow and make a difference in your work.

We hope you enjoy your time and find it beneficial! Thank you for joining us!

- Dr. Mark Mountain, President-elect

Opening Speaker & AACRAO Rep, Jacqueline Carter



Jacqueline Carter is the Equity, Diversity & Inclusion Manager at Washington University in St. Louis Olin School of Business. In her current role, Jacqueline is responsible for leading initiatives and programs aligned with the EDI strategic plan to create an equitable and inclusive environment for students, staff, and faculty.

In her previous roles, Jacqueline served as a Registrar and Student Affairs Advisor. Jacqueline provided leadership and support in recruitment, retention, and advancement for women and underrepresented students through policies, initiatives, and practices. She also served as an academic advisor, student development advocate, and club advisor. She serves on many committees from Title IX, University's Diversity Delegates, MLK Commemoration, Undergraduate Honors and Awards Program, Co-Chair Diversity and Inclusion Forum for Faculty & Staff and Executive Board for Black Faculty and Staff Cabinet at Washington University in St. Louis.

Jacqueline completed her presidency on the Board of Directors for the American Association of Collegiate Registrar and Admission Offices (AACRAO) last spring. She is currently serving as the Past President of the Board. In AACRAO, she has served as Vice President at Large on the Board of Directors, Program Coordinator for the 2021 and 2022 Annual Meetings, Chair of Student Access and Equity, Chair of Nominations and Elections, Chair of Professional Access and Equity, Chair of Black Caucus and Program Coordinator.

She has had the honor to work in higher education for more than two decades with a background in student services and affairs, admissions, financial aid, registrar and diversity, equity, and inclusion. Jacqueline knows her purpose is to be an inclusive change agent and advocate to collectively build and increase knowledge to create an environment of equity, inclusion, and belonging for all. She sees education as a human right that should open up opportunities for advancement. She knows an inclusive environment will allow anyone to thrive to their fullest potential.

Jacqueline is a first-generation college graduate with a bachelor's degree in business management from National-Louis University, a Master of Business Administration degree from Fontbonne University, and a Veteran of US Army Reserves.

Jacqueline is from St. Louis, Missouri, and enjoys spending time with family and friends, traveling, live music, cycling, and sporting events. She is married with two children.

Conference Daily Schedule - Wednesday

Start	End	Title/Description	Location		
8:00 a.m.	5:00 p.m.	Registration	Coat Room		
9:00 a.m.	11:00 a.m.	ICCAROO Meeting	Oak		
9:00 a.m.	11:00 a.m.	OAROSUI Meeting	Pine		
11:30 a.m.	12:45 p.m.	First-Time Attendee Luncheon	Elm		
1:00 p.m.	2:15 p.m.	Welcome and Opening Speaker	Evergreen		
2:30 p.m.	3:30 p.m.	Breakout Sessions Block 1			
1.1	Veterans and Military Connected Students Educational Benefits - This session would serve to inform other schools of efficient, effective ways to serve our Veteran and military connected students. GI Bill benefits and State of Illinois Scholarships would be included.Elm				
	Facilitator: Patrick McGuire, Illinois State University				
1.2	Talking Transfer in Illinois - Past, Present and Future - Successes and Challenges Transfer is a significant challenge to higher education, now more than ever. Credit mobility impacts enrollment, articulation and advising. Our experienced panel will talk about transfer - past, present and future. Share your experiences, concerns, resources and successes.BirchPanelists: Dena Lawrence, MyCreditsTransfer; Kristin Smigielski, Parkland College; Morgan Johnson, Illinois State University; Rita Pearson, Eastern Illinois UniversityBirch				
1.3	Retaining Stu Sharing ideas and what are t 2-year and 4-y	Ash			
	Presenters: Angela Snow, Carl Sandburg College; Mark Mountain, Olivet Nazarene University				
1.4	Unlocking Potential: Leveraging Lean Project Management for Thriving University Initiatives- In today's dynamic university environment, efficient project management is crucial for successful outcomes in various administrative processes. However, many professionals may find themselves managing projects without formal training in project management methodologies. This session aims to bridge that gap by introducing the principles of lean project management and providing practical insights on how to apply them to streamline project workflows.AspenPresenter: Sam Taylor, Illinois State University and ChatGPT				
2.20 m					
3:30 p.m.	3:45 p.m.	Afternoon Break	Exhibit Hall		

3:50 p.m.	4:50 p.m.	Breakout Session Block 2	
	Mastering a H As organization staff presents on NIU's Office instilling a stro versus motivat and priorities t objectives, fos Presenters: M University	Elm	
2.2	HLC is Comin visits may see areas of intere you can help s be a resource accreditation Presenter: Jee	Birch	
	interactive, ref practices. All o communicatio public speakir	mmunication Practices - Come participate in a fun, fresher of public speaking and effective communication of our various roles involve some form of public speaking or on with others. This session will highlight the history of ng, provide relevant examples to our everyday practices, to put what you learn to the test!	Ash
	Presenter: Ry		
	Starting Off on In this presenta pronouncing na discuss how co enhances com will learn pract creating a welco Join us to disco relationships a	Spruce	
	Presenter: Jon Lacivita; Ian Bartczak, Namecoach		
	Transferology know what a Re landing page for Page correct? the Lab? Do st the Lab? Do you tools will be rew the most out of Presenter: Ale	Aspen	
	Flesenter. Au		
5:30 p.m.	7:00 p.m.	Dinner and Mingling	Forest

Conference Daily Schedule - Thursday

Start	End	Title/Description	Location
8:00 a.m.	9:00 a.m.	Breakfast	Forest
8:00 a.m.	5:00 p.m.	Registration	Coat Room
8:00 a.m.	5:00 p.m.	Exhibit Hall Open	Exhibit Hall
9:00 a.m.	10:00 a.m.	Breakout Sessions Block 3	
3.1	Transfer & Articulation Roundtable - If your professional role involvesElmtransfer credit evaluation and/or IAI and Form 13 articulations, this roundtable session is for you! Come ready to connect, learn and share perspectives with professionals doing similar work at other institutionsElmFacilitator: Kelli Sinclair, Northern Illinois University and Terry Lyn Funston, Kishwaukee CollegeElm		
3.2	Fraud and Open Admissions: McHenry County College's Whole Campus Approach to Fraudulent Application and Enrollment Activity - How McHenry County College collaborated across multiple offices to address our recent incidents of potentially fraudulent application activity.BirdPresenters: David Behrens; Geoffrey Glowacki; Kristen Mueller, McHenry County CollegeBird		
3.3	The Wind Ben performance in employees lea we interact wit and outcome. Presenter: Jac	Ash	
3.4	Think Outside of the Box – Nontraditional and Military Student Degree Completion - Nontraditional and military students build their academic careers around various educational experiences. How do we get them from entry into our colleges to degree completion? At times, we must get creative. Presenter: Trinka Pape, Southern Illinois University-Carbondale		Aspen
10:00 a.m.	10:15 a.m.	Morning Break	Exhibit Hall

10:20 a.m.	11:20 a.m.	Breakout Sessions Block 4	
4.1	Pomp & Circui and commence topics includin	Elm	
	Presenter: Abl		
4.2	Enrollment Professionals and Technology Roundtable - The primary aim of this roundtable session is to facilitate a collaborative environment where enrollment professionals can share insights, challenges, and best practices related to integrating technology into their workflows. The session will also serve as a platform for discussing and staying informed about emerging technological trends and their implications for enrollment strategies.Birch		
	Presenter: Tiff	ani Robertson, Governor's State University	
4.3	Gandhi's famo world." As prof ourselves, our on how to becc we deal with da	hange Agent in a Time of Need - Spiritual Leader Mahatma us quote says, "You must be the change you want to see in the ressional leaders, we must create the world we want for families, and the people we serve. This session will outline tips ome empowered, create vision, be, and understand the people aily so we can be that change artist. The world differs from the s are used to, but we hold the key to being the change artist!	Ash
	Presenter: Jeff McGoy, Shawnee Community College		
4.4	Validity.id - With Validity, graduates receive a 1-click verification link the same day degrees are awarded, making it effortless for them to showcase their verified achievements on resumes, LinkedIn, and across the internet.Aspen		
	Presenter: Mic		
11:25 a.m.	12:25 p.m.	Breakout Sessions Block 5	
5.1	Crafting an Institutional Response to Artificial Intelligence - Artificial Intelligence tools have revolutionized the ways in which texts, images, and media are generated, but what does this shift mean in academia where our goals are to instill in students original thinking and creativity? This was just one of the many questions our university grappled with when determining policies and practices related to the complex issue of AI. In this session, we plan to share details about the steps and processes we followed to determine initial guidelines, elicit faculty perspectives and feedback, and provide workshops and resources.		Elm
	Presenter: Jo		
5.2	Learn How Illin ever, transfer is recent Suprem seeking new wa students are a traditional adm We're excited t transfer studen	Birch	
	Presenters: D		
5.3	In this informa leverages their	bur Database to Create Effective Transfer Major Guides Intive session, we will explore how Northern Illinois University In database to develop comprehensive and user-friendly Inguides. These guides are essential for helping students,	Ash

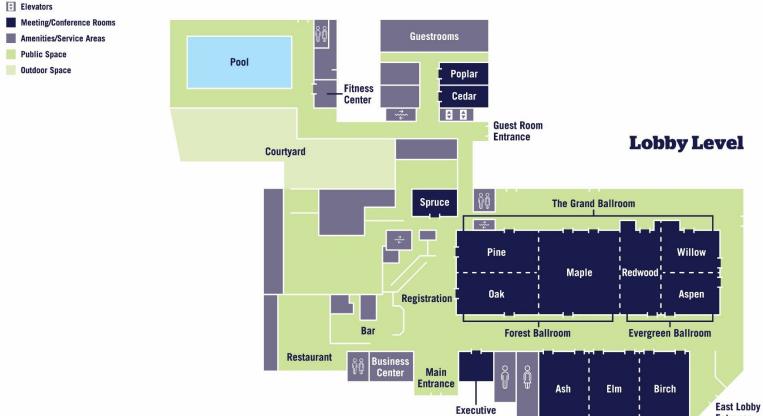
	pathways and transferring to	ission professionals, and others navigate academic support students in making informed decisions about different programs. You will also get a sneak peek on the n developments in the portal.	
	Presenters: K	aty Saalfeld, Northern Illinois University	
5.4	Discover Paradigm's Power of Effective Credentialing - Learn about the developments that will redefine our industry! Our soon-to-be released, BRAND-NEW Encompass platform links digital and paper, enhancing your online experience with diplomas, certificates, digital credentials, MicroCredentials, Comprehensive Learner Records, and soon: TRANSCRIPTS! Paradigm is ready to elevate you into the future of credentialing.AspenPresenters: Logan Midget, Paradigm		
12:30 p.m.	2:45 p.m.	Lunch/Business Meeting/District Meetings	Forest
2:50 p.m.	3:50 p.m.	Breakout Sessions Block 6	
6.1	process or init training you pr office/institut • Trans	Session – A bright idea can range from implementing a new tiative in your office, to having a team building event, or a rovided. In short, it can be anything that assists your ion. form in Ten: Building Momentum for Strategic Change in Doses, Sara Piraino, National Louis University	Elm
	• Let's	Tango, Katy Saalfeld, Northern Illinois University	
	• The Au	utomation of Grades Processing, Samantha Taylor, Illinois University	
6.2	tool used by s some myths a Transferology duo, have end difficult to use	y Myth-Busting - Transferology has been a transfer advising tudents and advisors in the state of Illinois for years, but bout the tool persist. While working to train users on , Dena Lawrence and Gina Modica, the MyCreditsTransfer countered a variety of such myths. Some say, the tool is e, the information is wrong or outdated, and only course to nation is available. Join us to bust these and other myths rology.	Birch
	Presenters: A Modica, Univ		
6.3	Success – His curriculum ma data hard to a leverage the w academic ope	ew Analytics in Academic Operations for Student storically, academic operations such as scheduling, anagement, and catalog creation lived in silos that made ccess. However, new solutions now enable institutions to vealth of data in these functions. Learn how integrating your erations unlocks new data and analytics that support tion and bolster institutional financial health.	Ash
	Presenter: La	uren Fontana, Coursedog	

3:50 p.m.	4:50 p.m.	Dedicated Exhibitor Time	Exhibit Hall
4:55 p.m.	5:30 p.m.	Past Presidents & Retiree Reception (by invitation)	Forest
5:30 p.m.	7:00 p.m.	Dinner (Sponsored by CollegeScourcee)	Forest
7:00 p.m.	10:00 p.m.	Costume Party and Dance with Be In The Moment DJ (IACRAO's own Kyle Merkle and his wife Shannon) • The Costume Party	Evergreen
		Costume Prize categories: • Best Individual • Best Duo or Group • Most Creative • Funniest	

Conference Daily Schedule - Friday

Start	End	Title/Description	Location
9:00 a.m.	10:00 a.m.	Breakout Sessions Block 7	
	7.1	Birds of a Feather - Registrars	Ash
	7.2	Birds of a Feather - Admissions	Elm
10:15 a.m.	11:15 a.m.	Breakfast, Raffle Winners Announced, and Closing	Forest
12:00 p.m.	1:00 p.m.	IACRAO Board Meeting	Spruce





East Lobby Entrance

Woods Ballroom

Boardroom

Entertainment, Raffles, and Prizes

Wednesday Night

This will be a great night to catch up with colleagues who have become friends as well as meet new colleagues and future friends! First, we will enjoy an amazing dinner of Glazed Beef Medallions and Baked Salmon. Guests with dietary requests will receive a chef's choice substitution. After dinner, we will be playing bar-style team trivia provided by *FUN FUN FUN DJ*.

Thursday Night

Join us for a Family-Style dinner followed by our staple costume party! If you are new to IACRAO, yes, *many people dress up*, but it is *not* required! After dinner, get changed into your costume and get ready to dance the night away to the musical sounds provided by *Be In The Moment* with Kyle and Shannon Merkle. We will have a DJ and prizes for the following costume categories.

- Best Individual
- Best Duo or Group

- Most Creative
- Funniest



Conference Raffles for Scholarship Fundraising

50/50 Raffle Tickets can be purchased (cash only) at \$1 each or six for \$5, or an arm's length for \$20. IACRAO members will be selling tickets throughout the conference. The winning drawing will take place on Friday's closing session.

Raffle Prize Tickets can be purchased (cash only) at \$1 each or six for \$5, or an arm's length for \$20. IACRAO members will be selling tickets throughout the conference. The winning drawing will take place on Friday's closing session. There are three fabulous gifts that can be won!

Thank you for your generous support of students at our membership institutions!

Conference Sponsors

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1923 George P. Tuttle University of Illinois

1927 Anna Jewett Le Fevre Bradley Polytechnic Institute

1928 James C. Dolley McKendree College

1929 Cliff Guild Illinois Wesleyan University

1930 Clarence E. Deakins James Milikin University

1932 Enoch C. Dyrness Wheaton College

1933 John C. McHugh DePaul University

1934 Ernest C. Miller University of Chicago **1935** Lorena M. Church Rockford College

1936 B. Jewett Steggert Loyola University

1937 Samuel Wallgren North Park College

1938 C.A. Serenius Augustana College

1939 Thomas Finkbeiner North Central College

1940 Agness J. Kaufman Lewis Institute **1941** E.C. Seyler University of Illinois, Urbana

1942 Asa Carter Bradley Polytechnic Institute

1943 Valerie C. Wickhern University of Chicago

1944 Ralph Yakel James Millikin University **1945** Donald A. Grossman University of Illinois, Urbana

1946 Donald Steward Roosevelt College

1947 George R. Moon University of Illinois, Chicago

1948 J.A. Humphreys Wilson Junior College

1949 Edith Leifheit Northern Illinois State Teachers College

1950 Katherine George Northwestern University 1951 George R. Moon University of Illinois, Chicago

1952 Guy L. Schuytema George Williams College

1953 Linford A. Marquart National College of Education **1954** Marie J. Meloy Lake Forest College

1955 W. Lyle Willhite Knox College

1956 Ester Kirchhoefer Illinois State University

1957 Harold E. Temmer University of Illinois, Chicago

1958, Chicago Gretchen M. Happ Principia College

1959 Oscar E. Olson Olivet Nazarene College

1960, Peoria Eunice Adcock Knox College

1961, Chicago Edward M. Stout DePaul University

1962 Eugenie Walker Northern Illinois University

1963, Rockton Milton Geerdes Chicago Medical School/ Finch University

1964, Chicago Ruth Jass Bradley University

1965, Rock Island Kirker Sith University of Illinois, Chicago

1966, Bellville Ruth Christensen Sproat Lake Forest College **1967, Chicago** Jim Jeanguenaut Chicago Area Community College

1968, Champaign Charles Gordon Blackburn College

1969, Chicago Wes Stevens Western Illinois University

1970, Macomb Eugene E. (Gene) Oliver University of Illinois, Urbana-Champaign

1971, Chicago Robert Bruker Southern Illinois University, Edwardsville

1972, Peoria George Hearne Eureka College

1973, Belleville Robert A. McGrath Southern Illinois University, Carbondale

1974, Rockford Barbara E. Schefelbein Illinois Central Community College

1975, Springfield Gary Carter Quincy University

1976, Northbrook Donn B. Stansbury William Rainey Harper College

1977, Milwaukee, WI L.F. (Pat) Robinson

1978, Champaign James R. Barbour Illinois Wesleyan University

Past Presidents and Annual Meetings

1979, Itasca James H. Williams College of DuPage

1980, Peoria James E. Martin Eastern Illinois University **1981, Springfield** Donald G. Gwinn Northwestern University

1982, Rockford Bart Schiermeyer Black Hawk College

1983, Skokie B. Kirby Browning Southern Illinois University, Carbondale

1984, Rock Island George Hostert, Jr. Loyola University

1985, Decatur Elizabeth Kuebler Elmhurst College

1986, Matteson John D. Gagin Oakton Community College

1987, Champaign Eric R. Moch Northeastern Illinois University

1988, Skokie Walter H. Washington University of Illinois

1989, Collinsville Carol Krieder Carl Sandburg College

1990, Schaumburg Carolyn Z. Bartlett Illinois State University

1991, Peoria Alan DeRoos Western Illinois University **1992, Matteson** Robert P. Marshall Illinois Valley Community College

1993, Springfield Sue Browning Wells Rend Lake Community College

1994, Itasca Diane Long Sangamon State University

1995, Decatur Suzanne M.W. Anderson Bradley University

1996, Lisle/Naperville Gene Magac Southern Illinois University, Edwardsville

1997, Champaign Kathie Beaty Western Illinois University

1998, Bloomingdale Mike Henry Parkland Community College

1999, Springfield Miriam Rivera Northeastern Illinois University

2000, Schaumburg Judy Jobe Elgin Community College

2001, Champaign-Urbana Gwen Kanelos Roosevelt University

2002, Itasca Karen Helmers Western Illinois University

2003, Collinsville Russ Fahrner Elgin Community College

2004, Itasca Dale Wolf Eastern Illinois University **2005, Peoria** Sheri C. Kallembach Northern Illinois University

2006, Itasca Alice Medenwald Northeastern Illinois University

2007, Collinsville Ron Gregoire Lincoln Land Community College

2008, Arlington Heights Adrienne McDay William Rainey Harper College

2009, Springfield Jess Ray Illinois State University

2010, Alsip-Chicago Tracy Morris Illinois Valley Community College

2011, Bloomington-Normal Courtney Kohn Sanders Robert Morris University

2012, Alsip-Chicago Sheree Stilwell Lewis University

2013, Bloomington-Normal Andy Kindler Bradley University

2014, Alsip-Chicago Daniel Weber Northeastern Illinois University

2015, East Peoria Katherine Norris Thompson College of DuPage

2016, Alsip-Chicago Jennifer McClure Elgin Community College **2017, Springfield** Pam Walden Illinois State University

2018, Alsip-Chicago Kristin Smigielski Parkland College University of Illinois, Urbana-Champaign

2019, Springfield Christopher Huang Governors State University Wheaton College

2020, Virtual Brian Clevenger University of Illinois – Springfield

2021, Virtual Marc Dale, Jr. Waubonsee Community College

2022, Alsip -Chicago Jennifer Harbaugh Southern Illinois University – Edwardsville

2023, Bloomington-Normal Katy Saalfeld Northern Illinois University