





- 65<sup>th</sup> Annual Meeting of SACRAO
- Northern Kentucky Convention Center
- Covington, Kentucky, 12–15 Feb
- A branch of AACRAO, the *American* Association of Collegiate Registrars and Admissions Officers

# AACRAO Members Shall:

- Serve and advance higher education by safeguarding the academic integrity of their institutions
- Dispense complete, accurate, understandable, and truthful information at all times

# How did we get to do it?

- SROC annual bursaries pay for two attendees each year
- Say why you want to attend in 250 words
- Emails of invitation
- Replies of desperation
- Success!

# What did we do?

- Lots of travelling in Derek's case  
(Humberside – Amsterdam – Detroit – Cincinnati – La Guardia – JFK – Amsterdam – Humberside)
- Lots of being stuck at airports in Eddie's case  
(Heathrow – Heathrow – Heathrow – Washington – Washington – Cincinnati)
- Lots of networking
- Lots of conference sessions
- Lots of eating
- Lots of note-taking and eye-opening

# What was distinctive about it?

- Very aware of its history, e.g. prominent lists of Past Presidents
- The presenters were straight-talking
- The legendary Southern friendliness is genuine
- So are the names – Chad, Brad, Rusty, Sherry...and the president is called Rock

# SACRAO conference overview

- 111 separate sessions, no pre-booking required
- Greater diversity of institutional models to be catered for than in the UK sector
- The main conference “buzz” concerned shrinking budgets and doing more with less
- Less technical than SROC, with more sessions about management, but still very practical
- Also many sessions about compliance, service delivery, student recruitment and what we would call Widening Participation

Some sessions sounded very different but turned out to be quite recognisable...

- Providing FERPA releases in the internet age (Family Educational Rights and Privacy Act)
- Meeting the needs of the Appalachian student
- How to find/match student records post-SSN



...others were just different.

- Do you have an active shooter plan?

# Managerial sessions

- Staff development through delegation
- Disputes with employees
- Successful hiring practices
- Instigating change in the Registrar's Office
- Conducting a meaningful performance evaluation (staff appraisal)
- The keynote speech was on work/life balance

# Technical sessions

- Using data to inform decision-making
- More efficient scheduling
- Electronic curriculum management
- Deploying a successful secure e-transcript solution
- Technical disaster recovery
- Constructing and Using Effective Technology Tools for Enrolment Managers

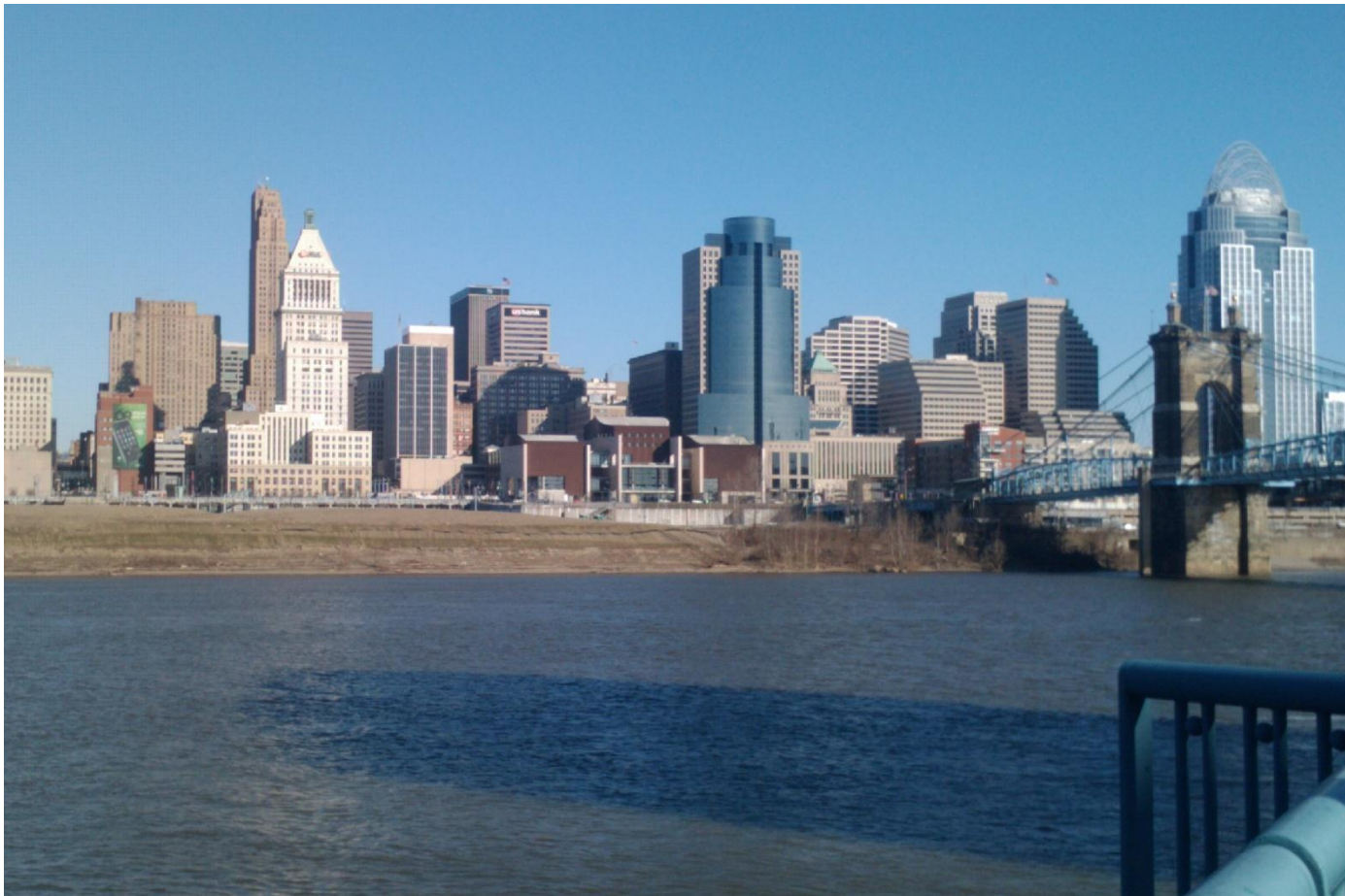
# What did we learn?

- Some things are bigger in America



# What did we learn?

- Cincinnati is a really nice place!



# What did we learn?

- Conferences are often timed badly.



# What did we really learn?

- Include all affected parties when drafting policy if you actually want the policy to affect anything
- When recruiting staff, try to codify the things you are *really* looking for
- There are no short-cuts to successful widening participation
- We will have to engage with students in their own media...eventually
- “Is US Higher Education a functioning market, with tuition fees reliably reflecting quality?” “No.”

# What did we really learn?

- Some issues are similar:
  - Privatisation, and dealing with reducing government support
  - Students want more support, and in different ways, and those ways are changing rapidly
  - The student population is changing, and we have to meet the needs of a diverse population
  - Everyone struggles with IT, with budgets, and with change



# What did we really learn?

- Some issues are different:
  - USA has, and expects, high drop out rates
  - US institutions have very focussed values and missions
  - Registry and Admissions staff are seen as professionals and experts, and treated as such
  - US students are expected to move institution much more than UK, but the process appears difficult – it's hard to standardise in such a large country

# How you can do it.

- Speak to us
- Wait for the email invitation to come
- Think about why you want to do it, and then apply
- Don't assume "people like me" don't get to go on these things

# SACRAO 2013

- San Antonio, Texas - February 3 - 6, 2013
- SACRAO 2012 resources:
  - [http://www.sacrao.org/members/docs/2012\\_Conference\\_program.pdf](http://www.sacrao.org/members/docs/2012_Conference_program.pdf)
  - <http://www.sacrao.org/events/presentations2012.html>