



WaACRAO Annual Conference 2009 Session Agenda

Time	Option 1	Option 2	Option 3
8:30-9:30am	Check-in/Registration Location: Cafeteria		
9:30-10:00	Welcome		
10:00-10:50	<p>FERPA Updates Roundtable: Implementing the FERPA changes that went into effect on January 8th</p> <p>Presenter: Brad Tomhave University of Puget Sound</p> <p>Location: West Conference Room</p>	<p>International Students: How F1 Visa Regulations Affect Admission & Registration</p> <p>Presenter: Anselm Chong City University</p> <p>Location: East Conference Room</p>	<p>Veterans Presentation</p> <p>In Washington State there are over 643,000 veterans. College campuses have the unique challenge and opportunity to provide service men and women with a positive experience and transition into civilian life. Learn how campuses can create a culture of understanding, education and support for veterans in this informative workshop.</p> <p>Presenter: Lori Miller Seattle Central Community College</p> <p>Location: Room 101</p>
10:50-11:00	Break	Break	Break
11:00-11:50	<p>Washington State Residency Roundtable</p> <p>Fiscal reality and residency impacts; -Residency at 2 years and 4 years: Differences? Waivers?; -Impact of returning veterans; -Other issues.</p> <p>Facilitator: Robert Rhodes University of Washington</p> <p>Location: East Conference Room</p>	<p>BCC & the CRM: Online Applications & Online Recruitment</p> <p>At this session the term CRM will be defined & discussed. An explanation of reasons to use a CRM/SRM & how to apply it to what you do. A live show & tell demo of BCC use of CRM will occur. Finally some statistics & results of the BCC CRM will be shared.</p> <p>Presenter: Melissa Sitzenstock Bellevue Community College</p> <p>Location: Room 101</p>	<p>The Answer is No: How to Give the Bad News</p> <p>Let's be clear – providing quality customer service doesn't mean "giving in" - We'll identify why saying "NO" is important, discuss who we say No to, identify how we deliver the news, and develop potential scripts. Share a difficult situation and come with questions.</p> <p>Presenters: Kris Plaehn Kelly Poth Pacific Lutheran University</p> <p>Location: West Conference Room</p>
12:00-1:00pm	Lunch	Lunch	Lunch
	Location: Cafeteria	Location: Cafeteria	Location: Cafeteria

<p>1:15-2:15</p>	<p>Credentials/Registrars Round Table</p> <p>Topics include electronic vs. printed official transcripts, Common Course Numbering, and processing international transcripts. We encourage you to bring additional topics to the round table.</p> <p>Facilitator: Mandy Mineard Highline Community College</p> <p>Location: Cafeteria</p>	<p>HECB Update</p> <p>Summary of the 2009 HECB Transfer and Articulation Report. Will include an overview of transfer indicators and progress on policy initiatives over the past two years. Come prepared to address this question: "What do YOU think are the best three indicators or measurements for transfer in Washington?" This session will also provide an update on the role of transfer in baccalaureate study and an introduction to the new HECB System Design study.</p> <p>Presenter: Jim West Higher Education Coordinating Board</p> <p>Location: East Conference Room</p>	<p>Violence in the Workplace Part 1 of 2</p> <p>Violence in the workplace will make you aware of the potential of violence and teach you to recognize the warning signs of potential problems of persons that could be a source of danger.</p> <p>Presenter: Michael Magno Clover Park Technical College</p> <p>Location: West Conference Room</p>
<p>2:15-2:30</p>	<p>Break</p>	<p>Break</p>	<p>Break</p>
<p>2:30-3:20</p>	<p>FERPA Issues and Discussion</p> <p>Sample topics: Students in campus promotional photographs; emailed transcript requests; delivering the Annual Notice; information release to parents and faculty; subpoenas; Solomon Amendment</p> <p>Facilitator: Brad Tomhave University of Puget Sound</p> <p>Location: East Conference Room</p>	<p>Cross Cultural Panel</p> <p>Facilitator led, this session draws upon the experiences of a panel of 4 or 5 international students discussing issues spanning academics and acclimation to the US. Students will respond to a series of predetermined topics and field questions from the floor.</p> <p>Facilitator: Anselm Chong</p> <p>Location: Room 101</p>	<p>Violence in the Workplace Part 2 of 2</p> <p>Violence in the workplace will make you aware of the potential of violence and teach you to recognize the warning signs of potential problems of persons that could be a source of danger.</p> <p>Presenter: Michael Magno Clover Park Technical College</p> <p>Location: West Conference Room</p>
<p>3:30-4:00</p>	<p>Closing Comments</p> <p>Location: Cafeteria</p>		

Notes:

- (1) All sessions are in Building "I" on the RTC campus
- (2) Session details are subject to change