



9:30 A.M. – 10:15 A.M.

“How One Stop Shop Eliminated The Labyrinth”

Every Enrollment Services manager wants to positively contribute to the student experience and wants to avoid being the topic of student complaints about 'the labyrinth'. This presentation will showcase how the creation of a One Stop Shop eliminated the frustrations students experienced with the campus shuffle, being routed from office to office for enrollment solutions. It will focus on the steps Albany State University took, with limited resources and little time, to create a solutions center that is now the philosophy on customer service.

Kenyatta Johnson and Octavia Parker, Albany State University

“When 2 Becomes 1”

This session will give insight on the importance of admissions, student records, financial aid, and advisement owning their words and ensuring each department knows how to answer the basic questions students ask while in their area. Precise inclusive language and giving students superb customer service produces a culture of trust and in doing so helps increase enrollment.

Natasha Williams and Alyssa Harris, Augusta Technical College

“Tap into the USG Tuition Assistance Program”

Intended Audience: TAP eligible employees looking to continue their education

Do you work for the USG? Are you considering continuing your education? How are you going to pay for it? The answer is easy, TAP that class. Learn the ins-and-outs of utilizing your resources as a TAP eligible employee, how to find a program that fits you, and how to manage your time while in school.

Kaitlyn Sanson, Abraham Baldwin Agricultural College and Luke Ellis (GSW)

“CAU Launches Encrypted eDiplomas to Fight Counterfeit Diplomas”

Diploma fraud is an age-old problem wreaking havoc on the reputations and brand prestige of colleges and universities nationwide. Clark Atlanta University is not immune to this growing problem. To fight back against fraudulent credentials, CAU has teamed with Parchment to become the first and only HBCU in the nation to begin issuing highly secure and encrypted digital diplomas.

Martin Hill, Clark Atlanta University



10:20 A.M. – 11:05 A.M.

“It's that Time of Year: Maintaining Your Degree Works Environment”

Degree Works is a powerful tool if maintained properly. Luckily, if you make a plan, this is a manageable annual project. We will cover some checkpoints and best practices for institutions such as:

- Scribe maintenance and updates
- User permissions maintenance
- Table maintenance (course equivalencies, etc)
- **Maralee Clarke, USG BOR ITS**

“Build a Banner Training Boot Camp”

Consider building a Banner Training Boot Camp to introduce your new users to all things Banner or provide a refresher to experienced users. This goes beyond the keystroke-by-keystroke instructions for specific jobs. Explain your internal support structure and where to find documentation. Teach your Banner users to recognize data relationships and how one piece of data is used by different offices. Encourage internal knowledge sharing for common skills. Come for ideas and information that you might not have considered teaching a new Banner user.

Cindy Taylor, ITS, Georgia Board of Regents

“FERPA Best Practices”

This session will briefly cover the requirements of FERPA and provide in more detail some best practices when handling student information relative to FERPA. Some various scenarios will be presented. Questions, open discussion, and audience ideas and solutions will be welcomed as well.

Steven Stubbs, University of North Georgia

“A High School College Counselor's Viewpoint”

Hear from a high school college counselor regarding best practices when communicating with students and families during the admissions process and creative ways to work with this audience as well as high schools counselors.

Erin Chadwick, King's Ridge Christian School



11:10 A.M. – 11:55 A.M.

“Combat to Classroom: What You Should Know About Student Veterans and Why You Should Care?”

The number of military and veteran students on our campuses continues to grow and this trend is expected to continue for years to come. This is a good thing! However, many aspects of these complex transition experiences are not well understood by faculty, staff, and administrators. Military-connected students are still a very misunderstood and mischaracterized population, often affecting how we advise and support them. This session, led by a combat veteran, will delve into the military experiences and the psyche of our typical student veterans. School Certifying Officials, Deans, Registrars, or anyone who serves military-connected students, will gain a deeper understanding and appreciation of this special population. You will then learn ways to better align services and processes for serving and supporting our nation's veterans in higher ed.

Mark Eister, Georgia State University

“How to teach an old dog new tricks-Thoughts from a new kid on the block”

Do you like BANNER 9? Have you been struggling to adjust to BANNER's new look and feel. Join me for a session to ease the pain and make you feel more comfortable with BANNER. The goal of this session is to provide tips and tricks on how to navigate BANNER.

Zeb Swindall, University System of Georgia-GeorgiaBEST

“Discovering and Rediscovering Your Voice When Talking to Students”

Do you feel like you answer the same questions over and over? Are there times you catch yourself in mid-sentence with a glaze over your eyes because you've said the same thing for the 100th time that day? Come learn some fun and different techniques to keep your message fresh, new and to help you stay energized.

Taylor King, Columbus State University

“Title IX: 37 words with a significant impact”

Review the basis of Title IX and an overview of Title IX legislation, proposed changes, and lessons learned.

Lauren Jones, Columbus State University