



GACRAO Mid-Year Workshop

Wednesday, March 16, 2016 | Macon, Georgia

For First Year and Front Line Professionals in the Admission and Registrar Offices

9:15 AM - 9:55 AM Registration & Continental Breakfast

10:00 AM - 10:20 AM Welcome & Introductions

10:30 - 11:15 Break-out Sessions

**Territory Recruiter to Territory Manager: Taking the Next Step in
Taylor King, Columbus State University & Will Brown, Georgia College**

For most admissions newcomers, their first travel season is full of so many questions and just trying to survive the chaos. Learn from two seasoned admission professionals best practices to maximize productivity going into your second travel season.

**Perplexed About Pivot Tables? - How to Produce the Most Out of Your Data
Katherine Hilson, University of South Carolina & Matt Smith, Augusta University**

Pivot Tables can be a useful tool in any office to sort and analyze data in a flash. Whether it is applicant or registration data, this session will show you how to get the most out of your data.

**Embracing Technology in the Office of the Registrar
Stephanie Speer, Columbus State University**

Columbus State University recently implemented Banner Workflow and Argos. The Office of the Registrar has created automatic notifications for enrollment changes and graduation. Argos has been combined with Workflow to assist the Registrar and the Veterans' Affairs Office in determining class attendance. Also, our newest project is the outsourcing of transcripts via Credential Solutions.

11:30 - 12:15 Break-out Sessions

**Increasing Efficiency: How to use free technology to make your job easier
Scott Argo, Augusta University**

Are you finding that you are being asked to constantly do more with less? Are you wanting to increase your uses of technology but you don't have the time to find out what works best? Come to this session and learn more about free tools, apps, and program that you can use in your daily tasks- both work and personal- to increase productivity and reduce hassle. Desktop, tablet, and phone applications will be highlighted.

Your First Year: It's about More than Recruiting
Harrison Peel, Middle Georgia State University

All new recruiters learn the necessity of communicating with students and increasing enrollment. But, how well do they learn all of the other stuff? This session focuses on navigating the university from the perspective of a first year recruiter. The presenter will share his view of "making it" in admissions, enrollment management, and the university at large.

The Little Things: The Impact of Service Excellence on Your Campus
Robert Meguiar, Georgia Southern University

Retention is everyone's responsibility. Service to our students plays a major role in these efforts. With guidance from Disney, a leader in the service industry, this program presents the foundations of service interaction and the elements of the customer service delivery system. Support your institution's efforts to be Respectful, Accessible, Informed, Supportive, and Responsive.

12:20 PM – 1:25 PM Lunch & Keynote Speaker, Melanie Mirande

1:30 - 2:15 Break-out Sessions

Teamwork Makes the Dream Work

Derrick Manley & Garrett Campbell, Kennesaw State University

Student workers are a vital part to the success of any higher education office. It can be a challenge managing student workers due to their numerous activities, personalities, interests, and classes. Working together is pivotal when managing student workers. In this session, we discuss what has worked in our office and the important role leadership and teamwork play in managing student workers.

Diversity and Direction: Interacting with Students

Stephen Karafa, Mercer University

Ever wonder how diverse your prospective and current student pool is and how to point them to resources specific to their needs? Then this session is for you. Students are navigating strange waters when they go through the college search process or are in the midst of their college career. As higher education professionals, it is imperative that we equip ourselves to be able to mentor and guide these students. In this session, we will talk about different types of students and how to provide mentorship and direction geared towards their specific needs and goals.

Lean Thinking in the Registrar's Office

Brittany Murphey, Augusta University

With a goal of delivering excellent customer service the most efficient way possible, The Registrar's Office at Augusta University engages employees to review standard operating procedures and customer feedback to find opportunities for automation and process improvement. We will explain how process improvement projects were selected for our office this year, the steps we used to find ways to make the processes better, and will share the discoveries from our journey!