

NEACRAO

Official Program

54

Annual Meeting

Includes
Reverse College Day
Registration
(See Page 15)

November 7-9, 2001
The Hotel Viking,
Newport, RI

Past Presidents

Katherine E. Hilliker, Boston University

Jordan R. Scobie, Middlebury College

Katherine McCraw, Williams College

Robert E. Hewes, Massachusetts Institute of Technology

Genevieve R. Pratt, Mount Holyoke College

Percy F. Crane, University of Maine

Milton E. Noble, Brown University

M. Elizabeth Hood, Willimantic State College

Donald Oliver, Boston University

Helen B. Johnson, Bowdoin College

Franklin O. Fingle, University of Connecticut

Olga E. Ellis, Springfield College

Rudolph M. Morris, Northeastern University

Thomas A. Garrett, Assumption College

Harry R. Carroll, University of New Hampshire

James W. Eastwood, University of Rhode Island

Charles W. Duhig, Brandeis University

V. Rev. Royal J. Gardner, O.P., Providence College

William H. Lammers, Springfield College

John W. Vlandis, University of Connecticut

Athena Pappas, Worcester Polytechnic Institute

Gilbert C. Garland, Northeastern University

James A. Harmon, University of Maine at Orono

Robert F. Grose, Amherst College

Eugene A. Savage, University of New Hampshire

Corinne Elliott, Goddard College

Myron D. Hager, Westbrook College

Florence S. Kimball, Mount Holyoke College

Leslie L. LaFond, Western Connecticut State College

George L. Coleman II, Colby College

John S. Foley, Rhode Island College

John F. Collins, Jr., University of Maine at Orono

Donald E. Healy, St. Anselm College

George C. Howard, Williams College

Mary Elisabeth Randall, University of Maine at Augusta

Eileen Tosney, College of the Holy Cross

William R. Bates, Boston University

Mary A. Hefron, Suffolk University

Maureen A. McNamara, St. Michael's College

Adriana Farella, University of Massachusetts Boston

J. Anthony McLaughlin, University of Maine at Farmington

Paul Fistori, University of Massachusetts Dartmouth

David Taggart, University of Rhode Island

Louise Lonabocker, Boston College

Heather C. Smith, Community College of Rhode Island

James R. Regan, Massachusetts Bay Community College

Keith D. Rabine, Massachusetts Maritime Academy

Dorothy M. Lauria, Quinnipiac College

Kathleen Teehan, University of Massachusetts Boston

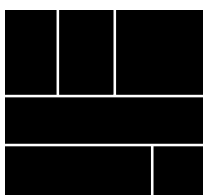
Joseph P. DiMaria, Community College of Rhode Island

Brian P. Murphy, Stonehill College

Deborah J. Aiken, Community College of Rhode Island

Friendly Reminder: Bring this program with you to the Annual Meeting in November. Programs *will not* be included in the packets you will receive at the meeting

The Executive Committee requests that you refrain from smoking during the program sessions and business meeting/luncheon.



N E A C R A O

September 2001

Dear Colleague:

We hope you're enjoying the successful start of a new academic year; we're excited to send this official program for NEACRAO's 54th Annual Meeting to be held at The Hotel Viking in Newport, Rhode Island, from **November 7-9**. Newport is a beautiful, historic town with lots to see and do—and November is a great time to visit. The Executive Committee has developed a schedule of interesting, timely sessions which we think will inform and challenge you.

The conference registration form is located on page 19 of this program. **Please return your completed form by Friday, October 5, 2001, to Patti A. Stimpson** at the address printed on the form. Please include your check or purchase order form, made payable to NEACRAO, for \$80 per registrant. (NEACRAO does not accept credit cards.) If your registration form arrives after October 5, or if you register at the conference, there is a late fee of \$25. After the October 5 deadline, you may also fax your registration form to Patti at (603) 862-1817.

A separate registration form for Reverse College Day is located on page 15. Please mail this registration form and your check or purchase order to Liliana Mickle at the address shown on the form. If you have questions about Reverse College Day, please contact Liliana Mickle (617) 387-6115 or Holly Shadoian (401) 456-8236.

A hotel registration form is located in the back of this program. It should be returned to The Hotel Viking by October 15, 2001. The room rate is \$109 per room per night (single/double) plus 13% city and state tax. Check-in time is 3:00 pm; check-out time is 11:00 am. Addresses and phone/fax numbers are on the hotel registration form. A limited number of rooms will be offered at the conference rate for Friday and Saturday nights on a space available basis.

Please bring this program with you in November. At the conference, a pocket program will be available with session room assignments.

On behalf of the Executive Committee, we extend a sincere invitation to meet with your colleagues in Newport in early November. We look forward to seeing you there. If you have any questions, please call Nick Mathis at (603) 535-2100.

Sincerely yours,

Nick Mathis and Patti A. Stimpson
Co-Chairs, Local Arrangements—Registration

**Reverse College Day
Wednesday, November 7**

8:30 - 11:30 AM

Reverse College Day Registration/
Coffee and Refreshments

9:00 - 11:30 AM

College Tables

11:30 - 12:30 PM

Workshops 1, 2, 3

12:30 - 1:15 PM

Annual Meeting Registration

12:45 - 1:45 PM

Reverse College Day Luncheon

Also offered today for Annual Meeting Attendees:

1:00 - 4:00 PM

Annual Meeting Workshop:
IPEDS Training Workshop

2:00 - 3:00 PM

Workshops 4, 5, 6

3:00 - 5:00 PM

Annual Meeting Registration

6:00 - 7:30 PM

President's Reception

Dinner on your own

Reverse College Day

Wednesday, November 7, 2001

Workshop 1

The Good, the Bad and the Ugly: Online Applications

A session for guidance counselors and admissions professionals to discuss the pros and cons of the online application process – control, completion. How can both offices work together to help students through the process?

Chairperson: Mary Dunn, Salem State College

Recorder: Steve King, Bridgewater State College

Presenter(s): Cathy McManus, Westborough High School, Mary Halpin, The Bromfield School, Henry Ritter, Worcester Polytechnical Institute, Jeanne Aversa, Suffolk University

Workshop 2

How Can You Say What I Need to Hear?

This session will explore the legal issues around the sharing of sensitive information regarding disabilities, discipline issues, and student personal history. Who has a right to know what? When?

Chairperson: Robert McGann, Fitchburg State College

Recorder: Cori Nevers, Sacred Heart University

Presenter(s): Anne McDonald, Mt. Wachusett Community College

Workshop 3

New Counselor Session

Question/answer and tips from admissions and seasoned counselors on how to survive being a guidance counselor during college application season, including dealing with early decision, parents from hell, terminology like selective or competitive, SAT II scores and more.

Chairperson: Kathy McCarthy, Northbridge High School

Recorder: Nancy Fine, Suffolk University

Presenter(s): Donna Brown, Silver Lake Regional High School, Kathleen Lichtenstein, Mt. Holyoke College, Donna Lyons, Smith Academy

Workshop 4

Advising Students and Families about Financial Aid: What's New?

Students are applying for application fee waivers, grants, loans, merit and need-based scholarships, and state and federal financial aid. The possibilities for financial opportunities are limitless. This session will help secondary counselors learn the basic "in's and out's" for students and their families.

Chairperson: Donna Campbell, Teikyo Post University

Recorder: Mary Meserve, Bates College

Presenter(s): Paul Lynskey, Colleges of Worcester Consortium

Workshop 5

NCAA Update

Walking through the rules and regulations facing the student athlete.

Chairperson: Irene Rios, Springfield College

Recorder: Irene Rios, Springfield College

Presenter(s): Jodi Eskin, University of Connecticut, Bill Shults, University of Connecticut

Workshop 6

Class Rank – A Case Study For and Against the Use of Class Rank in the Admissions Process

Many schools are no longer ranking students.

How do colleges use the class rank (or lack of it) in the decision-making process?

Chairperson: Jim Collins, University of Maine at Farmington

Recorder: Carla DeGraw, University of Maine at Farmington

Presenter(s): Jim Collins, University of Maine at Farmington, Vince Koswalski, St Joseph's College

Annual Meeting Workshop

Enrollment is limited to 40 -- so sign up early!

IPEDS TRAINING WORKSHOP

AACRAO, in collaboration with the Association for Institutional Research (AIR) and the U.S. Department of Education, is sponsoring a series of IPEDS Training workshops. This workshop will present detailed information on the IPEDS redesign and its impact on the data submission requirements for colleges and universities. The following specific issues will be addressed:

- * New IPEDS data collection requirements.
- * Technical Requirements associated with data collection.

- * Information on accessing and using the Department of Education's Peer Analysis and COOL databases.

Sponsored by: AACRAO

Presenter: Brenda Ashford, Research Manager AACRAO.

Program Session 1

Session 1-A

Collaborating with a Consortium

Quite often, Registrars, Admissions Officers and Enrollment Managers interact with their counterparts at area colleges through a consortium or partnership of colleges. This interaction requires collaboration on cross-registration policies and procedures, shared resources, academic calendars, and institutional data. This presentation will examine the process of collaboration between the Registrars of eight Springfield, MA area colleges, with a specific focus on how common enrollment definitions for the consortium were crafted and reported. The discussion will center around the processes of collaboration that lead to the development of a revised enrollment report for the consortium rather than the specifics of data definitions.

Sponsored by: Institutional Research

Chairperson: Rod Pease, Western New England College

Recorder: Dorothy Lauria, Quinnipiac University

Presenter(s): Irene Rios, Springfield College, Rodney Pease, Western New England College

Session 1-B

Talk the Talk

Sometimes it can be difficult for tech support and end users to communicate with one another. This session will present different models of interaction between end users and the IT departments – technical support that resides in the office, Registrar as data base administrator and people who act as a facilitator between departments. Maybe one of these models will work best for you or perhaps you have a new approach to share with us!

Sponsored by: Management Information Systems

Chairperson: John Ohotnicky, Fisher College

Recorder: John Ohotnicky, Fisher College

Presenter(s): Ann Hamilton, Wellesley College, Robin Levesque, Dean College, John Ohotnicky, Fisher College

Session 1-C

The Common Data Set: What it is and How it Can Simplify Reporting

The Common Data Set (CDS) initiative is a collaborative effort among data providers in higher education. The goal is the development of clear, standard data items and definitions for collecting and reporting comparable data for the College Board, Peterson's, U.S. News and World Reports, and others. Colleges are urged to use the standardized definitions and cohorts when answering the CDS items and responding to numerous survey requests. The CDS definitions will be shared and tips will be provided to help streamline data collection and distribution practices.

Sponsored by: Institutional Research

Chairperson: Audrey Adams, Bentley College

Recorder: Carol Herrick, Gordon College

Presenter(s): Audrey Adams, Bentley College

Session 1-D

Roundtable Discussion – Graduation

Through the discussion we hope to learn how to simplify the process and lessen the stress of graduation.

Sponsored by: Registrar/Records

Chairperson: Barbara Gasperack, Western New England College

Recorder: Amy Luby, Springfield College

Presenter(s): Mary Jane Lavoie, Notre Dame College, Sandra Woodrow, Western New England College

Session 1-E

Manager, Manage Thyself!

Before becoming an effective manager of others, a supervisor would do well to first master self-management. Stephen Covey's *The 7 Habits of Highly Effective People* provides critical insight into the 'personal and public victories' a manager must achieve to produce desired results in the work-place. The seven habits will be explored as transforming factors in the employee management process.

Sponsored by: Professional Development & Ethics

Chairperson: Anita McFarlane, Endicott College

Recorder: Patricia Brown Santilli, Wheaton College

Presenter(s): Louise Summa, Three Rivers Community College

Session 1-F

Legal Issues – What is your Question?

Your school's policies and procedures are formed, in great part, by legal issues. Your office is confronted with legal issues on a daily basis. In this session, we will discuss the latest developments in FERPA, as well as other legal issues you may face. You will have the opportunity to ask questions, and discuss the issues raised. Those who feel uncomfortable raising questions during the session can submit questions in advance to the presenter.

Sponsored by: Professional Development & Ethics

Chairperson: Kaori Kelts, Northern Essex Community College

Recorder: Kaori Kelts, Northern Essex Community College

Presenter(s): Kenneth Tashjy, Council for Massachusetts Community Colleges

Session 1-G

Credentials, Inc.

The patent pending DegreeChk.com system from Credentials, Inc. has expanded into a full suite of products that provide a bridge between the Registrar's Office and students, alumni, and third parties in order to facilitate transcript requests, verification of enrollment status and confirmation of degrees. Unlike other verification and transcript products, the DegreeChk.com system offers customized solutions to meet the unique needs of each institution represented by Credentials, Inc., while generating revenue back to the school and providing a complete audit trail of each and every transaction. Learn how Credentials, Inc. can build a bridge to the future in the verification of educational credentials at your school.

Thursday, November 8

7:00 AM - 12:00 PM

Annual Meeting Registration

7:45 - 10:00 AM

Coffee and Danish

7:30 - 8:15 AM

First Timers Breakfast

8:00 AM - 5:00 PM

Exhibitors

8:30 - 9:30 AM

Program Session 1

9:30 - 10:00 AM

Standing Committee Meetings
Coffee with Exhibitors

10:00 - 11:00 AM

Opening Session:

Greetings from AACRAO

Heather Smith, President-Elect

Keynote Speaker

Barbara Blakesley

"Changes in Life and Work"

11:15 AM - 12:15 PM

Program Session 2

12:30 - 2:00 PM

Luncheon/Business Meeting

2:00 - 5:00 PM

Annual Meeting Registration

2:15 - 3:30 PM

Program Session 3

3:30 - 4:00 PM

Refreshments with Exhibitors

4:00 - 5:15 PM

Program Session 4

5:15 - 6:00 PM

User Groups

6:00 - 8:00 PM

Social Reception featuring the
John Harrison Trio

Dinner - on your own

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Sponsored by: Exhibits

Chairperson: Mark Powers, Framingham State College

Recorder: Donna Campbell, Teikyo Post University
Presenter(s): Jack Weber, Executive Vice President, Credentials, Inc., Laura Jacobs Anderson, Eastern Regional Sales Manager, Credentials, Inc., Mark Powers, Framingham State College, Donna Campbell, Teikyo Post University

Program Session 2

Session 2-A

Decision Day Programs – Do One-Day Programs Really Work?

As a means for delivering better service, many colleges are implementing one-day, on-site decision programs to speed up the admissions process for interested applicants. These one-day programs consist of students filing an application and other necessary information with a college and getting an admissions decision the same day. Some colleges hold these events on their campuses while others conduct them in area high schools. Panelists will share their experiences and discuss the strengths and weaknesses of one-day programs. Are these programs successful or just another fad in a competitive market place?

Sponsored by: Recruitment & Marketing

Chairperson: Jim Collins, University of Maine at Farmington

Recorder: Kerry Ann Kowar, Briarwood College

Presenter(s): Joe Bellavance, Nichols College, Jon Henry, University of Maine, Karen Schedin, Mt Wachuset Community College

Session 2-B

Portals ‘R Us

The whole Portal and Web arena is exploding at an extraordinary rate and Holy Cross is not alone when attempting to deal with these challenges. Some issues to address are security, infrastructure, content management, adequate support and web development tools. An Enterprise Information Portal (EIP) is one approach. This horizontal portal will have many vertical portals included to satisfy the needs of different constituent groups. These components can come from different sources.

Sponsored by: Management Information Systems

Chairperson: Terry Hosig, Trinity College, CT

Recorder: Terry Hosig, Trinity College, CT

Presenter(s): Stephen King, College of the Holy Cross

Session 2-C

Recruitment and Retention for Diverse Populations

The topics addressed in this presentation include special need students, summer programs, changing demographics, and first generation college students.

Sponsored by: Multicultural

Chairperson: Carlton Lee, Western Connecticut State University

Recorder: Liliana Mickle, University of Massachusetts Boston

Presenter(s): James Williams, Southern Connecticut State University

Session 2-D

Canceled Prior to Program Publication

Session 2-E

AACRAO: Guidelines for Retention of Paper and Electronic Records

This session will offer an up-to-date review of what office documents, both paper and electronic, need to be retained, including the requirements for Veterans Administration and Financial Aid.

Sponsored by: Professional Development & Ethics

Chairperson: Helen Landry, Northeastern University

Recorder: Helen Landry, Northeastern University

Presenter(s): Heather Smith, President-Elect,

AACRAO, Community College of Rhode Island

Session 2-F

You Can Get There From Here: Conversations with Successful Transfer Students

A panel of successful transfer students will share their journey from two to four year institutions.

Sponsored by: Transfer Articulation

Chairperson: Pauline Mortenson, American International College

Recorder: Antonio L. Veloso, Quinebaug Valley Community College

Presenter(s): Jackie Ford, American International College student, Brian Schotten, Quinsigamond Community College student

Session 2-G

Imaging Documents and Data – Now and In the Future

This session will examine application software for document image management, computer output to laser disc (COLD) and automated workflow transaction processing that is fully web enabled. It is specifically oriented to record keeping in the Admissions and Registrar's offices with an emphasis on conversion of historical documents, active paper and electronic files with a bridge to a completely electronic (paperless) secure environment via intra/internets.

Sponsored by: Registrar/Records

Chairperson: Karen O'Leary, University of Maine

Recorder: Karen O'Leary, University of Maine

Presenter(s): Ray Ferguson, ATI, Susan Petrosino, Central Connecticut State University

Program Session 3

Session 3-A

Structuring and Managing an Admissions Office

This session will focus on developing a more efficient office structure by reviewing organizational charts and the flow of responsibilities, and by exploring ideas to facilitate more efficient office operations.

Sponsored by: Admissions Management
Chairperson: Steve King, Bridgewater State College
Recorder: Brian Manter, University of Maine at Presque Isle
Presenter(s): Alan Kines, Worcester State College, Steve King, Bridgewater State College, Donna Raposa, Massachusetts Bay Community College

Session 3-B

Student Electronic Portfolio

This session will review portal-like advising, curricular coherence, on-line registration, on-line admissions data exchange with prospects, and career possibilities, as well as explore ideas to facilitate more efficient office operations.

Sponsored by: Management Information Systems
Chairperson: Terry Hosig, Trinity College, CT
Recorder: Terry Hosig, Trinity College, CT
Presenter(s): John Meerts, Wesleyan University

Session 3-C

Canceled Prior to Program Publication

Session 3-D

New Registrar Forum

Are you a new Registrar or a new member of your Registrar's Office staff? If so, this is the session for you! You'll be able to meet others who are also new (a great networking opportunity), share your experiences, and offer your expertise to those who raise the question "How do you handle it?"

Sponsored by: Professional Development & Ethics
Chairperson: Anita McFarlane, Endicott College
Recorder: Brenda Sebastianelli, St Joseph College, Connecticut
Presenter(s): Linda Gilbert, Trinity College, Carla DeGraw, University of Maine at Farmington, Helen Landry, Northeastern University

Session 3-E

Ethical Issues for Transfer Admissions

This session examines ethical considerations in transfer recruiting, advising and evaluations. Please join a roundtable discussion.

Sponsored by: Transfer Articulation
Chairperson: George Sherman, Endicott College
Recorder: George Sherman, Endicott College
Presenter(s): Mary Dunn, Salem State College

Session 3-F

Canceled Prior to Program Publication

Session 3-G

Student Search Mailings

What works and what doesn't. How can you improve the chances your material will be read? Panelist will talk about the 3 A's in communication – Analyzing, Anticipating, and Adapting your message. Find out how analyzing and anticipating your audience, and then adapting your message, can lead to greater results for your direct mail campaigning.

Sponsored by: Recruitment & Marketing
Chairperson: Jon Henry, University of Maine
Recorder: Andre Scott, Teikyo Post University
Presenter(s): Caroline Dana, Academic Mail Marketing, Jim Coleman, College Board, Joe Bellavance, Nichols College

Program Session 4

Session 4-A

Finding Effective Academic Service Solutions in an Era of Budget Cutting

This session will focus on specific ways in which three colleges have provided greater enrollment service to their students while keeping costs low. The presenters will share their perspectives, experiences, expectations, and the benefits realized from implementing Campus Direct Services, including internet and toll-free grade reporting and academic transcript ordering.

Sponsored by: Enrollment Management
Chairperson: Dorothy Lauria, Quinnipiac University
Recorder: Irene Duffy, Western Connecticut State University
Presenter(s): Irene Rios, Springfield College, J. James Wager, Pennsylvania State University, Barry Fischler, Nassau Community College

Session 4-B

Faculty Buy-In

Have you been having a difficult time getting faculty to participate in the use of campus technology? Whether you are giving them access to your database or enlisting them to submit grades on-line, the process of garnering faculty 'buy-in' can often be difficult. Representatives from different institutions will discuss their approach and how they encourage faculty participation.

Sponsored by: Management Information Systems
Chairperson: Jennifer Ligenza, Merrimack College
Recorder: Michelle Martin, Merrimack College
Presenter(s): John Ohotnicky, Fisher College, Scott James, Suffolk University, Mary Callahan, Massachusetts Institute of Technology

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Session 4-C

Registrar & Institutional Research: Success Together!

How much data does an institution really need? How is the world of Registrar affected by the existence or absence of an official Institutional Research department? The two areas can greatly benefit each other—or the relationship can be a struggle over “turf” and “information.” This will be an opportunity to hear how one small liberal arts college began the relationship between Institutional Research and Registrar through part-time ad-hoc methods, moving to an independent Office of

Institutional Research and Planning, and now, finally, to the merger of the Office of the Registrar and Institutional Research. What have the effects been and how long will this model last?

Sponsored by: Institutional Research

Chairperson: Patricia Brown Santilli, Wheaton College

Recorder: Patricia Brown Santilli, Wheaton College

Presenter(s): Aileen Burdick, Connecticut College

Session 4-D

Policy Development

Policy is by no means a new concept. Policies serve many purposes: they protect users and institutions from liability, standardize processes, and keep money and time outlays in check. We know that policies are a necessary part of doing business, but we also find that, for reasons of politics and practicality, policy is very difficult to establish and promulgate. And it is valueless if it does not contain procedures that users can understand and follow. Cornell University will present a model.

Sponsored by: Registrar/Records

Chairperson: Nancy Clay, Bridgewater State College

Recorder: Joan Schlatz, Bridgewater State College

Presenter(s): Beverlee Hughes, Cornell University, Joshua Adams, Cornell University

Session 4-E

Paper or Plastic?

Should your presentation be a viewbook or CD Rom? Find out what students are looking for today and learn the best way to spend your printing budget dollars.

Sponsored by: Recruitment & Marketing

Chairperson: Joe Bellavance, Nichols College

Recorder: Kerry Ann Kowar, Briarwood College

Presenter(s): Jay Leiendecker, Dean College, Jon Henry, University of Maine

Session 4-F

MSACROA: Leadership and Team Building

This is a leadership/team building workshop designed to assist organizational leaders in building an effective team through understanding human behaviors in the organization context. We will examine organizational environments, leadership styles, unique characteristics of organizational teams, strategies for building on individual strengths, and personality/attitudes/knowledge.

Sponsored by: Program Committee

Chairperson: Hazel Doak, University of Maine at Farmington

Recorder: Kathy Ryan, University of Massachusetts Amherst

Presenter(s): Betty Cifrodella, St. Francis College

Session 4-G

Using New Services from the Clearinghouse

The National Student Clearinghouse offers three additional services to our school partners: DegreeVerify, EnrollmentVerify, and EnrollmentSearch. NEACRAO members will discuss how they have been using the new services. Come and learn how these services from the Clearinghouse can help streamline your operations, save staff time and money, and provide new research and management tools for your institution.

Sponsored by: Exhibits

Chairperson: Deborah Aiken, Community College of Rhode Island

Recorder: Deborah Aiken, Community College of Rhode Island

Presenter(s): John Ward, Vice President, National Student Clearinghouse, Pam Gilligan, Regional Director, National Student Clearinghouse, Kathryn Forbes, University of New Hampshire, Antonio Veloso, Quinnebaug Valley Community College, Margaret Allen, Bowdoin College

User Group Sessions

DataTel

Facilitator: Steven Berenback, Rhode Island School of Design

Jenzebar

Facilitator: John Ohotnicky, Fisher College

PeopleSoft

Facilitator: Terry Hosig, Trinity College

SCT Banner

Facilitator: Brian Williams, Providence College

SCT Plus

Facilitator: TBD

Program Session 5

Session 5-A

Using Technology for Effective Student Recruitment

The number of tools at our disposal far outweighs the ability of most admission offices to keep current. What tools work? Are they effective in reaching prospective students and increasing yield? This session will explore various ways colleges are using the web, email and more, in the recruitment process.

Sponsored by: Management Information Systems
Chairperson: Mark Martino, Berklee College of Music

Recorder: Mark Martino, Berklee College of Music
Presenter(s): Brian G. Williams, Providence College, Victoria J. LaFore, Consultant

Session 5-B

Distance Education

This session examines Western New England College's approach to distance education. What is it, how is it done, who is it intended for, who is offering it, and does it work for the institution as well as the student? These questions and other issues will be addressed during this presentation and demonstration.

Sponsored by: Management Information Systems
Chairperson: Mary Van Houten, Western New England College

Recorder: Mary Van Houten, Western New England College
Presenter(s): Steven Narmontas, Western New England College, Janet Castleman, Western New England College

Session 5-C

Merging Offices and Reengineering

This session will examine the benefits and limitations of merging the offices of Admissions, Registrar, Financial Aid and Billing to provide a one-stop service center. Two colleges' experiences in developing this service will be presented.

Sponsored by: Registrar/Records

Chairperson: Barbara Gasperack, Western New England College

Recorder: Laura Lander, Elms College

Presenter(s): Rodney W. Pease, Western New England College, Joseph DiMaria, Community College of Rhode Island

Session 5-D

Educating the Campus about the Rights and Regulations of FERPA

How do we insure each student's right to privacy? Are students aware of their rights and how to take advantage of the federal regulations? What are the ramifications of FERPA guidelines as they pertain to faculty and administration? This session will offer strategies to effectively educate the faculty, staff and administration as to the FERPA guidelines and students' right to privacy.

Sponsored by: Registrar/Records

Chairperson: Peter Reid, University of Maine
Recorder: Peter Reid, University of Maine

Presenter(s): Jeff von Munkwitz-Smith, University of Connecticut, Meredith Braz, Bates College

Session 5-E

Centering Mind, Body and Spirit

Often today's life-styles include full-time jobs, families, elder care, and even additional part-time jobs. Our jobs are fast-paced, our families are demanding, our time is stretched to limits that sometimes prove detrimental to our mental and physical well being. In this one-hour session you will learn a variety of techniques to bring greater peace and harmony in body, mind and spirit that will benefit your workplace and all other aspects of your life. These practices have proven benefits such as good health, increased energy and creativity, improved interpersonal relationships and work productivity.

Sponsored by: Professional Development & Ethics
Chairperson: Roberta Noodell, Massasoit Community College

Recorder: Michelle Hughes, Massasoit Community College

Presenter(s): Sally Connolly, Massasoit Community College

Session 5-F

Looking Good in Presentations

Presentations are precious opportunities which allow us to sell, persuade, inform, educate, attract, and entertain. This session demonstrates how to use the incredible capabilities of PowerPoint to put together presentations that are well-constructed, engaging, entertaining, pleasing to the eye, properly placed, and unmistakably clear in their message.

Sponsored by: Professional Development & Ethics
Chairperson: Kaori Kelts, Northern Essex Community College

Recorder: Patrick Dwyer, University of Massachusetts Boston

Presenter(s): Liliana Mickle, University of Massachusetts Boston

Session 5-G

The "R's" Have It: Ramping up to the Future of Academic and Event Scheduling

Have you ever heard of Autonomous Integration? How about 'morphing' Interfaces? No? Then come see the future in academic and event scheduling. In this session, we will unveil R25 v3, the latest release of our industry acclaimed Resource25. Learn how schedulers at your campus can achieve Autonomous Integration and how a computer system can 'morph' to meet your individual schedulers' needs. Find out how you can provide the convenience of e-commerce web-registration to campus event participants. Join us as we present the new R25: Responsiveness, Return-on-investment, and Results in academic and event scheduling.

Sponsored by: Exhibits

Chairperson: Donna Campbell, Teikyo Post University

Recorder: Cori Nevers, Sacred Heart University
Presenter(s): Heidi Peterson, Collegenet

Friday, November 9

8:00 - 10:15 AM
Coffee and Danish

8:00 - 11:00 AM
Exhibitors/Registration

8:30 - 9:30 AM
Program Session 5

9:30 - 10:00 AM
Exhibits and Raffle

10:15 - 11:15 AM
Program Session 6

11:30 AM - 12:30 PM
Program Session 7

1:00 - 3:00 PM
Executive Council Meeting

Friday, November 9

8:00 - 10:15 AM
Coffee and Danish

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Exhibits and Raffle

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Program Session 6

11:30 AM - 12:30 PM
Program Session 7

1:00 - 3:00 PM
Executive Council Meeting

Program Session 6

Session 6-A

Everything You've Always Wanted to Know about the International Baccalaureate

The International Baccalaureate (IB) Diploma Program is offered in 800 schools in 100 countries worldwide – over 250 schools in the United States alone! An increasing number of colleges and universities are evaluating applications for admission from students who have completed the IB, and many offer credit or advanced standing to students who have completed the program. This session examines the structure and content of the program and explains how colleges and universities are determining the IB's acceptability for credit or advanced standing.

Sponsored by: Professional Development & Ethics

Chairperson: Kathy Ryan, University of Massachusetts Amherst

Recorder: Lisa Partridge, New England College

Presenter(s): Paul Campbell, International Baccalaureate N.A.

Session 6-B

How to Avoid the Scars of Conversion

We have all heard about what can go wrong during implementation of a new system: unreliable information due to data inconsistencies; unable to work the "old" way but the "improved" way isn't quite right yet; plummeting morale; missed deadlines and blown budgets. In this session you will gain important insight about considerations and preparation for and during a systems conversion, in both Admissions and Registrars offices, in order to avoid these and other problems so that you emerge unscathed and in control. Presenters from three different institutions will discuss what it takes for a successful systems implementation.

Sponsored by: Management Information Systems

Chairperson: Cecilia Trachy, University of Massachusetts Amherst

Recorder: Irene Duffy, Western Connecticut State University

Presenter(s): Terry Hosig, Trinity College, Susan Petrosino, Central Connecticut State University, Jennifer Tirrell, Bryant College

Session 6-C

Professional Development for College Personnel

It may be easy to find jobs in college admissions as recruiters and counselors because recent young graduates relate well to high school students contemplating college. The work is interesting for a recruiter—travel, meeting new people, and providing critical information for students and parents for decision making. However, this ideal job can soon become a never ending cycle to a dead end career. College admissions personnel need to develop strategies to maximize their career potential within or outside of higher education. Lack of planning for continuing education, and for professional development can turn that perfect job into an impediment to one's career advancement.

Sponsored by: Multicultural

Chairperson: Carlton Lee, Western Connecticut State University

Recorder: James Williams, Southern Connecticut State University

Presenter(s): Irod Lee, Middlesex Community College

Session 6-D

Document Transcripts with Disciplinary Suspensions and Expulsions

The need to share disciplinary information across institutions as it pertains to FERPA will be discussed in this session. The student's right to privacy versus the rights of other students and institutions to be informed of previous disciplinary actions will be addressed. The presenter is the legal counsel to the President of Rensselaer Polytechnic Institute and also works closely with the Mohawk Valley Colleges and Universities.

Sponsored by: Registrar/Records

Chairperson: Alison Cox, University of Maine

Recorder: Alison Cox, University of Maine

Presenter(s): Chuck Carletta, Esq., Rensselaer Polytechnic Institute

Session 6-E

This Old Admissions House – Using Yankee Wisdom to Renovate your Effort

New admissions directors often have to respond to 'new' enrollment challenges with an 'inherited' office. Panelists will discuss how they moved their operations into the future without sacrificing the institution's culture or traditions.

Sponsored by: Recruitment & Marketing

Chairperson: Jim Collins, University of Maine at Farmington

Recorder: Kerry Ann Kowar, Briarwood College

Presenter(s): Jon Henry, University of Maine, Joe Bellavance, Nichols College, Kathryn Dodge, New Hampshire Education Council

Session 6-F

How Technology has Transformed Management in the Workplace

This session, based on the writings of Shoshana Zuboff, provides insight into how the technological environment of our everyday work world has transformed how we work: work becomes invisible and harder to define. And, although job titles may not change, who we hire, how we train, and how we evaluate must be transformed as well. This session will cover how technology has changed our work environment and how offices and supervisors can adapt to these changes.

Sponsored by: Professional Development & Ethics
Chairperson: Jeanne Smerkar, Community College of Rhode Island

Recorder: Linda Gilbert, Trinity College, CT

Presenter(s): Kenneth Clough, Maria College

Session 6-G

Data Warehousing

This session will explore how the University of Maine System is building a data warehouse and operational data stores using an Oracle database and Oracle reporting tools. Offices involved in the projects so far are Finance, Student Records,

Financial Aid, Admissions and Human Resources and UNET (University of Maine System Technology Services).

Sponsored by: Institutional Research

Chairperson: Carol Herrick, Gordon College

Recorder: Mary Meserve, Bates College

Presenter(s): Cindy J. Mitchell, University of Maine System.

Program Session 7

Session 7-A

Best Practices Swap Shop for Recruitment Functions

Looking for new ideas? Want to improve on an old idea? This session will be an opportunity for admissions professionals to share best practices and to brainstorm new recruitment function ideas. Bring samples of invitations, posters, fliers, etc. Remember, imitation is the sincerest form of flattery!

Sponsored by: Admissions Management

Chairperson: Amy Lee, Fitchburg State College

Recorder: Andy Herrera, Mt Wachusett Community College

Presenter(s): Karen H. Schedin, Mt Wachusett Community College, Marcia Rosbury-Henne, Mt Wachusett Community College, Steve Briggs, University of Massachusetts Dartmouth

Session 7-B

Selecting a New Information System: Where to Start?

Many factors go into the decision making process to upgrade your campus systems: campus-wide vs best of breed? Portal or no Portal? Campus-based or ASP-hosted? This presentation will walk you through the different selection processes of two colleges, the lessons learned and some tips if you are venturing down this path now.

Sponsored by: Management Information Systems

Chairperson: John Panzica, Community College of Rhode Island

Recorder: Erika Vogel, Norwalk Community College

Presenter(s): Brian G. Williams, Providence College, Jennifer Ligenza, Merrimack College

Session 7-C

Admissions and Learning Disabilities

How can we promote the success of our students with learning disabilities? A discussion of how Learning Disability Specialists and Admissions professionals can work together to improve admissions and retention of students with disabilities.

Sponsored by: Admissions Management

Chairperson: Nanette Baines, Bridgewater State College

Recorder: Patrick Dwyer, University of Massachusetts Boston

Presenter(s): Marian Spencer, Bridgewater State College, Pam Spillane, Bridgewater State College, Joseph DiMaria, Community College of Rhode Island, Tracy Karaskinski, Community College of Rhode Island

Session 7-D

Personalities in the Workplace (Session limited to 30 participants)

We, as Higher Education administrators, work in an environment where we are constantly in contact with a myriad of individuals, each with their own set of personality traits. Wouldn't it be wonderful if we could understand these various personality types? Wouldn't it also enhance our work environment if we knew how to work most effectively with each personality? Knowing about your own preferences and learning about those of others can help you understand where your special strengths are, what kinds of work you might enjoy and be successful doing, and how people with different preferences can relate to each other and be valuable in the work place. Participate in this session by completing a pre-conference Myers-Briggs Type Indicator (MBTI) personality survey. The presenter will provide you with your personal type and she will discuss how each trait addresses the issues mentioned above.

Sponsored by: Registrar/Records

Chairperson: Janice Williams, University of Maine

Recorder: Janice Williams, University of Maine

Presenter(s): Sr. Barbara Hobbs, Consultant

Session 7-E

International Credit Evaluation Issues

International transcripts can be time consuming and difficult to analyze and interpret. Bring your questions for an expert "translation."

Sponsored by: Transfer Articulation

Chairperson: Pauline Mortenson, American International College

Recorder: Dan Daly, Quinsigamond Community College

Presenter(s): Solveig Turner, Center for Educational Documentation

Session 7-F

Finally, Some Useful Research!

This session presents a case study about advising students through two and four year colleges.

Sponsored by: Transfer Articulation

Chairperson: Antonio L. Veloso, Quinebaug Valley Community College

Recorder: Kerry Ann Kowar, Briarwood College

Presenter(s): Toni T. Mournouris, Quinebaug Valley Community College, Marie S. Kilbride, Quinebaug Valley Community College

Session 7-G

Send Your Administrators Home with SONISWEB

RJM Systems, Inc. has developed the first completely WEB-based academic administration system designed exclusively for smaller colleges. Now your entire staff can be freed from their desks and allowed to work at home, on the road, or while visiting remote campuses. No longer will you have to worry about access lines or types of systems. Administrators can now enjoy the same freedom and flexibility that the students and faculty of a SONIS system enjoy. This session will show you how other

Friday, November 9

8:00 - 10:15 AM
Coffee and Danish

8:00 - 11:00 AM
Exhibitors/Registration

8:30 - 9:30 AM
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10:15 - 11:15 AM
Program Session 6

11:30 AM - 12:30 PM
Program Session 7

1:00 - 3:00 PM
Executive Council Meeting

colleges are saving time and expense with a fully
WEB-based administrative solution.

Sponsored by: Exhibits

Chairperson: Walter F. Caffey III, Suffolk University

Recorder: Meredith Braz, Bates College

Presenter(s): Joanne E. Milburn, CEO of RJM
Systems, Inc.; Reece J. Schuler, President of RJM
Systems, Inc.



*The Executive Council cordially invites
you to an evening of jazz.*

*On Thursday, from 6:00-8:00pm, relax
as The John Harrison Trio
entertains with great music and
NEACRAO provides plenty of
delicious food!*

*Providence area favorite, John Harrison is a nationally known
recording artist, composer and arranger. We are pleased to
welcome Mr. Harrison and his Trio to NEACRAO.*



NEACRAO EXECUTIVE COUNCIL 2000-2001

Executive Council
2000-2001

For the Annual Meeting Program

Donna B. Campbell, Teikyo Post University
Anita L. McFarlane, Endicott College

Registration

Patti A. Stimpson, University of New Hampshire
Nick M. Mathis, Plymouth State College

Physical Arrangements

Mark R. Powers, Framingham State College
Irene Russo, Community College of Rhode Island

Reverse College Day

Liliana Mickle, University of Massachusetts Boston
Holly L. Shadoian, Rhode Island College

Exhibits

Dawn Wernick, Lesley University
Patrick S. Sullivan, University of Massachusetts
Amherst

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Hazel Doak, University of Maine at Farmington

President-Elect

Kathy L. Ryan, University of Massachusetts
Amherst

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Deborah J. Aiken, Community College of Rhode
Island

Vice President Admissions/Enrollment Management

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Irene Rios, Springfield College

Institution Research Committee

Carol Herrick, Gordon College

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Island

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Recruitment & Marketing Committee

R. Joseph Bellavance, Nichols College

Registrar/Records Committee

Peter Reid, University of Maine

Transfer Articulation Committee

Pauline Mortenson, American International
College

Workshops & Seminars Committee

Roberta Noodell, Massasoit Community College

REVERSE COLLEGE DAY COLLEGE REGISTRATION FORM

**Hotel Viking, Newport, Rhode Island
Wednesday, November 7, 2001 8:30 AM - 3:00 PM**

Name of College: _____

Address: _____

The following Admission Officer(s) will attend:

Name: _____

Title: _____

First Name for Name Tag: _____

Luncheon: \$15.00 _____

Workshop Preferences:

11:30 AM - 12:30 PM (check one) 1 2 3

2:00 PM - 3:00 PM (check one) 4 5 6

Name: _____

Title: _____

First Name for Name Tag: _____

Luncheon: \$15.00 _____

Workshop Preferences:

11:30 AM - 12:30 PM (check one) 1 2 3

2:00 PM - 3:00 PM (check one) 4 5 6

Name: _____

Title: _____

First Name for Name Tag: _____

Luncheon: \$15.00 _____

Workshop Preferences:

11:30 AM - 12:30 PM (check one) 1 2 3

2:00 PM - 3:00 PM (check one) 4 5 6

COLLEGE TABLE FEE: \$75.00 _____

TOTAL AMOUNT ENCLOSED: \$ _____

Checks made payable to: NEACRAO. Please return registration form by Friday, October 5, 2001.

You will receive a receipt of your registration by mail.

LATE registration after October 5 or on-site: \$25.00

LATE lunch cost after October 5 or on-site: \$17.50

Return to:

Liliana Mickle
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02125
Phone: (617) 287-5000



MULTICULTURAL COMMITTEE FORM

The Multicultural Committee of NEACRAO, as part of its charge, is seeking to increase the participation of minority individuals and to expand the conference program to include Affirmative Action and Equal Educational Opportunity issues.

To this end, we would like to identify the racial/ethnic minority individuals in NEACRAO and establish a regular communication network in our region.

If you wish to identify yourself as a member of a racial/ethnic group, please check the appropriate box below:

Please fill in your name and college address below:

Name: _____

Position: _____

Institution: _____

Address: _____

Telephone Number: _____

E-Mail: _____

- Hispanic/Latino
- Non-Hispanic/Latino
- Black/African American
- Asian American
- Native Hawaiian or Pacific Islander
- American Indian/Alaska Native

If you will not be able to attend the 2001 Fall Conference, but would like to be identified and/or assist with one of NEACRAO's standing committees, please return this form to: Meredith Braz, Registrar and Director of Student Financial Services, Bates College, Lewiston ME 04240.

NEACRAO is pleased to offer a limited number of scholarships in the form of registration fee waivers to minority individuals who are first-time attendees at the Fall 2001 conference.

Please check here if you are a first-time minority individual who would like to be considered for a NEACRAO Multicultural Scholarship.

If you will be attending the 2001 Fall Conference, or would like to apply for one of the above scholarships, return this form with the enclosed preregistration materials to: Patti A. Stimpson, University of New Hampshire, Office of the Registrar, Stoke Hall, 11 Garrison Avenue, Durham NH 03824-3511.



NEACRAO 54th ANNUAL MEETING
NOVEMBER 7-9, 2001 NEWPORT, RHODE ISLAND

Registration Form

Please print or type. Use one form for each registrant:

Last Name _____ First Name _____ MI _____ Name for Tag _____

Title _____ Institution _____ Telephone _____

Institution Address _____

E-mail Address _____ Name of Guest _____

CHECK APPROPRIATE BOXES:

- | | |
|--|---|
| <input type="checkbox"/> Member | <input type="checkbox"/> Male |
| <input type="checkbox"/> Non-member | <input type="checkbox"/> Female |
| <input type="checkbox"/> New member or First Time Attendee | <input type="checkbox"/> Program Presenter |
| <input type="checkbox"/> Honorary Member (No Fee) | <input type="checkbox"/> Program Recorder, Session # _____ |
| <input type="checkbox"/> Past President | <input type="checkbox"/> Program Chair, Session # _____ |
| <input type="checkbox"/> Retired Member | <input type="checkbox"/> Exhibitor _____ |
| <input type="checkbox"/> Association Board Member | <input type="checkbox"/> Interested in serving as Mentor for First-time Attendees |

INSTITUTION TYPE

- Public
 Private
 2-year College
 4-year College/University
 Professional School

Please indicate your PRIMARY area of responsibility(ies):

- | | | |
|--|--|---|
| <input type="checkbox"/> Academic Advising | <input type="checkbox"/> Enrollment Management | <input type="checkbox"/> Institutional Research |
| <input type="checkbox"/> Academic Affairs Administration | <input type="checkbox"/> Financial Aid | <input type="checkbox"/> International Education |
| <input type="checkbox"/> Admissions | <input type="checkbox"/> Information Systems | <input type="checkbox"/> Records and Registration |

Please refer to the program. Indicate below the program sessions you plan to attend by checking the appropriate boxes.

Wednesday, November 7

1:00-4:00 p.m. IPEDS Workshop: I will attend I will not attend

Thursday, November 8

7:30-8:15 a.m. First Timers Breakfast (for First Timers and Mentors only): I will attend I will not attend

8:30-9:30 a.m. Program Session 1: 1-A 1-B 1-C 1-D 1-E 1-F 1-G

10:00-11:00 a.m. Opening Session: I will attend I will not attend

11:15-12:15 p.m. Program Session 2: 2-A 2-B 2-C 2-E 2-F 2-G

12:30-2:00 p.m. Luncheon/Business Meeting: I will attend I will not attend Guest, attending Guest, not attending

If you will attend, you must indicate your choice of either: Chicken Beef Vegetarian

Guest luncheon selection: Chicken Beef Vegetarian

2:15-3:30 p.m. Program Session 3: 3-A 3-B 3-D 3-E 3-G

4:00-5:15 p.m. Program Session 4: 4-A 4-B 4-C 4-D 4-E 4-F 4-G

5:15-6:00 p.m. User Groups: SCT Banner Jenzabar People Soft DataTel SCT Plus

Friday, November 9

8:30-9:30 a.m. Program Session 5: 5-A 5-B 5-C 5-D 5-E 5-F 5-G

10:15-11:15 a.m. Program Session 6: 6-A 6-B 6-C 6-D 6-E 6-F 6-G

11:30-12:30 p.m. Program Session 7: 7-A 7-B 7-C 7-D 7-E 7-F 7-G

All registration fees are **PAYABLE TO NEACRAO BY OCTOBER 5, 2001** and are not typically refundable.

Please send a check or money order and this form to the address below. A confirmation of your registration will be sent to you as your receipt. Under extenuating circumstances, requests for refund of the registration fee for the Annual Meeting will be considered if received in writing by the Treasurer no later than October 15, 2001.

If you have a disability and may require accommodation in order to fully participate in this conference, please check here
Someone will contact you from the Annual Meeting, Physical Arrangements Committee to discuss your specific needs.

Annual Meeting Fees

	PRIOR TO 10/5	
Member Registration Fee (Full Conference)	\$ 80.00	\$ _____
Guest Registration Fee	\$ 25.00	\$ _____
Late Registration Fee (after 10/5)	\$ 25.00	\$ _____
Total Enclosed:		\$ _____

Please make checks/money orders payable to NEACRAO (FEDERAL ID #22-3008186)

Please send registration form and payment by October 5, 2001 to:

*Patti Stimpson
University of New Hampshire
Office of the Registrar
Stoke Hall
11 Garrison Avenue
Durham NH 03824-3511
Phone: 603-862-1523
Fax: 603-862-1817
P_STIMPSON@UNHF.UNH.EDU*

DIRECTIONS:

HOTEL VIKING
 One Bellevue Avenue
 Newport RI 02840
 Phone: 401-847-3300
 Reservations: 1-800-556-7126
 Fax: 401-848-4852

From Points North (Boston Area)

Leave Boston area on Route 128 South to Route 24 South, which then becomes Route 114 South. Follow Route 114 South into Newport to Ayrault Street. Look for Hotel Viking sign on the left. Take a left onto Ayrault Street and a right at the stop sign (Kay Street). The Hotel Viking will be located straight ahead.

From Points South (New York Area)

Follow 95 North to Rhode Island exit 3 (Route 138 East) and signs for the Newport Bridge. Cross the Bridge (toll) and take first exit off Bridge (Scenic Newport). Take a right at the end of the exit ramp. Go straight through the first set of lights. Bear to the left at the second set of lights after the cemetery. This is Thames Street. At the next set of lights take a left (Washington Square; movie theatres on right), and follow up the hill to the second set of lights. The Hotel Viking is on the right.

From Providence Area

Take route 195 East to Route 24 South, which then becomes Route 114 South. Follow Route 114 South to Ayrault Street. Look for the Hotel Viking sign on the left. Take a left onto Ayrault Street, then a right at the stop sign (Kay Street). The Hotel Viking will be straight ahead.

From T.F. Green Airport

Take 95 South to Route 4 then follow signs to Newport and the Newport Bridge (toll). Take a right at the end of the exit ramp. Go straight through the first set of lights. Bear to the left at the second set of lights after the cemetery. This is Thames Street. At the next set of lights take a left (Washington Square; movie theatres on right), and follow up the hill to the second set of lights. The Hotel Viking is on the right.

HOTEL REPLY CARD**Please complete this form and mail to:**

Hotel Viking
 One Bellevue Avenue
 Newport RI 02840
 Phone: 401-847-3300 Reservations: 1-800-556-7126 Fax: 401-848-4852

Name(s) _____

Institution _____

Address _____

City _____ State _____ ZIP _____

I wish to reserve ___ rooms. There will be ___ person(s) in my party.

I will arrive on (date) _____ at _____ (a.m.) (p.m.). Check in time is 3 p.m.

I will depart on (date) _____ Check out time is 11 p.m.

Credit Card # _____ MC VISA AMEX Discover


(all major credit cards accepted)

Expiration Date _____ Signature _____

HOTEL VIKING**WELCOMES:****NEACRAO**

**New England Association
 of Collegiate Registrars
 and Admissions Officers**

All reservations must be accompanied by a deposit in the amount of one night's stay (\$109, plus 13% city and state taxes) or guaranteed to a credit card. Make check payable to the Hotel Viking. **Reservations must be received by October 15** to guarantee availability and rate. Cancellation must be received 24 hours prior to stated arrival to avoid room charges.



NEACRAO
Office of the Registrar and
Student Financial Services
Bates College
44 Mountain Avenue
Lewiston, ME 04240

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Permit No. 194

