



Student Services

NEWS

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Letter from the Chair



Greetings, Colleagues!

As the new Chair of the CAAHE Student Services Commission for 2003–2004, I have been offered the opportunity to address everyone as we start our year together. What a tremendous honor—what a frightening responsibility!

Although I am very proud to serve such a dynamic group, I must admit that I am a bit intimidated by this new leadership role. I am heartened, however, to know that I have the support of such dedicated and skilled professionals. And I feel strongly that it is time to give something back to an organization that has contributed so much to my professional and personal development.

Figuratively speaking, I have big shoes to fill! Our Commission has grown stronger under past Chair Nancy Atkins, Student Services Coordinator at Averett University. Nancy has unselfishly offered her time, energy, and expertise to the Commission as Chair for 2 years. She has become a valued friend, and I have learned a great deal under her guidance. I am counting on her to remain active with our Commission and to correct me if she sees me stumbling too badly.

My confidence is bolstered by the knowledge that I will not be serving the Commission alone. Hopefully, this is reassuring to all of you, as well! We are fortunate to have an enthusiastic slate of

officers again this year. Cora Hils, Director of Student Services at Thomas More College, was elected to the role of Vice Chair. Cora is a dedicated and skilled professional (and a delightful person) who brings relevant experience in student services and longevity as a member of the Commission. Even knowing that the Vice Chair will automatically assume the position of Chair during the following year, Cora still volunteered for the position. That is commitment!

Sandra Terry, Director of Student Services for Shorter College, will serve the Commission for a second year as Secretary. Sandra acquired the position last year due to an unexpected vacancy and impressed everyone with her charm, warmth, and high quality work. We saw further evidence of Sandra's excellent work at the annual CAAHE Conference this past June. She and her colleagues from Shorter did a spectacular job hosting the festivities. Sandra brings passion and a can-do attitude to everything she does, and I look forward to her continuing involvement.

Fortunately, we cannot go too far astray with the outstanding guidance of Deanna Boe, IPD's Director of Student Services. She continues to reassure and advise the Commission's officers with tact, empathy, and affection. Deanna motivates and challenges us to go further than we thought possible. The success of our Commission is a direct result of her experience and contributions.

As I prepare for the year ahead and consider the needs of our organization, it is easy to see that you, the members of the Student Services Commission, are our strength. To meet the challenges ahead, I encourage all of you to become even more actively engaged in the activities of your Commission.

There are so many ways we could all do a little more for an organization that invigorates our profession and practice. You could simply send me your comments



Letter from the Chair continued

or suggestions for future activities. You could share your knowledge by contributing an article for our newsletter (tbeauregard@bakeru.edu) or perhaps you could volunteer to facilitate a workshop at our annual conference. You could plan to attend the annual CAAHE Student Services Conference next spring or even choose to run for a Commission office. I know you each have something of great value to share because you are all talented individuals who generously contribute your creativity, skills, ideas, and time to your students and your schools. Now, let's vow to share with our colleagues and our professional organization, as well.

I am looking forward to a productive and exciting year for our Student Services Commission and to working closely with each of you to make it a successful year. With your support, we will grow even stronger!

***Terri Beauregard, Chair
CAAHE Student Services Commission
Baker University***

Student Services Conference Survey Results

Survey results confirm the success of the IPD/CAAHE Annual 2003 Student Services Conference, which was sponsored by IPD, hosted by Southern Wesleyan University, and held at the Embassy Suites Hotel in Charleston, SC, April 10 and 11.

Keynoters and workshop facilitators covered a wide range of topics including organizational change and leadership, creativity in the workplace, and the psychology of conflict management and resolution. Facilitators also covered IPD's Web-based English and math tutorials, student attendance tracking systems, innovative student services, changes in

the 12-hour rule, retention strategies, and a case study on the quality of adult education.

Of the 46 student services staff who participated in the Conference, 38 responded to our Zoomerang survey. All aspects of the Conference received high approval ratings from participants.

The following is a summary of responses to the survey items:

- I would recommend IPD's continued support of this type of Conference—97% agreed or strongly agreed.
- The overall Conference was well organized—95% agreed or strongly agreed.
- My time was well spent by attending this Conference—89% agree or strongly agreed.
- The lodging accommodations provided were adequate—97% agreed or strongly agreed.
- The quality and quantity of the food and entertainment was satisfactory—98% agreed or strongly agreed.
- The pace of the Conference was appropriate—82% agreed or strongly agreed.
- The amount of time allotted for the Conference was appropriate—85% agreed or strongly agreed.
- The amount of time for individual workshops was appropriate—73% agreed or strongly agreed.
- The site of the Conference (Embassy Suites Hotel, Charleston, SC) was satisfactory—95% agreed or strongly agreed.
- What did you value most about the Conference? Here are a few comments:
 - Networking with other student services professional and learning more about conflict. Sandra was wonderful! (workshop presenter on conflict resolution)
 - The fact that it was so interactive!
 - Ideas shared from other IPD schools on how they handle situations/procedures at their

Survey Results continued

schools. The activities were well scheduled and arranged.

- I enjoyed the well-organized presentations and the excellent speakers. Also, just getting to talk to different universities and colleges to see how they handle common situations is always exciting.
- Dr. Curri (keynote speaker on organizational change) was fabulous! I would like to hear her speak at future conferences.
- Dr. Curri's presentation—I wished it could have been longer.
- Very well organized.
- I learned most from the opening presentation, "Personal Development in the Artist's Way."
- Changes do not have to be large to be effective. In the muse workshop (Roxanne O'Connell on creativity in the workplace), it was reinforced to make small doable changes. This workshop also pointed out the importance of taking time out to do something different. The result is that more creative juices will flow.
- The "Creative Muse" session.
- Speaking with individuals from other colleges, and finding out what they are doing that we might implement at our school.
- The keynote speaker's knowledge, insight, and recommendations.
- I enjoyed the financial aid (Kristen Vedder) and conflict (Sandra Caudill, SWU faculty) workshops.
- Networking with my fellow student services associates and getting the update on the 12-hour rule. Thanks to all!!
- The opportunity to learn new things, share ideas with colleagues, and renew friendships is always welcome.

Special thanks to the Conference Planning Committee for its contributions to the success of the Conference; to our participating CAAHE institutions, speakers, and presenters; and to Dr. Ron King, for his continued financial support.

Conference Planning Committee members include Yvonne Duckett, Southern Wesleyan University; Nancy Atkins, Averett University; Terri Beauregard, Baker University; Sandra Terry, Shorter College; Deanna Boe and Judy Powell, IPD.

News Briefs

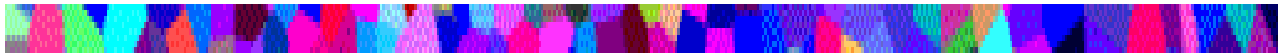


Cora Hils, Facilities Director for Thomas More College's TAP program and newly elected Vice Chair of the CAAHE Student Services Commission, is recovering from successful open heart surgery and would enjoy hearing from her friends and colleagues. Her address is 3074 Balsam Court, Edgewood, KY 41017. We're all wishing you a speedy recovery, Cora!

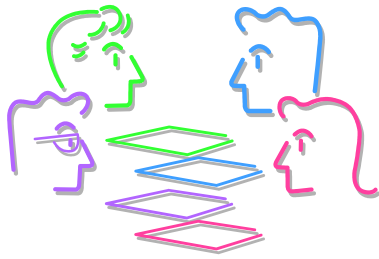
Congratulations to **Susan Hawkins-Wilding**, Coordinator of Student Services at Ohio Dominican University, and her husband Shane, who are the proud new parents of a baby boy! Harrison Shane Hawkins-Wilding was born on June 28, 2003, weighing 8 pounds, 13 ounces. Susan, Shane, and baby Harrison are all doing well.



**The Many Faces of the Student Services Conference
Charleston, South Carolina,
April 2003**



Student Services Staff at CAAHE Institutions



The CAAHE Student Services Commission welcomes the following new student services staff at CAAHE Institutions:

Albertus Magnus	David Majeski, Educational Counselor, New Haven Maggie Smith, Assistant Director of Student Services, New Haven Pamela Campisi, Educational Counselor, Fairfield County
Belhaven	Renee Columbus, Director of Student Services, Memphis
Benedictine:	Don Henschel, AABA/BAM Advisor, Lisle Campus
Cardinal Stritch	Morgan Niebur, Director of Academic Counseling, Minneapolis Jill Meiller, Educational Counselor, Minneapolis Ed Nadeau, Educational Counselor, Minneapolis Andrew Goodman, Academic Counselor, Milwaukee,
Cornerstone	Teresa Gray, ACE Academic Advisor, Detroit Michaele Tomrell, ACE Academic Advisor, Detroit
Hope International	Cindy Gray, Academic Records Specialist, Laguna Hills
Montreat	Sonya Snowden, Academic Advisor, Charlotte Kimarie Whetstone, Academic Advisor, Charlotte Lauren Rayment, Academic Advisor, Asheville
Ohio Dominican	Darci Gerber, Academic Advisor, Easton
Olivet Nazarene	Amy Steinaker, Advisor, Main Campus
Southern Wesleyan	Jennifer Deveney, Academic Counselor, Central Lacy Cannon, Educational Counselor, Greenville Heather Howell, Educational Counselor, Columbia
St. Gregory's	Happiness Mapira, Director of Student Services, Tulsa

St. Gregory's University Introduces Happiness Mapira as Director of Student Services

On June 16, CAAHE's newest member, St. Gregory's University, College for Working Adults, opened its offices in Tulsa, OK, to begin recruitment for September 2003 classes. Four programs are being offered—an Associate of Science in Business Management, an Associate of Science in Management Information Systems, a Bachelor of Business/Management of Information Systems, and a Bachelor of Business Administration.

Happiness Mapira is the Director of Student Services at the College for Working Adults. Mapira handles all student services activities, oversees advising and all non-collegiate credit evaluations, and acts as the registrar for the Tulsa



Campus. For the past 4 years, Mapira has worked at St. Gregory's University as the Program Coordinator for the Mabee Aerobic Center. Having studied and worked at the main campus, Mapira was given the chance to experience the "spirit of community in which students are encouraged to develop a love of learning and to live lives of balance, generosity and integrity," as stated in St. Gregory's University mission and greatly practiced at the main campus in Shawnee. The Tulsa campus has now been open for two months, and among Mapira's many challenges is to get things together for the first cohort of students before classes begin.

Mapira is a St. Gregory's University graduate and is also completing her MBA from the University of Central Oklahoma. Working full time and taking night classes for her MBA has given Mapira firsthand knowledge of how adult students will benefit from this accelerated program, as

compared to that of a traditional setting. Mapira is looking forward to being part of the growth and success of the St. Gregory's University College for Working Adults.

Student Services Profiles

Lindsey Ayers Baker University



Lindsey Ayers is Student Services Counselor for Baker University's School of Professional and Graduate

Studies. She provides academic advisement to students, helps them with schedule changes, and handles study group issues. She also proctors exams, deals with class representative issues, and teaches the first course in Baker's bachelor courses. In the 4 years she has been at Baker, Ayers has found herself involved with just about anything that impacts students. When asked about her accomplishments, Ayers says, "I consider one of my greatest accomplishments at work to be keeping my supervisor (Terri Beauregard) on her toes. I also feel overwhelmingly 'accomplished' each year in May and December, as I watch our students walk across the stage and receive their degrees."

Prior to Baker, Ayers was an enrollment specialist at DeVry Institute, where she worked mainly with traditional college students. The experience was a rewarding one for her and one that she feels primed her for Baker. A Baker University graduate, Ayers has a Bachelor of Science degree in Accounting and Psychology from Baker's College of Arts and Sciences and a master's degree in counseling and guidance from the University of Missouri, Kansas City.

Lindsey Ayers continued

Ayers' personal motto is "Work hard, play hard," and her life reflects this motto. In her free time, Ayers enjoys being outside

and participating in physical activities, such as running, biking, swimming, and hiking. One of her greatest accomplishments was completing a 150-mile bike ride to raise money for multiple sclerosis. "I proved my worst critic—me—wrong by completing the ride and living to tell about it," she says.

On a current note, Ayers is embarking on the journey toward first-time home ownership. "The path has been exciting, scary, and most of all educational," she says. "Any words of wisdom or positive thoughts you'd like to send my way will be accepted with open arms. Wish me luck!"

To contact Lindsey, e-mail layers@bakeru.edu or call 913-491-4432, ext. 651.

An effective advising program is one prime factor in increasing student retention. Academic advising assists students in many ways, and each campus must make a concerted effort to develop a strategy to retain students. Students who receive effective academic advising tend to feel positive about the institution as a whole. (Noel, 1978).

Joyce Fischer Baker University



Joyce Fischer is the AAB Retention Coordinator at Baker University's School of Professional and Graduate

Studies. Her major responsibility is

assisting the AAB students as they proceed through the Baker University program. This includes teaching the first course, visiting the AAB groups periodically, conducting degree audits, and coordinating workshop sessions to support academic and personal development. A 2-year veteran at Baker, Fischer boasts 26 years of experience in higher education, primarily working with community college students. "I served in a variety of areas including financial aid, residential living, advising services, and student activities. I also served as the dean of students in a small private community college," Fischer says.

Fischer holds a Master in Arts Degree with a concentration in Administration of Higher Education from the University of Missouri, Kansas City, and a Bachelor of Arts degree with a major in English, from Benedictine College in Atchison, KS.

Fischer considers herself very lucky in her profession: "I witness students achieving their goals and sometimes, I am offered an opportunity to support them in that process," she says. "I truly enjoy the work that I do. On top of all this, the University pays me a salary, and I get to work with Terri Beauregard and the great staff in Student Services. Is this a deal or what?!"

The dedication she gives to her profession is reflected in letters she receives from her students. One appears below:

I finished my AAB last evening. I must give you many thanks for the gentle nudging and patience you showed to me during an extremely difficult time in my life. Thank you so much for keeping in contact with me, encouraging me and leading me back to Baker. You are awesome!

In another encounter with a student, Fischer recounts the following story:

Joyce Fischer continued

One evening during a class break, a student gave me a note from her daughter. She explained that her daughter had written this note to me and she had not been allowed to read it. The note said, "My Mom

is a lot happier now that she back in school. You must be a graet [sic] teacher. When I grow up I want to be a teacher."

In her leisure time, Fischer enjoys gardening, fishing, and reading murder mysteries. She is also a University of Kansas fan and considers March Madness to be the greatest time of year. She strives to be a good daughter, aunt, and neighbor.

To contact Joyce, e-mail jfischer@bakeru.edu or call 913-491-4432, ext. 680.

Sheri Fuller William Penn University

Director of Student Services at William Penn University College for Working Adults, Sheri Fuller's responsibilities include attending to student issues, providing credit options, assisting students with drop/add courses, dealing with policy and procedures violations, working with the appeals process, proctoring tests, and many other administrative and academic functions.

Prior to her current position, Fuller worked in many different capacities at the College for Working Adults, including Educational Resource Coordinator, and Director of Facilities and



Resources/Academic Advisor.

The College for Working Adults schedules a Student Appreciation Day for all its campuses, and Fuller takes the idea a step further: "I have also scheduled time with my Academic Advisor to personally visit every cohort to introduce ourselves and promote good public relations. Thus far, this has been very well received by the students and faculty," Fuller says. She considers this a major accomplishment in her current position.

Fuller's background reveals an interesting mix of sports and music. "Before coming to William Penn, I was a 7-12th-grade Instrumental/Vocal teacher at a school in southern Iowa, as well as the girls volleyball coach, assistant girls basketball coach, girls track coach, girls softball coach and the director of the school musicals," Fuller says. A few years later, she also wrote and recorded a CD titled *The Time Has Come*, a tribute to her friends and family.

A 1994 graduate of what was then William Penn College, Fuller earned a Bachelor of Art in Music Education and then went on to complete an Associate of Science in Business Administration from Des Moines Area Community College. She is currently working on a Masters in Education with an Emphasis in Adult Learning and Distance Education degree from the University of Phoenix. A major goal of Fuller's is to complete her degree in June 2004 and put her knowledge to work. "I want to take the education/experience I have and implement policies and procedures to the

College for Working Adults, so every student has a memorable educational experience," Fuller says.

Fuller's personal interests lie with her family, who live in the Des Moines area, and friends. She enjoys spending time with her three nephews and one niece and loves spoiling them all. She has discovered, over the years, the difference between friends and acquaintances and



Sheri Fuller continued

believes strongly in the value of true friendship. "I would say I have the best support system that anyone could ever ask for," Fuller says. "Life is good!"

Fuller's special area of expertise is her communication skills.

"I can get along with anyone and I can address all issues that come across my desk in a very professional manner. I'm happy to be in the position I'm in," Fuller says.

To contact Sheri, e-mail FullerS@wmpenn.edu or call (515)222-9949 ext. 126 (Direct line/Voice mail) (800) 4WM-PENN (Toll free)

Good advising may be the single most underestimated characteristic of a successful college experience.

Light, R.J. (2001) Making the most of college. Cambridge, MA: Harvard University Press

Elizabeth Nutzel Centenary College

Elizabeth Nutzel is Coordinator for Student Services for Centenary College's Center for Adult and Professional Studies (CAPS). Nutzel's major responsibilities include student admissions and student advising; selecting cohort start dates in conjunction with enrollment; and conducting seminars for registration/orientation and degree completion. "I started with the CAPS program 4-plus years ago and have the distinction of being the College employee with the most tenure in the program," Nutzel says proudly.

Thus far, her greatest accomplishment has been contributing to the growth of CAPS from 75 to more than 500 enrolled students. She also identified a need for, and began the implementation of, an advanced associate's program for students

coming into CAPS with some college-level credits.

Nutzel's work experience includes a 5-year stint as a banquet account executive with the Waldorf-Astoria, followed by work with various telecom industries, including WorldPartners Company, which is an AT&T international joint venture and included travel to Asia and Europe. She earned her Bachelor of Science degree from Fairleigh Dickinson University in New Jersey. Nutzel anticipates earning a Master of Science in Management degree from CAPS, once the degree program is launched.

In her leisure time, Nutzel enjoys spending time with her family, reading, skiing, and sailing. In the last category, Nutzel recounts a memorable time and special accomplishment: "Last year, I was able to be a crew member aboard a historic replica of an 1869 sandbagger sailboat winning two of three legs in the Atlantic Challenge regatta for wood boats in Maine and winning the New York City Mayor's Cup regatta in New York Harbor."

As Centenary College's CAPS program expands its Student Services from two to five student advisors, Nutzel considers this initiative as a means to fulfill what is said in the College's vision statement: "to treat each adult learner as unique, we build on his or her personal and professional accomplishments and provide a support system to meet the academic goals, individual commitments, and financial needs of every adult that enters our program."

Nutzel's special area of expertise is in student services and contact information; her specialty is in helping baccalaureate students complete their degrees.

To contact Liz, e-mail nutzele@centenarycollege.edu or call 877-437-3746 ext. 16.

The cost of recruiting one new student to college approximates the cost of retaining three to five already enrolled students.

Katie Thompson
Ohio Dominican University

Katie Thompson is Academic Advisor with the LEAD (Learning Enhanced Adult Degree) Program at Ohio Dominican University.



Thompson acts as an institutional point of contact for LEAD students, counseling

them on their degree programs, educational goals, and project team issues, and is responsible for advising all students attending the Dublin, OH satellite location of the LEAD program who are pursuing their associate's, bachelor's, and master's degrees in Business Administration. Thompson also teaches *Introduction to Lead*, an orientation course designed to help associate's degree students adjust to college by teaching them skills in studying, team work, and conflict resolution. Additionally, Thompson evaluates and interviews prospective students at all degree levels; conducts orientation sessions for new students; and performs registrar functions related to LEAD student enrollment.

Thompson has worked with adult students in the LEAD program for 1 year. In that time, her greatest accomplishment has been to organize the Dublin location and become a more well-known point of contact for the LEAD students at that location.

Prior to her position at ODU, Thompson served as Academic Advisor to traditional, undergraduate business students for 2 years at Ohio State

University in Columbus, OH, where she earned her Master of Arts in Higher Education and Student Affairs. She also holds a Bachelor of Arts in English and Sociology from Otterbein College in Westerville, OH. Thompson considers completing her master's degree as one of her most valued accomplishments.

When Thompson can break away from her LEAD responsibilities, she enjoys spending time with her boyfriend and friends, reading, watching movies, and playing with her dog, Ginger. A recent special event for Thompson involved a trip to some new territory: "My boyfriend and I recently went on vacation to New York City and had a great time! It was the first time visiting the city for both of us," Thompson says.

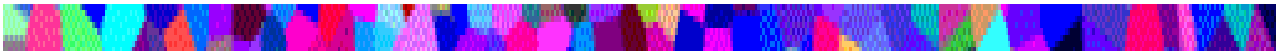
A goal of Thompson's for the future is to bring LEAD students a greater sense of student autonomy and accountability through the Business 100, *Introduction to LEAD* course, and through other introductory courses offered at the bachelor's and master's degree levels at ODU.

Thompson's areas of expertise include college student development, from the cognitive, psycho-social, and personality perspectives; community service and service-learning activities; and organizational and administrative functions in higher education.

To contact Katie, e-mail thomsok@ohiodominican.edu or call (614) 634-4513.

Effective retention programs have come to understand that academic advising is the very core of successful institutional efforts to educate and retain students.

Tinto, Vincent. (1987). *Increasing student retention*. San Francisco: Jossey Bass.



Financial Aid News "Life Experience Credits"



IPD is seeking additional guidance from the Department of Education (ED) on new language in the 2003–2004 Federal Student Aid (FSA) Handbook. It states in Volume 2, Chapter 3, pages 8–23, that "Credits awarded for 'Life Experience' do not affect the grade level—only academic credits earned for coursework." At a recent NASFAA Conference, Kristen Vedder, IPD Director of Financial Aid Services, spoke with Jeff Baker, ED. He was asked whether he could clarify what the handbook states regarding our two statements of concern. (Transfer students must have an associate degree in order to receive third-year loan limits, and credits awarded for "life experience" don't affect the grade level.) He was shown a copy of the handbook and, after reading through it, said it was incorrect. He indicated that a clarification will be sent out in the near future regarding those statements.

Online Math and English Tutorials Coming Soon



In response to repeated requests for both math and English online tutorials, IPD recently announced the Personal Math TutorialSM (PMTSM) and the Personal English TutorialSM (PETSM). Designed to provide college learners with solid, basic foundations in English and math, these self-paced, online tutorials are scheduled to be introduced in Fall 2003.

The PMT is an introductory tutorial directed toward building the basic math skills requisite for success in higher-level college courses. It does not assume significant prior mathematical proficiency. Each student is able to learn at his or her own pace and to explore basic mathematical concepts and techniques at convenient times and places. The PMT emphasizes building individual skills and using them to solve problems in business applications; the vocabulary and skills of basic algebra are the tools needed for visualizing and thinking in a structured form.

In much the same way, the PET enables the student to hone his or her skills in parts of speech, punctuation, sentence structure, grammar, and composition. It emphasizes the basics of the English language, providing examples throughout each lesson. It also includes a glossary of terms, where the student may link to a definition and an example.

Each workshop in the PMT and PET is divided into individual lessons. After the student completes each lesson, he or she can review the material by answering five multiple-choice questions. At the end of each workshop, the student will complete a review of the material covered throughout the entire workshop. Each tutorial concludes with a comprehensive final exam. Once a student completes the PMT or the PET, he or she will have access to the material throughout his or her degree program for easy reference. IPD expects to have the PET and the PMT available for college review and consideration this fall.

Military News

Are you ready for the latest news about AARTS (Army/American Council on Education Registry Transcript System)? AARTS has a new, shorter Web site address, which is: <http://aarts.army.mil>. Colleges can receive electronic transcripts by calling 913-684-9485 (over 113 colleges have registered). Officers and warrant officers will be added to the database this month.



AACRAO Enrollment Services

AACRAO Enrollment Services delivers value-added services to member institutions, provides greater control on the design and quality of services used by colleges and universities, and deploys the expertise of campus professionals in building a nationwide data infrastructure in support of higher education. AACRAO Enrollment Services will focus immediately on improving enrollment certification and degree verification services—at no cost—to member institutions, with an emphasis on technological innovation, superb customer service, and institutional flexibility. Read a Q&A interview with Executive Director Jerry Sullivan or additional statements, or visit the new AACRAO Enrollment Services at www.aacrao.org.

AACRAO Transcript Directory

AACRAO has a worldwide transcript directory that can be used to gain information about ordering transcripts from a particular institution; however, it is possible that the directory only contains information from those institutions that participate. The transcript still has to be ordered from the institution.

www.aacrao.com/transcript_directory/tindex.html

Upcoming Events

New Client Orientation Sept. 30–Oct. 1, 2003 Phoenix, AZ

IPD is offering a 2-day orientation and training session, September 30 through October 1, for new personnel working in the areas of curriculum, faculty, and student services. The session will be held at the Doubletree Hotel in Phoenix and is designed to help new employees learn more about the services IPD offers. The session will also contain specific content training for attendees in their area of responsibility. IPD provides airfare, lodging, and sponsored meals for this event.

Links: Academic Records

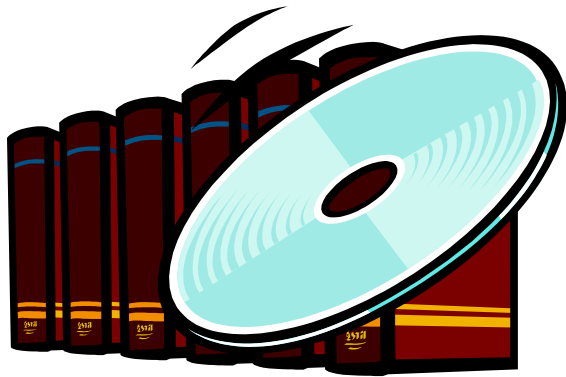
CollegeSource

College Source is a virtual library of 25,453 college catalogs for 2- and 4-year institutions, as well as graduate, professional, and international schools.

Try it for free at

<http://www.cgf.org/home.asp> to decide if membership is worthwhile.

LINKS: ACADEMIC RECORDS continued



SPEEDE/EXPRESS

Electronic Data Interchange (EDI) is the computer-to-computer exchange of business data in standard formats that is used in administrative areas of education to move student transcript and other data electronically between computer systems. EDI in Education is often referred to as

SPEEDE/ExPRESS. More information is available on the AACRAO Web site at www.aacrao.org.

The National Student Clearinghouse and Degree Verify

The National Student Clearinghouse, a nonprofit organization founded by the higher education community, maintains a comprehensive electronic registry of post-secondary student enrollment, degree, and loan records at <http://www.studentclearinghouse.org>. It is used primarily for enrollment and degree verifications for financial aid purposes and is the nation's largest, most trusted source for post-secondary student degree and enrollment verification services.

The National Student Clearinghouse also provides another degree verification service where academic credentials for graduates of member institutions can be quickly verified via the online www.degreeverify.org. With DegreeVerify, educational institutions electronically transmit degree data to the Clearinghouse shortly after each degree conferral period and then refer degree verification requests to the Clearinghouse for processing. For a complete list of participating institutions and more information on the DegreeVerify program, please visit the Web site.

We Need Your Input!

Thank you to everyone who contributed articles and information for this issue. We encourage anyone who wishes to submit articles for the March 2004 issue to do so by February 15, 2004. Please e-mail your contributions to Deanna Boe at deanna.boe@apollogrp.edu.

The Student Services Newsletter is produced and distributed by the Institute for Professional Development (IPD), a higher education development and management corporation that assists private colleges and universities in developing unique adult-oriented degree programs. IPD is a member of the Consortium for the Advancement of Adult Higher Education (CAAHESM).



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