2018 UMACRAO Annual Conference Mission Possible Sessions

"Becoming Agents of Change for Student Success"

Mission Possible 1 – Thursday, November 8, 8:30-9:30 a.m.

Title	Presenter(s)	Description
Mission Possible 1.1 Creating a Staff Professional Development Series On Social Justice and Inclusion – The Time to Start is NOW!	**Shawna Saad, Ph. D,** Associate Registrar, Iowa State University	In an effort to create a more inclusive environment within the Office of the Registrar, a Social Justice and Inclusion Professional Development pathway was implemented. This presentation will lay out the development of this pathway, share lessons learned along the way, and discuss next steps. Please come with your questions as there will be time left at the end to discuss ideas for implementing a pathway in your office. Beginners welcome!
Mission Possible 1.2 Optimizing Degree Audit Data to Automatically Schedule Students for Graduation	**Amber Cellotti**, Associate Registrar, University of Minnesota **Adrienne Bricker**, Director - Office of the Registrar, University of Minnesota	The University of Minnesota – Twin Cities is leveraging degree audit data (APAS/DARS) from a custom Student Degree Progress data platform to intelligently apply the Expected Graduation Term and automatically schedule students for graduation. Come to this session to learn how our cross-functional team is using this data to remove hurdles and improve student success.
Mission Possible 1.3 Student/Customer Service Improvement Strategies	*Cheryl Fisk, Assistant Dean of Academic Affairs/College Registrar, Crown College*	Student satisfaction has been connected to student retention and persistence. Over the last several years, the Crown College Registrar's Office has worked to improve customer/student satisfaction. This session will present strategies and techniques for providing better student service along with methods of assessment to track progress. Additional time will be given to those who wish to share strategies that have been used on other campuses.
Mission Possible 1.4 Tips for the Successful Implementation of e-catalog	*Yun Christenson, Registrar, Dunwoody College of Technology*	Sharing lessons on how to deploy e-catalog - inclusion, communication, adaptation of changes, and continuous process improvement.
Mission Possible 1.5 EU GDPR - What's That?!	*Jennifer Suchan, Associate Director of Records & Registration, Iowa State University* *Diane Rupp, Program Manager I/Records & Registration, Iowa State University*	Join our panel presentation, comprised of representatives from various institutions, talking about the European Union General Data Protection Regulation (EU GDPR) that went into effect on May 25, 2018. Learn about what they did to prepare, the steps and/or changes they have made as a result of this complex regulation, future plans, and issues that have arisen. Bring your questions, insight, and concerns, as we'll leave plenty of time for dialogue.

Title	Presenter(s)	Description
Mission Possible 2.1 Withdrawal Policy and Process: From Decentralized to Cohesive; Creating a Clear Path for Students, Families, Faculty, and Staff	*Shawna Saad, Ph.D., Associate Registrar, Iowa State University* *Andrea Ibeling Peck, Program Coordinator, Iowa State University*	This session will discuss the formation of a university-wide withdrawal policy and process that is deployed consistently in a decentralized college environment; with clear guidance on roles and responsibilities of all stakeholders, including students. The project's development, approval, and outcomes will be described. Specifically, the creation of the Out of Term Withdrawal process and committee, medical withdrawals, re-entry after medical withdrawal, and tuition appeals will be explained.
Mission Possible 2.2 Influencing Without Authority	*Stephen Burgdorf, Academic Publications Editor, Capella University* *Linda Ronalds, Academic Associate/Exceptions Specialist, Capella University*	In your day-to-day work, you are often required to engage and influence others in crucial conversations across various levels of your organization. How do you adapt to the situation and each party's communication style to achieve a successful outcome? This session will explore the logical (head), emotional (heart), and cooperative (mind) influencing styles through our experience as both an academic publications editor and an academic associate/exceptions specialist with a fun exercise.
Mission Possible 2.3 The "Stealth" Transfer Student: They Think They Know You, But You Don't Know Them	*Alisha Carroll, Transfer Admissions Counselor, Iowa State University* *Tim Hauber, Senior Transfer Admissions Counselor, Iowa State University*	Transfer students are more inclined to shop for potential transfer institutions early in their search process and less likely to make themselves known until they submit their application. This session is leading the discussion on best practices, transfer credit evaluations, pre-advising, and the online resource options these "stealth" transfer students are utilizing to get their questions answered, learn about their major, and how their credits transfer without inquiring with the Admissions Office.
Mission Possible 2.4 Leveraging Assessment of Prior Learning in the Competency Based Education Space	*Melanie Bishop, Academic Associate, Capella University*	Competency based education (CBE) breaks down the credit hour block to reveal clear, demonstrable learning. Just as CBE innovates on the traditional model of learning, prior learning assessment inherently recognizes the value of learning outside of the traditional educational space. By leveraging prior learning opportunities in the CBE environment, institutions integrate competency-based assessments that recognize the value of demonstrable learning and may better adapt to changing educational, cultural, and professional needs.
Mission Possible 2.5 First Stop: Distributed Self-Service Reporting for Academic Departments	*Addy Free, Associate Registrar for Technology, Macalester College*	Responding to ad hoc requests for data (beyond the routine reports you may already distribute) consumes staff time that could be spent on more complex needs and providing a higher standard of service. Learn how we're managing security, anticipating user needs and experience, providing data privacy and governance training and how our dashboard for distributed reporting was developed. Macalester uses Argos for reporting, but this session seeks to be relevant regardless of your reporting utility.

Mission Possible 3 – Thursday, November 8, 2:20-3:10 p.m.

Title	Presenter(s)	Description
Mission Possible 3.1 Turn the Diploma from Headaches to Opportunity for You and Your Graduates	*Holly Luky, Parchment* *Nancy Pope, Parchment*	Parchment's new complete print and digital diploma service enhances the traditional diploma experience. Graduates benefit from immediate access to an online, verifiable and shareable diploma or certificate. Administrators benefit from real-time printing, delivery, tracking, and no more support calls! Survey data from 975 Class of 2017 digital diploma recipients will illustrate expectation, need and use of this enhanced experience.
Mission Possible 3.2 Are You Getting the Maximum Value From Your Partnership with the National Student Clearinghouse?	**Nancy Penna**, Regional Director, *National Student Clearinghouse*	Whether you have partnered with us for years, or are new to the Clearinghouse, this session is for you! Learn about our services and how they can help you. See the exciting developments with Student Tracker and Student Tracker-Premium, Secure Print (our transcript print and mail service), Electronic Diplomas, Reverse Transfer and more. Get the latest scoop on what's new at the Clearinghouse.
Mission Possible 3.3 Innovations at Your Commencement Ceremony	*Mark Hommerding, Lifetouch Special Events* *Hänna Hagen, Lifetouch Special Events*	How can we improve upon timeless commencement traditions without compromising the spirit of showcasing the best your institution has to offer? Join in discussing how institutions have taken traditional ceremonies and updated them with technologies such as video capture and projection during the ceremony, video messaging, and stage lighting/presentation. Additionally, we will review simple program enhancements that have made big differences at events we attend and can enliven yours as well. Please come ready to participate in an interactive event.
Mission Possible 3.4 Better Together: CourseLeaf Catalog is an Agent of Change for Campus Success	*Joanie Shafer, Sales Manager, Leepfrog Technologies, Inc., CourseLeaf Solutions will be joined by representatives from the University of Iowa, Iowa State University, and University of Northern Iowa.*	Iowa's public universities—The University of Iowa, Iowa State University, and University of Northern Iowa use CourseLeaf Catalog (CAT) to streamline their catalog process on campus and deliver an intuitive, easy experience when searching for course and program information. Learn about how these institutions are leveraging CourseLeaf's industry leading catalog software to maintain confidence in the systems and information students, faculty, and staff use so they can make smarter academic decisions—resulting in reduced administrative work, the elimination of preventable errors, and improved student retention and success.
Mission Possible 3.5 Capitalizing on Your Form Design Capabilities	*Ken Fisher, CampusRight by RightLabs*	You're great at working through students' registration challenges. As you balance the immediate concerns with the constant planning for next year, this session will give takeaways on how to collect better information faster. You will receive 58 form design best practice insights and examples from higher education institutions so you can "Capitalize on your Capabilities."

Mission Possible 4 – Thursday, November 8, 4:30-5:30 p.m.

Title	Presenter(s)	Description
Mission Possible 4.1 Commencement: Something Old, Something New...	*Jennifer Suchan, Senior Associate Registrar, Iowa State University*	Join our panel presentation talking about what we do to keep commencement fresh and relevant while still adhering to this time-honored tradition. Commencement is the most important ceremony that an institution holds, so making sure you keep it relevant so students want to attend, but maintain the traditions of old is a delicate balance to strike. Bring your own ideas and best practices, along with your frustrations and sticking points – we'll rejoice and brainstorm together.
Mission Possible 4.2 Is Mentoring Ever a Bad Thing?	*Adrienne Bricker, Director, Office of the Registrar, University of Minnesota, Twin Cities*	Spoiler alert: Yes, sometimes it is. Please join me to learn about research in the field on how well-intentioned mentors can go wrong. We'll talk about concepts like mentor mismatching, dysfunctional and marginal mentoring, and what can go wrong when you select a protege who reminds you a lot of yourself. To keep things optimistic, we'll discuss strategies that both mentors and mentees can use to avoid tragedy.
Mission Possible 4.3 Military Transition to Campus & Beyond	*Donald Rhoades, Veterans Employment Specialist, University of Iowa* *Matthew Miller, Program Director, Military & Student Veteran Service, University of Iowa*	Colleges and Universities seek the "Military-Friendly" designation and often participate in the "Yellow Ribbon Program". Employers enjoy the opportunity to be called "Veteran-Friendly". Typically, "Military-Friendly" is issued to institutions of higher learning with an organized SVA Chapter. The "Veteran-Friendly" status often comes after an employer tailors their recruitment products to include strategies for hiring Veterans. Collaborative agreements between "Military-Friendly" institutions of higher learning and "Veteran-Friendly" employers can help Veterans transition from military life to academic life and beyond.
Mission Possible 4.4 Technology Implementations: The Good, the Bad, and the TBD	*Adam Dolezal, Manager of Systems and Program Planning, University of Northwestern - St. Paul*	Experiences with technology implementations can vary greatly. This presentation describes experiences with three different technology implementations and discusses the factors that lead to success or failure in an implementation. Topics include the implementation team, the speed of the implementation process, use of resources like consultants and project management software, and institutional buy-in.
Mission Possible 4.5 Use Teams/Planner on Office 365 to Organize the Department's Workload	*Yun Christenson, Registrar & Director of Instititional Research, Dunwoody College of Technology*	Utilize Planner on Office 365 to organize the tasks/projects of staff and monitor their progress with a dashboard.

Mission Possible 5 – Friday, November 9, 8:30-9:30 a.m.

Title	Presenter(s)	Description
Mission Possible 5.1 Conquering the Fear: Tips for a Successful Conference Presentation	*Chance McWorthy, Director of Academic Operations and Registrar, Mount Mercy University*	It can be very intimidating to present information at a conference to your friends and colleagues. This presentation will help guide you through the entire process, from the proposal, to the prep, and finally through the actual presentation. Learn some helpful tips and tricks and get information up-to-date on all the best practices to conquer the fear of public speaking.
Mission Possible 5.2 Respecting Transgender and Cisgender Students' Identities in Systems	*Addy Free, Associate Registrar for Technology,* Macalester College	Using Banner and the third-party systems at Macalester as an example, learn how this small liberal arts college treats the recognized or preferred name of a person as the default for that person across campus, shifting away from the traditional emphasis on legal sex and name.
Mission Possible 5.3 FERPA It's Everyone's Responsibility	*Tina Falkner, Director, University of Minnesota - Twin Cities* *Stacey Tidball, Director, University of Minnesota - Twin Cities*	This session will explore FERPA application throughout the campus community.
Mission Possible 5.4 Change Management: A Marathon Experience	*Amber Cellotti, Associate Director, University of Minnesota - Twin Cities*	A marathon is 26.2 miles, but it's the 0.2 that will get you. This session will focus on change management readiness from an organizational, leadership, and individual perspective in the context of training for and completing a marathon.
Mission Possible 5.5 How Degree Works Transformed Our Work	*Adam Dolezal, Manager of Systems and Program Planning, University of Northwestern - St. Paul* *Denise Hudson, Student Academic Services Specialist, University of Northwestern - St. Paul*	In 2016, Northwestern implemented Degree Works, which replaced prior manual degree audit systems and processes. This talk discusses the business process improvements that resulted from the implementation of an electronic degree audit tool for our adult undergraduate and graduate programs, including improvements to degree progress tracking, data accuracy, academic planning and advising, student communication, student registration, and course section planning.