



Webinar Series Registration Form

One-Stop Student Services: 3-Part Webinar Series

Once the live date has passed, these webinars will be available on demand.

Webinar 1: Developing An Online One Stop Student Services Experience

Friday, April 27 ~ 1:00-2:00pm (Eastern)

Creating a strong online presence in an increasingly digital world is critical for any organization. For those who work in higher education student services, you know the importance of leveraging technology and creating a strong online presence to help students with their student success, as well as how it can help with the efficiency and effectiveness of your operations. If you're considering building a new online presence or revamping an existing website, this webinar will help you to learn some important design and development considerations for creating a website that provides a streamlined, seamless experience that connects students with critical content and tools, but that is also user-friendly, intuitive, and visually pleasing. This webinar will help participants, particularly those who already have a One-Stop services model, learn some important design and development considerations for building a website, as well as creating and communicating related student services social media platforms and web applications.

Webinar 2: Developing & Providing Integrated Student Services: Creating The One-Stop Shop For Students

Wednesday, May 16 ~ 3:00-4:30pm (Eastern)

This session will provide an overview of how integrated student services, also known as the One-Stop Shop, can provide your college or university with a seamless delivery of student services, as well as a collaborative work environment for your staff. The presenter will discuss student services integration across several dimensions including virtual, physical, and organizational integration. By deconstructing operational silos, streamlining processes, and cross-training staff, operational efficiencies can be gained and students can be provided with holistic counseling experiences.

Webinar 3: Integrating Student Services: Planning, Implementation & Assessment

Thursday, May 17 ~ 3:00-4:00pm (Eastern)

Integrating student services (bursar, registrar and advising) results in more expedient problem-solving, provides easier access to information for members of the university community, and ultimately improves customer service, which may increase retention.

This webinar is designed to assist advising and student service administrators at the post-secondary level. The presenter draws on more than 15 years of experience as a college administrator to discuss the following areas: recognizing the need for integrated student services, making a case for change, planning and implementing new practices, staffing and training, and evaluating program effectiveness.



Speaker(s)



Webinar 1 & 2 Speaker

Dr. Julie Selander / Director of the One Stop Student Services & University Veterans Services
University of Minnesota

Dr. Julie Selander has worked in higher education administration and finance for over 30 years and her experience includes a variety of leadership positions in student services and service operations. Prior to Julie's current role as the Director of the One Stop Student Services and University Veterans Services at the University of Minnesota, she collaborated with her colleagues to develop the "One Stop" model, providing seamless and integrated student services in the areas of enrollment, registration, financial aid, billing, academic records, and veteran services.

Julie presents frequently on various topics related to higher education student services and has written several articles for publication, including a chapter for NACUBO's Student Centered Financial Services: Innovations That Succeed. She is the President for the Institute for Student Services Professionals and consults for a variety of higher educational institutions on student services, customer service, and financial literacy topics.

Julie has her bachelor's, master's, and PhD degrees from the University of Minnesota. Her PhD is in Organizational Leadership, Policy, & Development with an emphasis in Higher Education. She has been a part-time instructor for several years at the University of Minnesota and has taught Strategic Customer Relationship Management and Customer Service Training.



Webinar 3 Speaker

Andrea Harris
Pepperdine University

Andrea Harris has worked in higher education for over 15 years, and helped achieve an integrated student services department at Pepperdine University, where she oversees the staff academic advising center and the frontline student services department. Ms. Harris serves on the Conference Advisory Board for the National Academic Advising Association, where she has also served as the chair of probation/dismissal/reinstatement Interest Group. She lives in Los Angeles, CA with her husband, son, 3 adopted dogs and 2 fat guinea pigs.

Newsletter



Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method *Registration Fee: \$ADD AMOUNT HERE*

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
 (If you select PO as your payment method, a PO number is required.)

Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		



Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can login to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

Site Connections

The basic registration fee allows you to access the webinar from one computer only. If you need multiple site connections, please register for the unlimited site connection price.

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses WebEx as its web conferencing provider. If you have not previously attended a WebEx event, please click here to make sure your computer is compatible with WebEx. Be sure to complete this test prior to the live conference. See system requirements for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email support@ieinfo.org or call 303.955.0415.