

NEACRAO

Official Program

55

Annual Meeting

Includes
Reverse College Day
Registration
(See Page 13)

November 6-8, 2002
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

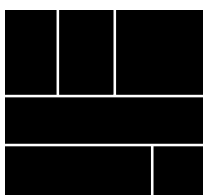
Brian P. Murphy, Stonehill College

Deborah J. Aiken, Community College of Rhode Island

Hazel Doak, University of Maine Farmington

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. Please also turn off cell phones and pagers while sessions are in progress.



N E A C R A O

September 2002

Dear Colleague:

We hope you are having a smooth start for the new academic year. We are pleased to send you this official program for NEACRAO's 55th Annual Meeting. We will be at The Hotel Viking in Newport, Rhode Island again this year, from **November 6-8**. Newport is a beautiful, historic town with lots to see and do, and The Hotel Viking provided a great location for last year's meeting. The Executive committee has developed a schedule of interesting, timely sessions which we think will inform and challenge you. And in recognition of the tight budgets so many are operating within, we are pleased to be able to offer a registration fee and room rate at last year's level.

The conference registration form is located on page 17 of this program. **Please return your completed form by Friday, October 11, 2002, 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 11, or if you register at the conference, there is a late fee of \$25. After the October 11 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 13. 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 Sharon Oliver (207) 778-7052.

A hotel registration form is located in the back of this program. It should be returned to The Hotel Viking by October 21, 2002. The room rate is \$109 per room per night (single/double) plus 13% city and state tax. Check-in time is 3:00 p.m.; check-out time is 11:00 a.m. 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 Carol Herrick at (978) 867-4208.

Sincerely yours,

Carol A. Herrick and Patti A. Stimpson
Co-Chairs, Local Arrangements—Registration

NEW ENGLAND ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

NEW ENGLAND ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

**Reverse College Day
Wednesday, November 6**

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

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 6, 2002

WORKSHOP 1

Beyond Financial Aid 101

You've already heard the basics more than once. Here is an opportunity to find out how Financial Aid Officers deal with special circumstances such as loss of income, divorce, and estrangement from parents.

Sponsored by: Program Committee

Convener: TBA

Presenter(s): Christine Barnes Jenkins, Community College of Rhode Island and Mark Vigorito, Community College of Rhode Island

WORKSHOP 2

On the Spot Admissions: One Stop Shopping

Bringing the admissions process to high schools in late fall, winter, or early spring is an effective practice for institutions on rolling admissions. The students seen during these periods differ greatly, but can assist an institution in meeting enrollment goals in terms of both numbers and student profile. Students are provided with an opportunity to apply for admission, interview, and receive an immediate decision. This process also gives guidance counselors the opportunity to assist more directly with the college admissions process.

Sponsored by: Recruitment and Marketing

Convener: Sharon Brennan, Southern Connecticut State University

Presenter(s): Paula Kennedy, Southern Connecticut State University and Edmund Generali, Holy Cross High School

WORKSHOP 3

New Counselor Session

Question and answer session, as well as tips from admissions and seasoned counselors on how to survive being a guidance counselor during the college application season. Dealing with difficult parents and early decision, as well as understanding terminology and SAT II scores will be addressed.

Sponsored by: Admissions Management

Convener: Kathy McCarthy, Northbridge High School

Presenter(s): Kathleen Lichtenstein, Mt. Holyoke College

WORKSHOP 4

NCAA Update

Walking through the rules and regulations facing student athletes.

Sponsored by: Enrollment Management

Convener: Meredyth Williams, University of Massachusetts Boston

Presenter(s): Bill Shults, University of Connecticut

WORKSHOP 5

Beyond A Name: Assisting Students Select the Right Type of Institution

Too many students select a college or university by its name "brand" or reputation. Find out how to help your students go beyond a name and look for "fit".

Sponsored by: Admissions Management

Convener: Betsy Zuegg, Quinsigamond Community College

Presenter(s): Paul Lynskey, College Access Online

WORKSHOP 6

A New SAT for March 2005

The Trustees of the College Board, of whom seven are from New England, voted unanimously at their June 2002 meeting to develop a new SAT I. The changes follow extensive consultations with College Board members, including university presidents, admissions directors, high school guidance counselors and teachers. This session will outline the changes to one of the world's best known and researched assessments and review important aspects such as predictive validity, equating, the continuation of longitudinal data, and the addition of new features such as diagnostics for students.

Sponsored by: Admissions Management

Recorder: Patrick Dwyer, University of Massachusetts Boston

Presenter(s): Arthur Doyle, College Board

Program Session I

Session 1-A

Structuring and Managing an Admissions Office

This session focuses on developing a more efficient office structure by reviewing organizational charts and the flow of responsibilities. We will also explore ideas to facilitate more efficient office operations.

Sponsored by: Admissions Management

Convener: Susan Kline-Symington, Cape Cod Community College

Presenter(s): Alan Kines, Worcester State College and Donna Raposa, Massachusetts Bay Community College

Session 1-B

Applying Sanctions for Non-Payment

This session presents issues related to how colleges respond to students who do not pay tuition and fees in a timely manner. A systematic approach to designing and implementing a payment/sanctioning process will be offered.

Sponsored by: Enrollment Management

Convener: Tara Mahar Walor, Suffolk University

Presenter(s): Jeffrey von Munkwitz-Smith, University of Connecticut

Session 1-C

A Tale of Two Institutions: Revolutionizing the Transfer Process

Transferring from a community or two year college to a four year institution can be the best of times or the worst of times for students. Learn how a transfer articulation agreement between a public university and its "feeder" community colleges reduced the frustration often associated with transitioning from the two year to four-year higher education environment.

Sponsored by: Transfer Articulation

Convener: Anita McFarlane, Endicott College

Presenter(s): Kimberly Crone, Eastern Connecticut State University and Christine Languth, Three Rivers Community College

Session 1-D

Presentations 101

Making an effective presentation is not difficult. After identifying your message, you design your presentation to meet the needs of your audience.

Various learning styles will be presented, as well as different types of media and strategies that will help you get your message across.

Sponsored by: Workshops and Seminars

Convener: Mary Meserve, Bates College

Presenter(s): Karen Murphy, Wentworth

Session 1-E

F.E.R.P.A. Overview

The U.S. Department of Education's leading authority on the Family Educational Rights and Privacy Act (F.E.R.P.A.) will present an overview on this important law.

Sponsored by: Registrar/Records

Convener: Polly Griffin, Dartmouth College

Presenter(s): LeRoy Rooker, U.S. Department of Education

Session 1-F

Registrar as Database Expert – Do I Need to Become a Computer Geek?

Changing technology brings new demands on Registrar offices. You are still responsible for student records, registration, etc., but the nature and extent of these responsibilities may radically change. How do you adapt? What are the benefits and drawbacks to becoming your own database expert? We will hear perspectives from a Registrar turned "Database Administrator" and from a technology specialist within a Registrar's office.

Sponsored by: Management Information Systems

Convener: Mark Martino, Berklee College of Music

Presenter(s): Christopher Jones, Berklee College of Music and John Ohotnick, Fisher College

Session 1-G

Outsourcing as a Strategic Tool - Case Studies Involving Credentials' Degree Chk Platform

This session will explore the issues, problems, expectations and benefits encountered by several institutions as they outsourced select records office functions using Credentials' DegreeChk systems platform. The session will start with a short synopsis of the AACRAO Outsourcing Task Force white paper, "Outsourcing in Higher Education". A panel of Registrars will share their experiences in pursuing outsourcing initiatives and the moderator, Tom McKechny, will provide a perspective on the challenges facing the outsourcing service provider.

Sponsored by: Exhibits

Convener: Susan Petrosino, Central Connecticut State University

Presenter(s): Tom McKechny, Credentials Inc.

Program Session 2

Session 2-A

Admission Practices and the Home-Schooled Student

Join this panel discussion for information on admitting home-schooled students.

Sponsored by: Admissions Management

Convener: Cathy Surface, Gateway Technical Community College

Presenter(s): Ruth Green, University of Massachusetts Amherst and Katie Fretwell, Amherst College

Session 2-B

Effective Communication Models for Managing Enrollment

Does the left-hand know what the right-hand is doing at your institution? Listen while three colleges and universities share their models for effectively communicating the enrollment management goals and objectives.

Sponsored by: Admissions Management

Thursday, November 7

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

Paul Taylor, President-Elect
Heather Smith, President

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

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Social Reception

Convener: Karen Schedin, Mt. Wachusett Community College

Presenter(s): Al Seitz, Johnson & Wales University; Karen Schedin, Mt. Wachusett Community College; Kerry Ann Kower, Briarwood College; and Cathy Surface, Gateway Technical Community College

Session 2-C
Trials and Tribulations of Computer Course Equivalencies

Hear an explanation of the grunt work and obstacles that one transfer professional encountered while establishing computer course equivalencies for each of her 2-year feeder schools. Learn what was involved in posting the equivalencies on the Southern Connecticut State University website. Develop strategies on how to work effectively as a team with information services technicians and administrators.

Sponsored by: Transfer Articulation

Convener: TBA

Presenter(s): Suzanne Durant, Southern Connecticut State University

Session 2-D
Motivation – It Takes More Than Money!!!

Managers learn quickly that the way to turn an unhappy and less productive workforce into one that is the envy of the rest of the organization has less to do with money spent and more to do with the tactics used to motivate the workforce. The basis for adopting motivational theory and a number of practical methods that are used successfully to motivate and energize a workforce will be presented.

Sponsored by: Professional Development and Ethics

Convener: Rebecca Hunt-Kasarjian, Boston University

Presenter(s): Joseph DiMaria, Community College of Rhode Island

Session 2-E
F.E.R.P.A. Update

This session will address recent changes and challenges to F.E.R.P.A.

Sponsored by: Registrar/Records

Convener: Polly Griffin, Dartmouth College

Presenter(s): LeRoy Rooker, U.S. Department of Education

Session 2-F
Faculty: When the Teacher Becomes the Learner

The power of many administrative systems is the ability to place information and control of grade books, degree audits and advising at the fingertips of your faculty. But how do you train your faculty to be excited by it and take advantage of it all? It is a sensitive line to cross when the teacher becomes the learner. This session will present different options to consider when moving toward training faculty regarding online grading, advising, FERPA, and access to student information via the web, as well as the challenges of getting faculty to become motivated and excited about these administrative tasks.

Sponsored by: Management Information Systems

Convener: Brian Williams, Providence College

Presenter(s): Mary Callahan, Massachusetts Institute of Technology

Session 2-G
National Student Loan Clearinghouse

The National Student Loan 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

Convener: Tara Mahar Walor, Suffolk University

Presenter(s): Pam Gilligan, National Student Loan Clearinghouse

Program Session 3

Session 3-A
Introduction to International Credentials

An introduction to international credential evaluation. Please bring your questions and problem documents for information sharing.

Sponsored by: Transfer Articulation

Convener: TBA

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

Session 3-B
One Stop Enrollment Services – Is this Really Working?

Various models of one-stop enrollment services will be presented with a focus on the challenges and problems regarding registration, records and admissions that have developed or potentially can develop under this organizational structure.

Sponsored by: Enrollment Management

Convener: TBA

Presenter(s): Karen Schedin, Mt. Wachusett Community College; Cathy Surface, Gateway Technical Community College; and Irene Rios, Springfield College

Session 3-C
Millennium Recruitment – Computer Media vs. Paper

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

Sponsored by: Recruitment and Marketing

Convener: Joe Bellavance, Nichols College

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

Session 3-D
Student Issues Concerning Terrorism and Terrorist Threats

This will be a presentation concerning the legal issues academic institutions faced after September

11th. Discussion will touch on FERPA issues and student retention.

Sponsored by: Professional Development and Ethics

Convener: Daniel Shockley, Berklee College of Music

Presenter(s): Kenneth Tashjy, Middlesex Community College

Session 3-E

Higher Education Resource Services (HERS)

This session presents an overview of a program that conducts a Management Institute for Women in Higher Education. The Institute offers women administrators and faculty professional management training such as Planning and Fiscal Management, Managing Organizations, and Professional Development.

Sponsored by: Registrar/Records

Convener: Nancy Clay, Bridgewater State College

Presenter(s): Irene Checkovich, Bridgewater State College

Session 3-F

Technology on a Shoestring

Everyday there is another program or another device designed, yet there never seems to be enough time to keep on top of it all or enough budget to pull off the great ideas. This session will explore various ways that colleges are using the web, email, and more in the recruitment process and ways to do some powerful things without bankrupting your budget.

Sponsored by: Management Information Systems

Convener: Jennifer Ligenza, Merrimack College

Presenter(s): Brian Williams, Providence College

Session 3-G

AAA (Analyzing, Anticipating and Adapting) Your Student Search

What works and what doesn't? How can you improve the chances that your material will be read? Panelists will talk about the three '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 from your direct mail campaign.

Sponsored by: Recruitment and Marketing

Convener: Tim Belcher, Briarwood College

Presenter(s): Jim Coleman, College Board; Caroline Dana, Academic Mail Marketing; Brian Manter, University of Maine at Presque Isle; and Joe Bellavance, Nichols College

Program Session 4

Session 4-A

Joint Admissions – How is it working?

This session presents an update on how joint admissions is doing – what is and is not working.

Sponsored by: Transfer Articulation

Convener: TBA

Presenter(s): Terri Labine, University of

Massachusetts Amherst; Dwight Cook, Bridgewater State College; and Mark Broadbent, Holyoke Community College

Session 4-B

Finding Effective Academic Service Solutions in an Era of Budget Cutting

This session will focus on specific ways in which two colleges have provided greater enrollment service while keeping costs low. The presenters will share their perspectives, experiences, expectations, and the benefits realized from implementing Campus Direct grade reporting and transcript ordering services.

Sponsored by: Enrollment Management

Convener: Mary Meserve, Bates College

Presenter(s): James Wager, Pennsylvania State University and Irene Rios, Springfield College

Session 4-C

Categorizing the Applicant Pool: An Admission Rating System

What does the applicant pool look like? How qualified is the incoming class? How do this year's applicants compare to other years? How do you identify students for "special" admit programs? Admission staff members are often asked these types of questions about their applicant pool. Some institutions are looking to develop and implement a tracking system to answer these questions. This session will discuss the factors institutions might use to categorize their applicant pool, ways to develop and track a scale, and the potential recruitment and retention value of a successful system.

Sponsored by: Admissions and Enrollment Management

Convener: TBA

Presenter(s): Frederick McCarthy, Eastern Connecticut State University and Kimberly Crone, Eastern Connecticut State University

Session 4-D

21st Century Management Skills and Best Practices

No time to read the latest books and articles about management success strategies? Feel as if you are the last in your office to know the current trends and paradigms? This session will focus on summaries of those books and articles, which are both proven favorites and/or newly established as "must reads" for the continuing education managers. Selected titles will include those with themes concerning leadership, change, communication and human relations.

Sponsored by: Professional Development and Ethics

Convener: Anita McFarlane, Endicott College

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

Session 4-E

Registrar's Open Forum

A day in the life of the Registrar is never dull. Bring your questions, concerns, ideas and especially your humor to the stimulating round table

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Social Reception

discussion with your colleagues.

Sponsored by: Registrar/Records
Convener: Sally Buckley, Curry College
Presenter(s): Open Forum

Session 4-F
Receipt of Admissions Information via the Web

The recent explosive growth of the Internet has made doing many things electronically such as communicating, shopping, game playing, learning, and marketing a way of life and an ideal way for the Admissions Office to conduct business. This session will address the different kinds of information that lend themselves to the on-line format as well as the benefits and difficulties of receiving admissions information via the web.

Sponsored by: Management Information Systems
Convener: Mary Van Houten, Western New England College School of Law
Presenter(s): Carol Thomas, New England College

Session 4-G
Maximizing the Return on Your Human Funnel Investment

From the colorful faculty characters whose personalities punctuate your school's heritage, to the sophomore psychology major from Poughkeepsie scheduled to lead a campus tour during this weekend's visit program, the college experience is all about people. The "human funnel" is an intensely powerful series of person-to-person events that must be carefully orchestrated to complement all of the technology-based tactics that have assumed front-and-center positions in our marketing programs. This session will help you analyze the effectiveness of your school's human funnel and identify ways to maximize the return on your investment in it, leading to a productive balance of direct marketing and relationship management strategies and tactics to meet your marketing objectives.

Sponsored by: Exhibits
Convener: TBA
Presenter(s): Eric Sickler, Stamats

Program Session 5

Session 5-A
The Shape of Things to Come for International Students

This workshop will give participants resources to be successful as the designated school official. In addition, discussion will focus on the changes to processes as SEVIS comes online.

Sponsored by: Admissions Management
Convener: Betsy Zuegg, Quinsigamond Community College

Presenter(s): David Enderlin, Northeastern University

Session 5-B
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, Human Resources and UNET (University of Maine System Technology Services).

Sponsored by: Institutional Reporting
Convener: Keith Ingalls, Springfield College
Presenter(s): Cindy J. Mitchell, University of Maine System

Session 5-C
Come Aboard the Admissions Train

Before getting the admissions train on the recruitment track you need to make sure the college community is on board. Learn how to sell your marketing plan to your inner circle and move your train to success.

Sponsored by: Recruitment and Marketing
Recorder: Kerry Ann Kowar, Briarwood College
Presenter(s): Brian Manter, University of Maine Presque Isle and Joe Bellavance, Nichols College

Session 5-D
The Basics of Developing Your Portfolio

The goal of this presentation is to help participants grasp some of the key aspects that go into formulating an investment strategy. The material includes: a review of investment basics, asset allocation, volatility of investments, benefit of managed portfolios, selecting an investment company (comparing performance and expenses), and the "hows-and-whys" of rebalancing a portfolio and is appropriate for employees looking for a more detailed overview of asset allocation principles.

Sponsored by: Professional Development and Ethics
Convener: Barbara Casey, Williams College
Presenter(s): Kevin Flaherty, TIAA/CREF

Session 5-E
IPEDS Update

Newly implemented changes to data collections will be discussed, as well as future changes on the horizon.

Sponsored by: Registrar/Records
Convener: Matthew Yurdin, Suffolk University
Presenter(s): Tara Mahar Walor, Suffolk University

Session 5-F
Looking at Triggers for Retention

The first year of college represents a specific and unusual challenge in personal development. Should these challenges not be purposefully addressed, colleges will continue to struggle with questions of unnecessary attrition. Any retention effort needs to be supported with intentional creation of a network of support systems which are characterized by high expectations, student centeredness and shared vision. This presentation will highlight both the triggers to retention and offer suggestions for building a first year program.
Sponsored by: Management Information Systems

Convener: Mary Van Houten, Western New England College School of Law
Presenter(s): Theodore Zern, Western New England College

Session 5-G

Best Practices in Catalog Production

Exploring the current trends in catalog production – specifically paper vs. on-line catalogs and how they work together. The role of the project manager will also be discussed. Tips on reigning in the stakeholders, what to do when something goes wrong, and managing the on-line conversion will be covered.

Sponsored by: Exhibits

Convener: TBA

Presenter(s): Anne Valentine, SmartCatalog

Program Session 6

Session 6-A

Articulation Agreements: What You Need to Know

Learn everything you need to know about articulation agreements from their history, to what students want from them, why and how we create them, their key elements, and follow-up.

Sponsored by: Transfer Articulation

Convener: Anita McFarlane, Endicott College

Presenter(s): Mark Broadbent, Holyoke Community College

Session 6-B

Strong Academic Support Services Enhance Enrollment Management Efforts

As more colleges adopt enrollment management strategies and practices to enhance recruitment and retention, many colleges are developing academic support centers to address students' need for academic help and prescriptive advising. At MWCC, an academic support center has been established to support all student academic success. This presentation will focus on three areas: the role of the Center in improving retention rates at MWCC; the peer tutor program; and the relationship of the Center with the Admissions and Registrar's Offices.

Sponsored by: Enrollment Management

Convener: Irene Rios, Springfield College

Presenter(s): Michelle Valois, Mount Wachusett Community College and Bonnie Lou Wicklund, Mount Wachusett Community College

Session 6-C

Cancelled Prior to Publication

Session 6-D

Ten Tips to a Positive Atmosphere in the Workplace

Attitude is everything. This session will provide some quick and easy tips on how to improve and maintain a positive attitude and atmosphere. Improving attitudes will go a long way in retaining qualified staff and enhancing productivity and teamwork.

Sponsored by: Professional Development and Ethics

Convener: Kimberly Reinhardt, Boston University

Presenter(s): Rebecca Hunt-Kasarjian, Boston University

Session 6-E

Recruitment for Continuing Education Students: What Works?

The Internet is fast becoming a major source of inquiries from continuing education prospects. Does it make sense to continue to produce print, radio, and TV advertising when it has become so difficult to distinguish your college from others in an advertising environment that is jammed packed with several, not to mention expensive, continuing education ads? Does it make sense to invest in Internet Marketing? Are there other venues that work?

Sponsored by: Registrar/Records

Convener: Maureen Dischino, Wentworth Institute of Technology

Presenter(s): Susan Lombardi, Curry College and Maureen Dischino, Wentworth Institute of Technology

Session 6-F

What Can Portals Do for You?

The use of portals in schools is growing tremendously as a means of advising, registering, admitting, and servicing students. What are portals? What are horizontal and vertical portals? What is an Enterprise Information Portal? This session will explore what portals can provide in the administrative academic environment and will identify and address some of the issues raised by the use of portals such as security, infrastructure, content management, support, and web development.

Sponsored by: Exhibits

Convener: Terry Hosig, Trinity College

Presenter(s): John Meerts, Wesleyan University

Session 6-G

Creative Imaging Solutions

The presentation will be an update on Image based technology, e.g., document and check scanning, Cold systems, and e-mail management, taken together to make up integrated document management solutions. The session will discuss how to get started or keep moving forward, and the options an ASP (Application Service Provider) or MSP (Managed Service Provider) can provide versus an in house system.

Sponsored by: Exhibits

Convener: Anita McFarlane, Endicott College

Presenter(s): Jack Hickey, Creative Imaging Solutions

Program Session 7

Session 7-A

Open Forum on Admissions

What's new, what's old, what's working, what's not? This interactive session gives the audience the

Friday, November 8

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 8

8:00 - 10:15 AM

Coffee and Danish

8:00 - 11:00 AM

Exhibitors/Registration

8:30 - 9:30 AM

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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

opportunity to share information about best practices concerning issues and ideas in the area of admissions.

Sponsored by: Admissions Management

Convener: TBA

Presenter(s): Sharon Brennan, Southern Connecticut State University; Brian Usher, University of Connecticut; and Rebecca George, Albertus Magnus College

Session 7-B

The Common Data Set (CDS): Issues, Problems, and Resources

The CDS initiative, a collaborative effort among higher education organizations and publishers, simplifies the reporting of institutional data. The goal is the development of clear, standard data items and definitions for collecting and reporting data. This session will introduce the CDS and its place in the "reporting universe". Topics to be discussed also include good practices and frequent problems in responding to the CDS, helpful resources, and emerging issues.

Sponsored by: Institutional Reporting

Convener: Keith Ingalls, Springfield College

Presenter(s): Matthew Yurdin, Suffolk University

Session 7-C

Web Design for the Office

In the climate of increasing requests for information by students, families and faculty, the web offers a valuable communications tool. However, as the web evolves offices are facing the challenge of updating and revising their site to stay current. Maximizing the information available on the site while keeping it organized will be discussed, as will utilizing .xml to harness the power of stylesheets and give multiple staff members in the office the ability to assist with the maintenance of the site. A demonstration of one software product, XPower Publisher, will be given.

Sponsored by: Management Information Systems

Convener: Meredith Braz, Bates College

Presenter(s): Mary Meserve, Bates College

Session 7-D

Preparing for Retirement

This session is designed for participants who are within a few years of retirement. Topics include taking stock of your current accumulations and thinking about your goals for retirement. The full range of income options and flexibilities will be discussed.

Sponsored by: Professional Development and Ethics

Convener: Kaori Kelts, Northern Essex Community College

Presenter(s): Kevin Flaherty, TIAA/CREF

Session 7-E

Personalities in the Workplace

(Session limited to 30 participants)

We 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 best 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 will discuss how each trait addresses the issues mentioned above.

Sponsored by: Registrar/Records

Convener: Nancy Clay, Bridgewater State College

Presenter(s): Sister Barbara Hobbs, Consultant

Session 7-F

Web Registration

This session will focus on the move from paper to web registration. Many schools are now transitioning to web-based registration and have run up against significant hurdles. The presenter will share experiences and make recommendations for structuring web registration, as well as managing the transition and shift in structure that the move to web registration represents.

Sponsored by: Management Information Systems

Convener: Patricia Brown Santilli, Wheaton College

Presenter(s): Mary Lally, Suffolk University

Session 7-G

Affordable Registration Plug-in for the Web

This application is a web-based tool designed to easily allow students on-line access to view courses, instructors, and print their schedules. Registration checks for class size, prerequisite information and seat availability. Registration can be secured to display nonofficial student transcripts. This application easily integrates with any current web page and the FxScholar web registration module is integrated with other FxScholar applications.

Sponsored by: Exhibits

Convener: TBA

Presenter(s): Dominic de Lacy, Champlain Software

Cool sounds, hot jazz!

The Executive Council welcomes you to a
light dinner and
evening of great jazz music!

On Thursday, from 6:00-8:00pm, join us as
The John Harrison Trio
returns to entertain with their classic jazz!

John Harrison is a nationally known recording artist, composer and arranger who has performed extensively throughout Europe and the United States and has contributed to many CD's. The trio has recently released their second CD "Roman Sun" to rave reviews. We are pleased to welcome Mr. Harrison and his Trio back to NEACRAO!

NEACRAO EXECUTIVE COUNCIL 2001 - 2002

Annual Meeting Committee Chairs

Program

Anita L. McFarlane, Endicott College
Tara Mahar Walor, Suffolk University

Registration

Patti A. Stimpson, University of New Hampshire
Carol Herrick, Gordan 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
Sharon Oliver, University of Maine Farmington

Exhibits

Susan Petrosino, Central Connecticut State
University
Patrick S. Sullivan, University of Massachusetts
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College

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Roberta Noodell, Massasoit Community College

REVERSE COLLEGE DAY COLLEGE REGISTRATION FORM

**Hotel Viking, Newport, Rhode Island
Wednesday, November 6, 2002 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 11, 2002.

You will receive a receipt of your registration by mail.

LATE registration after October 11 or on-site: \$25.00

LATE lunch cost after October 11 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 2002 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, 44 Mountain Avenue, 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 2002 conference.

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

If you will be attending the 2002 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 55th ANNUAL MEETING
NOVEMBER 6-8, 2002 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:

- Member
- Non-member
- New member or First Time Attendee
- Honorary Member (No Fee)
- Past President
- Retired Member
- Association Board Member

- Male
- Female
- Program Presenter, Session # _____
- Program Convener, Session # _____
- Exhibitor _____
- 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):

- Academic Advising
- Academic Affairs Administration
- Admissions
- Enrollment Management
- Financial Aid
- Information Systems
- Institutional Research
- International Education
- Records and Registration

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

Thursday, November 7

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-D 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-C 3-D 3-E 3-F 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 8

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-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 11, 2002** 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 14, 2002.

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 10/11	
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 11, 2002 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**

November 6-8, 2002

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 21** 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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