UACRAO 2019
ANNUAL CONFERENCE
JUNE 5-7
Homestead Resort
Midway, Utah
On behalf of myself, the Executive Board, and the Conference Committee, thank you for joining us in Midway, Utah for the annual UACRAO Conference!

To all of you, from our most seasoned members who have been diligently supporting us for years, to those new friends who are attending our annual conference for the first time, we extend a warm welcome. We have scheduled informative and enlightening speakers, sessions, cracker barrels, and networking events to ensure your time at the conference will be well-rounded and educational. We encourage you to catch up with old friends and contacts, as well as meet new colleagues in our higher education community.

Our theme this year is “Make it Happen, Make it Matter.” As professionals in higher education, we are accustomed to making things happen every day. However, we want to focus on also making those daily tasks matter on a deeper level. It can be difficult to find the time and energy to accomplish everything on our to-do lists. Whether our tasks are related to work, family, or personal goals, it can be demanding to achieve everything. Over the next few days, we hope you’ll discover behaviors, ideas, perspectives, and strategies that will empower you to Make it Happen as well as Make it Matter.

Thank you again for taking the time to share your expertise and passion by attending our conference. The collective vision, knowledge and experience you bring helps shape the entire group.

Warmly,
Fran Hopkin
UACRAO President

UACRAO serves to allow our members to discuss and exchange ideas and solutions for challenges we face at our institutions. We strive to create an understanding and cooperative environment in order to learn from each other and to advance our institutions’ missions and our activities as higher education professionals.

Share your conference experience with us: #UACRAO2019
UACRAO COMMITTEE

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Eric Humphrey  Utah Valley University
James Crane  Brigham Young University

WEDNESDAY, June 5

Golf
Wasatch Golf Course
Hike
Huber Grove Trail
Service Project
Midway City Office Bldg.
Dinner Groups
Meet in Homestead Parking Lot

THURSDAY, June 6

Check-in
Homestead Lobby
Breakfast
Simon’s Restaurant
Welcome & Keynote
Garden Room
Breakout Session
Garden Room, Wasatch Room, Timpanogos Room, Pavilion
Lunch
On Your Own
Breakout Session
Garden Room, Wasatch Room, Timpanogos Room, Pavilion
Breakout Session
Garden Room, Wasatch Room, Timpanogos Room, Pavilion
Networking Activities / Lawn Games
Homestead Front Lawn
Banquet
Garden Room

FRIDAY, June 7

Continental Breakfast
Simon’s Restaurant
UACRAO Talks
Garden Room
Breakout Session
Garden Room, Wasatch Room, Timpanogos Room, Pavilion
Cracker Barrels
Wasatch Room, Timpanogos Room, Pavilion
Business Lunch
Garden Room
KEYNOTE SPEAKER

CLINT PULVER

Clint is one of the most unique and desired keynoters of our time. Mix in an award-winning speaker, stories never to be forgotten with takeaways that stay, and you have Clint Pulver. At the age of 10, Clint’s life was forever impacted because a teacher named Mr. Jensen saw Clint’s “problem” as a solution. It was a single moment in time that changed Clint’s life forever as he learned first hand that when educators are truly connected with their students, test scores improve, students thrive, lives are changed, and average schools turn into award-winning schools.

BIO

Clint is from Heber City, Utah. From a young age, Clint has been known for his high energy, creativity, humor and unforgettable stories. As a senior in high school he attended Utah’s premier flight school, receiving his pilots license from OK3air. He then went to Utah Valley University (UVU), graduating with a bachelor’s degree in Speech Communication with High Distinction from UVU’s nationally ranked leadership program. He was very active in college as a Presidential Leader in the Center for Advancement of Leadership, a UVU Ambassador and former UVU Student Body Vice-President, and was recently awarded UVU’s distinguished Young Alumni Award. He has also appeared in several feature films, America’s Got Talent, and the Stadium of Fire. For over a decade Clint has traveled the globe as one of the world’s most sought after keynote speakers. With a blend of humor, unforgettable stories, and actionable takeaways that stick, Clint proves first-hand to educators and administration that a single moment can truly change a student’s life.

UACRAO TALKS

DR. JOHN ALLRED

Dr. John Allred is currently serving as the Assistant Vice President for Academic Records and Student Services at Southern Utah University. John has been at SUU since October 2010. His educational background includes a Bachelor of Arts degree from Weber State University, majoring in Business Marketing with a minor in Japanese; a Master of Arts degree from Bowling Green State University in College Student Personnel; and a Doctor of Education from the University of Utah in Educational Leadership and Policy. John’s current responsibilities include direct oversight of day-to-day functions in the Registrar’s Office and supervisory responsibilities for Financial Aid & Scholarships, Veterans Services, Tutoring, Testing, Disability Services, TRiO Services and Developmental Mathematics. John’s previous postings include positions in Enrollment Management, Residence Life, and Student Activities at the University of Alaska Anchorage, Weber State University, and Heidelberg College. In John’s life away from higher education he has a beautiful wife, Caridee, and six beautiful children. His outside distractions include cycling and spending time supporting his children’s athletic and educational endeavors.

TERI CLAWSON

Teri Clawson is the Assistant Vice President for Enrollment Management at Snow College where she oversees admissions, financial aid and scholarships. She is also President-Elect of UACRAO. Teri has worked in higher education for about 17 years in various capacities at three different USHE institutions, Weber State, University of Utah and now Snow College. She earned her undergrad degree at Utah State and her MPA from SUU...so basically she has hit a good number of the USHE institutions during her career, either as a student or employee. In her spare time (what spare time??), Teri enjoys spending time with family, travel, and reading a good book.

TYLER WILLIAMS

Tyler Williams began his nomadic life in Salt Lake City, Utah in 1971. Over the course of his life he has moved thirty-four times between five different states while attending three high schools in three states within three years. He has also collected over 15,000 trading cards, played five different varsity sports in high school, barely graduated from high school, and is one of the biggest Star Wars nerds you will ever meet. In 2001 he started his higher ed career at Brigham Young University-Idaho in the Financial Aid Office as an advisor. Two years later he moved to the Admissions Office where he has served as director for the last nine years. He earned an Associates in Pre-Occupational Therapy from Ricks College, a Bachelors in Business Administration from Pacific University, and a Masters of Education in Adult Education from the University of Idaho. He has had the fortune of being married to his beautiful and extremely talented wife, Brenda, for twenty-five years this June. His amazing four children and daughter-in-law keep him busy and bring him much joy. Outside of work, Tyler travels all over Idaho and Utah coaching and supporting his children in their athletic and musical events, intimidating young men who desire to date his daughters, ensuring his children are well versed in all genres of 80’s music as they do their Saturday chores, and vigilantly is on the prowl for the next great restaurant experience. When asked what makes their dad interesting, they said he has a head full of luscious hair.
This session will go over obtaining good customer service and some different ideas on how to achieve this while using student employees. BYU’s front lines are students. They are the ones that initially talk to the students and parents in person, on the phone, through emails and other message systems. We will discuss how we make sure we are giving accurate and consistent information. We will touch on dealing with difficult calls and still have them like you (or at least understand) in the end.

**RECRUITMENT Working With Undocumented Students**

Pedro Moncada, University of Utah

What practices should be used to be mindful of undocumented students’ needs and what signs to look for that undocumented students may use so they do not “out” themselves.

**REGISTRAR SERVICES Using BIG Data to Fuel Professional Collaboration and Student Success**

Crystal Giordano, Utah State University

In this era of trendy analytics software, we see many news articles about institutions that have adopted big data systems and ultimately seen dramatic increases in retention and student success. The difference between success and failure is the ability of any institution to turn analytics into action—which is a team effort. Ultimately, what helps students succeed is human intervention, not data. Analytics focus and guide human activity, but professionals operating at the peak of performance are what ultimately make the difference.

**POTPOURRI / PROFESSIONAL DEV The Piece That is You**

Tom & Gayle Holdman

Tom and Gayle Holdman will be sharing experiences from their journey of going from making small stained glass pieces out of Tom’s parent’s garage to creating art glass installations for temples of The Church of Jesus Christ of Latter-day Saints and other buildings worldwide. They will share stories of challenges and miracles along the way, some of the themes found in their art, the power of teamwork and what they have learned about the incredible worth and potential of each of God’s children.
Your Place or Mine? An Overview of Utah State Residency Requirements
Abbey Mann & Corbin Van Lent
Salt Lake Community College

In this session, we will review the Utah State residency requirements including residency exceptions, updates to the current R512 Policy and a discussion on best practices. We will also review updates in recent federal policy for veteran tuition waivers and proposed changes for residency in the next legislative session. In addition, we will be discussing resources and options for undocumented and DACA students.

Student Panel
Jo Busby, Utah State University
Shari-Fa Harrigan, Salt Lake Community College
Jennifer Morales, Weber State University
William Walker, Utah State University

Opportunity to ask questions to college students who have gone through the recruitment process. These students come from all different backgrounds.

Scheduling with Students in Mind: How Westminster is Changing the Course Scheduling Process for Student Success
Michael Santarosa, Westminster College

Some of the challenges registrars face are harder to define and grapple with than others and that is true of the many implications related to course scheduling. In this leadership praxis-based workshop, Michael will explain how Westminster has been discovering and responding to some of their scheduling-related challenges in order to prioritize students and their success.

Engineering High Performance
Craig Manning

Dr. Manning will discuss the mechanics of the mind, and what the high performance patterns of thought really look like. He will share experiences of success and tips on how you can improve your game!
Friday
JUNE 7

SESSION FOUR
10:10 AM - 11:00 AM

ADMISSIONS
All Aboard: New Employee Onboarding Panel
Chelsea Wells, University of Utah
Scott Teichert, Weber State University
Kris Coles, Utah Valley University

This panel of Directors will be discussing the skills and resources they are providing to newly hired staff. Providing further information about the onboarding process in their offices. They will discuss how they have been able to help new employees become productive and contributing members of their respective offices.

RECRUITMENT
Getting to Know the 21st Century Student: the Adult Learner
Richard Gonzalez, Utah System of Higher Education

Literature continues to tell us that adult learners or non-traditional students (as many call us) learn differently. Further, it takes more than a marketing campaign to get us to seek higher education and persist to a degree. We learn differently. We have different motivations and needs. There are close to 300,000 people in Utah with some college but no degree. There are another 330,000 Utahans that hold a HS diploma or GED. These adult prospects compose a large market that our higher education institutions cannot afford to ignore. Let us get to know them and do something about it. Join me to learn what drives this much needed population, what is the literature telling us, and what you can do right now to attract more adult learners to your institution.

REGISTRAR SERVICES
DegreeWorks Prerequisite Checking - the Good, the Bad, and the Ugly
Kris Clayton & Vadra Rowley, Utah Valley University

DegreeWorks prerequisite checking provides a way to highly customize prerequisites and display those prerequisites to students in the registration system. With the good, however, comes some tricky things as well. Come learn the ropes of how prereq checking works in DegreeWorks and what it takes to keep it running smoothly.

POTPOURRI / PROFESSIONAL DEV
You Matter - Stress Management and Self-Care
LuAnn Helms

Individuals in helping professions often neglect self-care. Dr. LuAnn Helms will discuss stress management, self-care, and why, if we value helping others, we have an obligation to them to take care of ourselves. Participants will also have an opportunity to gather self-care ideas from Dr. Helms and from each other, and to develop personal wellness goals.

Friday
JUNE 7

CRACKER BARREL
11:10 AM - 12:00 PM

ADMISSIONS TRACK
Wasatch Room

RECRUITMENT TRACK
Pavilion

REGISTRAR SERVICES TRACK
Timpanogos Room
**PRESENTERS**

**Michiko Arthur**
Michiko Arthur holds a Bachelor of Arts in Linguistics. Michiko serves as an Academic Advisor in International Student Services. Michiko has worked at UVU for 8 years.

**Jo Busby**
Jo Busby is a 2019 graduate of USU in Communications Studies and Elementary Education. Jo was recently hired on with USU Gear Up program. Jo was raised in Logan.

**Kris Clayton**
Kris Clayton is the Assistant Registrar over Graduation and Degree Audit at UVU. She maintains programs and courses in DegreeWorks using SCRIBE and implemented prerequisite checking 3 years ago. She has worked at UVU for 5 years.

**Kris Coles**
Kris Coles has been the Director of Admissions at Utah Valley University for the past six years and has worked at UVU for a total of ten years. He is currently working on his Doctorate at The University of Utah and plans to finish next spring. Kris’ interests in higher education surround educational policy and strategic enrollment management planning. He is married and has three kids and loves playing sports with them, watching NOVA together, and is currently overcoming the disappointment of Lori Loughlin ruining the Hallmark series “When Calls the Heart” which he and his wife enjoy watching together.

**William Erb**
Bill graduated from the University of Utah with a bachelor’s degree in psychology. He received his graduate degrees from Brigham Young University in counseling and school psychology. He is a Clinical Mental Health Counselor (CMHC). Bill is the Sr. Director of Student Health Services at UVU. On occasion Bill teaches abnormal psychology and group psychotherapy classes for the behavioral science department. He also runs a private practice specializing in individual therapy, complicated grief, and psychological assessment. Although eclectic in theoretical perspective, Bill gravitates to the Cognitive techniques and Existential-Humanistic theories. Bill has been at UVU since 2000.

**Crystal Giordano**
Crystal Giordano is currently serving as Assistant Registrar at Utah State University. She began her career recruiting for Weber State nearly 12 years ago. She loves reading, hiking, sewing, eating chocolate, and long walks on the beach.

**Richard Gonzalez**
Richard Gonzalez is the outreach coordinator for the Outreach & Access Department of the Utah System of Higher Education. His preferred pronouns are he, him, his. He is currently pursuing a doctoral degree at the University of Utah and is passionate about research that involves adult learner students. He holds an MBA from Utah State University and an undergraduate degree in business with an emphasis in entrepreneurship. He proudly shares his story of graduating from an Alternative High School in Southern California (low income and first gen) and pursuing higher education as an adult learner/non-traditional student.

**Shari-Fa Harrigan**
Shari is a sophomore at SLCC, studying general studies wanting to pursue a career in wedding planning, event coordinating and interior design. Shari was raised in St. Thomas U.S. Virgin Islands.

**LuAnn Helms**
Dr. LuAnn Helms received her Master’s Degree in Counseling at CSU, Sacramento with a dual major in School Counseling and Marriage, Family, and Child Counseling. She earned her Ph.D. in Counseling Psychology from Texas A&M University. She has been a licensed psychologist at Utah State University Counseling and Psychological Services (CAPS) for over 15 years. During that time she has provided numerous Stress/Anxiety Management groups and workshops. In addition to doing therapy, crisis intervention, and outreach, Dr. Helms is CAPS’ Assistant Director and Director of Training.

**Eric Humphrey**
Eric Humphrey is currently serving as University Registrar at Utah Valley University where he’s been for almost three years. Prior to UVU, Eric worked at USU for 10 years first in Regional Campuses and Distance Education and then as Assistant Registrar in the Registrar’s Office. Eric lives in Spanish Fork with this wife and two (soon to be three!) kids. Eric has a killer sweet tooth, loves to travel, watch movies, ride bikes, swim, and play with his kids.

**Kelly Jensen**
Kelly Jensen has worked at BYU for 36 years. She has worked in Scholarships, Enrollment Services Counseling and is currently the Admissions Coordinator. Kelly is responsible for training and maintaining current and accurate information. She works closely with Pat Williams to ensure that all employees have up to date information and training so that they have the best tools to be successful in providing great customer service. With over 70 years of admissions experience between them, Pat and Kelly are quite the team.

**Abbey Mann**
Abbey Mann began working in higher education at Utah State as a student while she worked on her Bachelor’s Degree. She has now been working at Salt Lake Community College for the last eight years in Residency and Admissions. In her free time she enjoys camping, hunting, gymning, going to concerts and spending time with her kids and family.
CRAIG MANNING
Dr. Craig Manning is a Human Performance Scientist and author of The Fearless Mind. An Adjunct Professor of Performance Psychology at Brigham Young University for the last fifteen years, he is also a Mental Performance Consultant for the University’s athletic department. His clients include the Milwaukee Bucks, Cleveland Cavaliers (2016-2017), Red Bull High Performance, US Ski and US Snowboarding teams, lululemon, Nuskin and a roster of companies and Professionals around the world.

Dr. Manning has played and coached tennis at both the professional and collegiate levels. He has been a three-time Conference Coach of the Year at the NCAA division 1 level. Building Brigham Young University women’s tennis program into a national Top 20 program, while earning his Ph.D. in Performance Psychology at the University of Utah. Hence, Dr. Manning has experienced human performance at the highest level from the perspective of player, coach and applied scientist.

After more than 30 years of research and application in the field of human performance, Dr. Manning has found that the key to success in athletic, business and our personal lives is in the application. But how do we apply? Dr. Manning has found that the application, or doing of our lives, is directly linked to how well we USE our mind. How well we use our mind is known as Mental Toughness or Cognitive Control.

Dr. Manning earned his bachelor’s and master’s degrees in Psychology from Brigham Young University, and a Doctorate in Performance Psychology from the University of Utah.

PEDRO MONCADA
Pedro Moncada has worked with undocumented students since 2012 with the Illinois Student Assistance Commission as a Corps member. He assisted in signing up students for Deferred Action of Childhood Arrivals during the initial sign up in 2012 at Navy Pier. He provided financial aid workshops/resources in English and Spanish throughout the Chicagoland area. He has also worked as an admission counselor for University of Illinois at Chicago from 2014-2017 with a territory that spanned over 50 schools on the south and west sides of Chicago. He is currently the Senior Admission Counselor overseeing outreach at the University of Utah.

JENNIFER MORALES
Sophomore at WSU, double majoring in Computer Science and Professional Sales. Jennifer is a first generation student, born in Tucson, AZ, but raised in Ogden.

VADRA ROWLEY
Vadra Rowley is a Software Engineer for IT Administrative Programming Services and has been working at UVU for 15 years. Among many other things, Vadra assists Registrar’s Office with DegreeWorks back-end programming, look and feel, and troubleshooting.

MICHAEL SANTAROSA
Dr. Michael Santarosa is completing his third year as Registrar at Westminster College. Previously he served as Associate Registrar at the University of Utah and Director of Records at Indiana Wesleyan University and has over 20 years of varied experience in higher education in Utah, Indiana, Alabama, and California. Michael lives in Salt Lake City with his wife and four kids and when not at work, he likes to read, hike, travel, watch movies, have interesting conversations, and spend time with his family.

REBEKKAH SHAW
After graduating from Utah State University, Rebekkah Shaw joined the Archives Division in May 2008 as a volunteer. She joined full-time in 2010 to lead a project processing over 144,000 microfiche. She became an Archives Records and Information Management Specialist in February 2013 as the project leader in updating general retention schedules.

SCOTT TEICHERT
Scott Teichert is currently the Director of Admissions at Weber State University and brings an infectious energy to the campus. He has worked professionally in higher education for nearly 18 years and is passionate about advocating the endless possibilities of higher education. Scott is the proud father of two incredible kids: Austin and Allie, the husband of an amazing wife Lisa, and enjoys funny memes, searching for the perfect carry-on luggage and expanding his repertoire of puns and terrible dad jokes.

BRETT TOLMAN
Brett Tolman holds a Bachelor of Science in Behavioral Science. He has worked at UVU for 10 years. He currently serves as the Associate Director of Admissions.

AMIE TUKUAFU
Amie Tukuafu is the current Associate Director of Admissions and Recruitment at Southern Utah University. Alongside the other members of the recruitment team, she has contributed to the last three years of record breaking enrollment on SUU’s campus, welcoming the largest class of new Thunderbirds in 2016, 2017 and 2018. Throughout her career she has been able to work with a variety of student leadership organizations and is the current advisor to the Presidential Ambassadors. She is a proud Thunderbird alumna, earning both her BS (2012) and Masters in Professional Communication (2018) from SUU. Her celebrity lookalike is Reese Witherspoon, she has an addiction to her ‘to do lists’ and is definitely not a morning person. Amie married Jeff in 2015 who is the current Assistant Athletic Director at SUU, together they have one adorable puppy named Quincy.

CORBIN VAN LENT
Corbin Van Lent has been working at Salt Lake Community College in the Admissions Office for 18 months and is the Residency Specialist at SLCC. She is also a current student and will be graduating with her Associate’s Degree soon. She enjoys hiking and traveling, but spends most of her free time planning her upcoming wedding.

WILLIAM WALKER
William Walker attends Utah State University as a transfer student majoring in Psychology, and is from Colorado.

JUNKO WATABE
Junko Watabe holds a Bachelor of Arts in Linguistics. Junko is a Senior Academic Advisor in International Student Services. Junko has worked at UVU for 28 years.

CHELSEA WELLS
Chelsea Wells is Director of Operations in the Office of Admissions at the University of Utah. She has been with the U for nearly four years and has ten years of experience working in the field of education. Originally a native of San Antonio Texas, Chelsea has traveled extensively to explore and be immersed in various cultures around the world. Fascinated by the impact of education on society and by the structure of various educational systems around the world, Chelsea began working with international students in higher education. In her spare time, Chelsea enjoys traveling, reading, and spending time outside exploring all of the natural wonders in Utah, all alongside her husband and beloved dog Sadie.

CONNIE WHALEY
Connie Whaley holds a Bachelor of Arts in English. She currently serves as the International Admission Coordinator and DSO. She has worked at UVU for 24 years.

PAT WILLIAMS
Pat Williams has worked at BYU for 36 years. She has worked in Admissions the entire time. She has had multiple titles but her current one is Admissions Specialist. This is a broad title so she can be assigned to many different projects. Pat mostly works with processing and how that affects the student’s application. She has recently been given the responsibility to be over the customer service component of the Admissions Office.